

**MASTER AGREEMENT TO PROVIDE CUSTODIAL AND MAINTENANCE  
SERVICES AND SUPPLIES  
FOR THE COUNTY OF MONTEREY**

This AGREEMENT is made and entered into by and between the County of Monterey, a political subdivision of the State of California, hereinafter referred to as "County", and ISS Facility Services, Inc., hereinafter referred to as "CONTRACTOR."

**RECITALS**

- A. WHEREAS, the County has invited proposals through the Request for Proposals (RFP) #10450 for Custodial and Maintenance Services and Supplies, in accordance with the specifications set forth in this AGREEMENT; and
- B. WHEREAS, CONTRACTOR has submitted a responsive and responsible proposal to perform such services; and
- C. WHEREAS, CONTRACTOR has the expertise and capabilities necessary to provide the services requested.

NOW THEREFORE, the County and CONTRACTOR, for the consideration hereinafter named, agree as follows:

**1.0 PERFORMANCE OF THE AGREEMENT**

- 1.1 After consideration and evaluation of the CONTRACTOR'S proposal, the County hereby engages CONTRACTOR to provide the services set forth in RFP # 10450 and in this AGREEMENT on the terms and conditions contained herein and in RFP #10450. The intent of this AGREEMENT is to summarize the contractual obligations of the parties. The component parts of this AGREEMENT include the following:

This AGREEMENT including all its attachments, Exhibits and Appendix  
RFP #10450 Addendum (or Addenda) # 1 Dated 2/4/2014 and 2, Dated 2/6/2014  
RFP # 10450 dated 12/19/2013, including all attachments and exhibits  
CONTRACTOR'S Proposal dated 2/27/2014.  
Certificate of Insurance  
Additional Insured Endorsements

- 1.2 All of the above-referenced contract documents are intended to be complementary. Work required by one of the above-referenced contract documents and not by others shall be done as if required by all. In the event of a conflict between or among component parts of the contract, the contract documents shall be construed in the following order: AGREEMENT including all Attachments, Exhibits and Appendix, RFP #10450 Addenda #1 and 2, RFP #10450 including all attachments and exhibits, Certificate of Insurance, and Additional Insured Endorsements.

- 1.3 All work shall be performed by personnel whom the CONTRACTOR directly employs and supervises. Prior to commencing work under the AGREEMENT, CONTRACTOR(S) shall provide the COUNTY with a list of CONTRACTOR employees designated to work in each of the COUNTY facilities included in the AGREEMENT. Background checks, as outlined in Attachment A Section 1.6 and 1.6.1 in this RFP, are to be submitted for each employee prior to work commencing.
- 1.4 CONTRACTOR, its agents, employees, and subcontractors shall perform all work in a safe and skillful manner and in compliance with all applicable laws and regulations. All work performed under this AGREEMENT that is required by law to be performed or supervised by licensed personnel shall be performed in accordance with such business licensing requirements. CONTRACTOR'S business license must be maintained throughout the course of the AGREEMENT.
- 1.5 CONTRACTOR shall furnish, at its own expense, all materials, equipment, and personnel necessary to carry out the terms of this AGREEMENT, except as otherwise specified in this AGREEMENT. CONTRACTOR shall not use County premises, property (including equipment, instruments, or supplies) or personnel for any purpose other than in the performance of its obligations under this AGREEMENT.

## **2.0 SCOPE OF SERVICE**

- 2.1 To provide Custodial and Maintenance Services and Supplies to selected County-occupied facilities in the following locations:
  - **Zone V** - North Salinas/ Prunedale/ Aromas as defined per ATTACHMENT D approximately, but not limited to, 20,690 sq. ft.
  - **Zone VIII** – Monterey/ Carmel, as defined per ATTACHMENT D approximately, but not limited to, 67,976 sq. ft.
  - **Zone IX** – Castroville/ Pajaro/ Royal Oaks as defined per ATTACHMENT D approximately, but not limited to, 25,824 sq. ft.
- 2.2 Specific cleaning specifications are detailed in **ATTACHMENT A CONTRACTOR GENERAL REQUIREMENTS**, **ATTACHMENT B SERVICE SPECIFICATIONS**, and **ATTACHMENT C, CLEANING REQUIREMENTS**.
- 2.3 **Compliance with Laws:** CONTRACTOR shall give all notices and comply with all laws, ordinances, rules, and regulations of any public authority bearing on the performance of the work, including but not limited to the Immigration Reform and Control Act of 1986 (8 U.S.C.A. Sections 1101 et seq.).

### **3.0 QUALITY CONTROL**

- 3.1 CONTRACTOR'S Area Supervisor shall perform an on-site inspection of each facility on a weekly basis for the first two months of the initial start date of the contract or more frequently as requested by County.
- 3.2 After the initial two months, the on-site inspection of each facility shall commence once monthly or more frequently as requested by County. The monthly inspections will occur on a regular schedule as agreed upon between the COUNTY and the CONTRACTOR. The Supervisor shall make an appointment, if necessary, with the designated department contact person to walk through the building to inspect the condition of the facility and note any problems or concerns the department may have regarding the custodial services being provided.
- 3.3 The CONTRACTOR shall submit quality assurance reports on a quarterly basis to track quality control. These reports must be submitted every third month at the time of the monthly inspection. These reports will contain:
- A brief summary of the results of all inspections
  - A description of all supply expenditures
  - Information regarding any feedback received through submitted documentation via email, letter or fax.

### **4.0 LICENSING/SECURITY REQUIREMENTS**

- 4.1 CONTRACTOR is required to ensure that all services, costs, and materials must, at minimum, meet the specifications for State of California and CAL/OSHA regulations, as applicable.
- 4.2 CONTRACTOR is to ensure that the insurance and required licenses under both state and local jurisdictions are current during the full term of the AGREEMENT.
- 4.3 CONTRACTOR's employees must pass a County background clearance check as explained in Section A.1.6.
- 3.3.1 The County Office of the Sheriff will perform the clearance check at the CONTRACTOR'S expense.

### **5.0 TERM OF AGREEMENT**

- 5.1 The term of the AGREEMENT(s) will be for a period of three (3) years with the option to extend the AGREEMENT for two (2) additional one (1) year periods.
- 5.1.1 County is not required to state a reason if it elects not to renew this AGREEMENT.

- 5.2 CONTRACTOR shall commence negotiations for any desired rate changes a minimum of ninety days (90) prior to the expiration of this AGREEMENT in order to be considered.
- 5.2.1 Both parties shall agree upon rate extension(s) or changes in writing.
- 5.3 County reserves the right to cancel this AGREEMENT, or any extension of this AGREEMENT, without cause, with a thirty day (30) written notice, or immediately with cause.

## **6.0 COMPENSATION AND PAYMENTS**

- 6.1 It is mutually understood and agreed by both parties that CONTRACTOR shall be compensated under the AGREEMENT in accordance with ATTACHMENT D attached hereto.
- 6.2 Prices shall remain firm for the initial term of this AGREEMENT and, thereafter, may be adjusted annually as provided in this paragraph. County does not guarantee any minimum or maximum amount of dollars to be spent under this AGREEMENT.
- 6.3 Negotiations for rate changes shall be commenced, by CONTRACTOR, a minimum of ninety days (90) prior to the expiration of this AGREEMENT.
- 6.4 Invoice amounts shall be billed directly to the ordering department.
- 6.5 CONTRACTOR shall reference the AGREEMENT number and RFP # 10450 on all invoices submitted to the County. CONTRACTOR shall submit such invoice periodically or at the completion of services, but in any event, not later than 30 days after completion of services. The invoice shall set forth the amounts claimed by CONTRACTOR for the previous period, together with an itemized basis for the amounts claimed, and such other information pertinent to the invoice. The County shall certify the invoice, either in the requested amount or in such other amount as the County approves in conformity with this AGREEMENT, and shall promptly submit such invoice to the County Auditor-Controller for payment. The County Auditor-Controller shall pay the amount certified within 30 days of receiving the certified invoice.

## **7.0 INDEMNIFICATION**

CONTRACTOR shall indemnify, defend, and hold harmless County, its officers, agents, and employees, from and against any and all claims, liabilities, and losses whatsoever (including damages to property and injuries to or death of persons, court costs, and reasonable attorneys' fees) occurring or resulting to any and all persons, firms or corporations furnishing or supplying work, services, materials, or supplies in connection with the performance of this AGREEMENT, and from any and all claims, liabilities, and losses occurring or resulting to any person, firm, or corporation for damage, injury, or death arising out of or connected with CONTRACTOR's performance of this AGREEMENT, unless such claims, liabilities, or losses arise out of the sole

negligence or willful misconduct of County. "CONTRACTOR's performance" includes CONTRACTOR's action or inaction and the action or inaction of CONTRACTOR's officers, employees, agents and subcontractors.

## **8.0 INSURANCE**

### **8.1 Evidence of Coverage:**

8.1.1 Prior to commencement of this AGREEMENT, CONTRACTOR shall provide a "Certificate of Insurance" certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition CONTRACTOR upon request shall provide a certified copy of the policy or policies.

8.1.2 This verification of coverage shall be sent to the County's Contracts/Purchasing Department, unless otherwise directed. CONTRACTOR shall not receive a "Notice to Proceed" with the work under this AGREEMENT until it has obtained all insurance required and such, insurance has been approved by County. This approval of insurance shall neither relieve nor decrease the liability of CONTRACTOR.

8.2 Qualifying Insurers: All coverages, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- VII, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by County's Purchasing Officer.

### **8.3 Insurance Coverage Requirements:**

8.3.1 Without limiting CONTRACTOR's duty to indemnify, CONTRACTOR shall maintain in effect throughout the term of this AGREEMENT a policy or policies of insurance with the following minimum limits of liability:

8.3.1.1 Commercial general liability insurance, including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broadform Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

8.3.2 Business automobile liability insurance, covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this AGREEMENT, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

8.3.3 Workers' Compensation Insurance, if CONTRACTOR employs others in the performance of this AGREEMENT, in accordance with California Labor Code section 3700 and with Employer's Liability limits not less

than \$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.

- 8.3.4 Professional liability insurance, if required for the professional services being provided, (e.g., those persons authorized by a license to engage in a business or profession regulated by the California Business and Professions Code), in the amount of not less than \$1,000,000 per claim and \$2,000,000 in the aggregate, to cover liability for malpractice or errors or omissions made in the course of rendering professional services. If professional liability insurance is written on a "claims-made" basis rather than an occurrence basis, CONTRACTOR shall, upon the expiration or earlier termination of this AGREEMENT, obtain extended reporting coverage ("tail coverage") with the same liability limits. Any such tail coverage shall continue for at least three years following the expiration or earlier termination of this AGREEMENT.

#### 8.4 Other Insurance Requirements:

- 8.4.1 All insurance required by this AGREEMENT shall be with a company acceptable to County and issued and executed by an admitted insurer authorized to transact Insurance business in the State of California. Unless otherwise specified by this AGREEMENT, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three years following the date CONTRACTOR completes its performance of services under this AGREEMENT.
- 8.4.2 Each liability policy shall provide that County shall be given notice in writing at least thirty days in advance of any endorsed reduction in coverage or limit, cancellation, or intended non-renewal thereof. Each policy shall provide coverage for CONTRACTOR and additional insureds with respect to claims arising from each subcontractor, if any, performing work under this AGREEMENT, or be accompanied by a certificate of insurance from each subcontractor showing each subcontractor has identical insurance coverage to the above requirements.
- 8.4.3 Commercial general liability and automobile liability policies shall provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional Insureds with respect to liability arising out of the CONTRACTOR'S work, including ongoing and completed operations, and shall further provide that such insurance is primary insurance to any insurance or self-insurance maintained by the County and that the insurance of the Additional Insureds shall not be called upon to contribute to a loss covered by the CONTRACTOR'S insurance. The required endorsement form for Commercial General Liability Additional Insured is ISO Form CG 20 10 11-85 or CG 20 10 10 01 in tandem with CG 20 37 10 01 (2000). The required endorsement form for Automobile Additional Insured endorsement is ISO Form CA 20 48 02 99.
- 8.4.4 Prior to the execution of this AGREEMENT by County, CONTRACTOR shall file certificates of insurance with County's contract administrator and County's

Contracts/Purchasing Division, showing that CONTRACTOR has in effect the insurance required by this AGREEMENT. CONTRACTOR shall file a new or amended certificate of insurance within five calendar days after any change is made in any insurance policy, which would alter the information on the certificate then on file. Acceptance or approval of insurance shall in no way modify or change the indemnification clause in this AGREEMENT, which shall continue in full force and effect.

- 8.4.5 CONTRACTOR shall at all times during the term of this AGREEMENT maintain in force the insurance coverage required under this AGREEMENT and shall send, without demand by County, annual certificates to County's Contract Administrator and County's Contracts/Purchasing Division. If the certificate is not received by the expiration date, County shall notify CONTRACTOR and CONTRACTOR shall have five calendar days to send in the certificate, evidencing no lapse in coverage during the interim. Failure by CONTRACTOR to maintain such insurance is a default of this AGREEMENT, which entitles County, at its sole discretion, to terminate this AGREEMENT immediately.

## 9.0 ADDITIONAL REQUIREMENTS

- 9.1 CONTRACTOR shall submit a list of all employees performing work under this AGREEMENT within ten (10) days from the start of this AGREEMENT.
- 9.2 Criminal Background Checks: CONTRACTOR shall have all employees fingerprinted and background checks initiated within ten (10) days from the start of the AGREEMENT unless there are extenuating circumstances beyond the CONTRACTOR'S control. If such circumstances occur, the County shall be so advised in writing prior to the tenth (10th) day of the AGREEMENT and a new deadline approved by the County. If the CONTRACTOR fails to have the designated employees processed within the time limit, payment for services rendered may be withheld. Background check shall be completed prior to allowing an employee to begin work on County premises.
- 9.2.1 A California licensed Investigator must perform the required State level criminal background check(s) which shall then be submitted to the County prior to the personnel being allowed to work within such County facilities. CONTRACTOR is responsible for the cost of the State level criminal background checks.
- 9.2.2 Exception: personnel who are designated to provide services at any of the Sheriff's facilities shall undergo fingerprinting and background checks through the Sheriff's main office, at no cost to CONTRACTOR. The required background checks SHALL be completed prior to allowing the personnel to work within any of the Sheriff's facilities.
- 9.3 A work schedule shall be submitted to the County within ten (10) days from the start of this AGREEMENT.

- 9.4 A complete MSDS shall be submitted within ten (10) days from the start of this AGREEMENT.

## **10.0 BREACH, DEFAULT AND TERMINATION**

- 10.1 Breach; A Breach of a term or condition of this AGREEMENT shall mean any one or more of the following events: (1) CONTRACTOR fails to perform the services as specified in ATTACHMENT A CONTRACTOR GENERAL REQUIREMENTS, ATTACHMENT B SERVICE SPECIFICATIONS, ATTACHMENT C, CLEANING REQUIREMENTS, and ATTACHMENT D, COST PROPOSAL BY ZONE; (2) CONTRACTOR(s) fails to resolve reported issues in a timely manner as specified in ATTACHMENT A CONTRACTOR GENERAL REQUIREMENTS; (3) CONTRACTOR fails to comply with any term or requirement included in this AGREEMENT; (4) CONTRACTOR becomes the subject of any proceeding under any law relating to bankruptcy, insolvency, or reorganization, or relief from creditors and/or debtors; (5) in the COUNTY's opinion, CONTRACTOR becomes insolvent or in an unsound financial situation so as to endanger performance; (6) CONTRACTOR is determined to be in violation of federal, state, or local laws or regulations and that such determination, in the COUNTY's opinion, renders the CONTRACTOR unable to perform any aspect of the AGREEMENT; (7) CONTRACTOR receives three concurrent unsatisfactory performance reviews by the COUNTY.
- 10.2 Default; CONTRACTOR may be declared in default for failing to perform a contractual requirement set forth in this AGREEMENT, or for a material breach of any term or condition.
- 10.3 Termination for Breach and/or Default; Except in the case of delay or failure resulting from circumstances beyond the control and without the fault or negligence of CONTRACTOR and/or its subcontractor(s) or suppliers, the COUNTY shall be entitled, by written or oral notice, to cancel and terminate this AGREEMENT in its entirety or in part.

## **11.0 RIGHTS AND REMEDIES OF THE COUNTY FOR DEFAULT**

In the case of default by CONTRACTOR, the County may procure the articles or services from other sources and may recover the loss occasioned thereby from any unpaid balance due the CONTRACTOR or by proceeding against any performance bond of CONTRACTOR, if any, or by suit against CONTRACTOR. The prices paid to the County shall be considered liquidated damages and calculated at 2% of the monthly location bill for each occurrence. Inspections of deliveries or offers for deliveries that do not meet specifications shall be made at the expense of CONTRACTOR.



## **12.0 FORCE MAJEURE**

If any party hereto is delayed or prevented from fulfilling its obligations under this AGREEMENT by Force Majeure, said party will not be liable under this AGREEMENT for said delay or failure. "Force Majeure" means any cause beyond the reasonable control of a party, including but not limited to acts of God, civil or military disruption, fire, strike, flood, riot, war, or inability due to the aforementioned causes to obtain necessary labor, materials or facilities.

## **13.0 NON-DISCRIMINATION**

- 13.1 During the performance of this contract, CONTRACTOR shall not unlawfully discriminate against any employee or applicant for employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, age (over 40), sex, or sexual orientation. CONTRACTOR shall ensure that the evaluation and treatment of its employees and applicants for employment are free of such discrimination. CONTRACTOR shall comply with the provisions of the Fair Employment and Housing Act (Government Code, §12900, et seq.) and the applicable regulations promulgated there under (California Code of Regulations, Title 2, §7285.0, et seq.).
- 13.2 The applicable regulations of the Fair Employment and Housing Commission implementing Government Code, §12990, et seq., set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations are incorporated into this AGREEMENT by reference and made a part hereof as if set forth in full.

## **14.0 INDEPENDENT CONTRACTOR**

- 14.1 CONTRACTOR shall be an independent contractor and shall not be an employee of County, nor immediate family of an employee of the County. CONTRACTOR shall be responsible for all insurance (General Liability, Automobile, Workers' Compensation, unemployment, etc.) and all payroll-related taxes. CONTRACTOR shall not be entitled to any employee benefits. The CONTRACTOR shall control the manner and means of accomplishing the result contracted for herein.
- 14.2 Non-Assignment: CONTRACTOR shall not assign this contract without the prior written consent of the County.

## 15.0 CUSTODIAL SERVICE REQUEST FORM

- 15.1 CONTRACTOR shall only provide services under this AGREEMENT as authorized by the attached Custodial Service Request Form (EXHIBIT A).
- 15.2 The Custodial Service Request Form must be completed prior to services beginning, changing or when services are being deleted for any reason.
- 15.3 The Custodial Service Request Form must be signed and authorized by all parties indicated prior to commencement of work.

## 16.0 NOTICES

Notices required to be given to the respective parties under this AGREEMENT shall be deemed given by any of the following means: (1) when personally delivered to County's contract administrator or to CONTRACTOR'S responsible officer; (2) when personally delivered to the party's principle place of business during normal business hours, by leaving notice with any person apparently in charge of the office and advising such person of the import and contents of the notice; (3) 24 hours after the notice is transmitted by FAX machine to the other party, at the party's FAX number specified pursuant to this AGREEMENT, provided that the party giving notice by FAX must promptly confirm receipt of the FAX by telephone to the receiving party's office; or, (4) three (3) days after the notice is deposited in the U. S. mail with first class or better postage fully prepaid, addressed to the party as indicated below.

Notices mailed or faxed to the parties shall be addressed as follows:

TO COUNTY:

Contracts/Purchasing Officer  
County of Monterey, Contracts/Purchasing  
168 W. Alisal Street, 3rd Floor.  
Salinas, CA 93901-2439  
Tel. No.: (831) 755-4990  
FAX No.: (831) 755-4969  
[derrm@co.monterey.ca.us](mailto:derrm@co.monterey.ca.us)

**TO THE CONTRACTOR:**

Company Name: ISS Facility Services Inc.

Owner Name: \_\_\_\_\_

Address: 541 Taylor Way #5 San Carlos CA  
94070

24 hour Tel. No. 650 593 9774

Area Supervisor Name: Guillermo Ramirez

Area Supervisor Cell No. 408 849 8622

FAX No. 650 593 0650

IN WITNESS WHEREOF, the County and CONTRACTOR execute this AGREEMENT as follows:

MONTEREY COUNTY

CONTRACTOR

\_\_\_\_\_  
Contracts/Purchasing Officer

By: E. Carrillo  
Signature of Chair, President, or  
Vice-President

Dated: \_\_\_\_\_

EDUARDO CARRILLO, GENERAL MANAGER  
Printed Name and Title

Approved as to Fiscal Provisions:

Dated: 4/28/2014

\_\_\_\_\_  
Auditor/Controller

By: Jeff Stevens (circled)  
(Signature of Secretary, Asst. Secretary, CFO,  
Treasurer or Asst. Treasurer)\*

Dated: 4-28-14

Approved as to Liability Provisions:

Jeff Stevens (circled)  
Printed Name and Title Executive V.P.

\_\_\_\_\_  
Risk Management

Dated: 4.28.2014

Dated: \_\_\_\_\_

Approved as to Form:

Cynthia L. O'Connor  
Assistant County Counsel

Deputy  
Dated: 4-28-14

\*INSTRUCTIONS: If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers. If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this AGREEMENT on behalf of the partnership. If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any, and shall personally sign the AGREEMENT.

**ATTACHMENTS**

COUNTY OF MONTEREY  
CONTRACTS/PURCHASING DIVISION  
168 W. Alisal Street, 3<sup>rd</sup> Floor  
Salinas, CA 93901  
(831) 755-4900  
(831) 755-4969 – Fax



## Custodial Service Request Form

Location: \_\_\_\_\_

Square Footage: \_\_\_\_\_

Zone Num.:

Add:  \$ \_\_\_\_\_ /Month

Remove:  \$ \_\_\_\_\_ /Month

Change Frequency From: \_\_\_\_\_ Days to \_\_\_\_\_ Days.

Address: \_\_\_\_\_

### Cleaning Requirements (Attached):

1 Day:

2 Day:

3 Day:

5 Day:

Special Instructions/Notes: \_\_\_\_\_

Requesting Department Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Facilities Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Contracts/Purchasing Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## CLEANING REQUIREMENTS

### ***CLEANING REQUIREMENTS, 1 DAY CLEANING***

***RESTROOM CLEANING, ONE DAY PER WEEK ALLOWED TO COMPLETE THESE SERVICES, ALL OTHER SERVICES TO BE PERFORMED AT THE FREQUENCIES INDICATED IN THIS LISTING***

- DR RESTROOM CLEANING
- DR1 Empty waste containers
- DR2 Wet mop hard surface and resilient floors
- DR3 Restock all dispensers with the proper product
- DR4 Clean and disinfect all restroom fixtures
- DR5 Unstop urinals, toilets, and sinks using a plunger (report needed repairs to Facilities Division)
- DR6 Clean restroom mirrors and glass
- DR7 Remove all graffiti from any interior walls
- DR8 Wipe down all walls and partitions with damp cloth
- DR9 Clean all bathroom doors around doorknobs and push plates

### ***ROUTINE SERVICE, ONE DAY PER WEEK ALLOWED TO COMPLETE THESE SERVICES***

- DG GENERAL CLEANING
- DG1 Empty wastebaskets, replace liners as necessary, place trash in dumpster
- DG2 Empty exterior urns and ashtrays
- DG3 Clean water fountains and polish stainless steel fixtures
- DG4 Sweep outside steps and landings at designated entrances and exits
- DG5 Empty break-room and desk-side recycle containers and place recycled material in outside recycling dumpster
- DG6 Remove all graffiti from any interior walls
- DG7 Clean all doors around door knobs and push plates
- DG8 Police trash and debris in facility

### ***DF FLOOR & CARPET CARE***

- DF1 Sweep and dust mop all hard surface and resilient floors with treated mop
- DF2 Vacuum all carpeted floors including entry mats
- DF3 Damp mop all spills on hard surfaces
- DF4 Remove chewing gum and candy from carpet, hard surface and resilient floors
- DF5 Damp mop elevator floors

### ***DD DUSTING***

- DD1 All tops of filing cabinets
- DD2 All desks where cleared
- DD3 All table tops and counters where cleared

### ***DW WINDOW CLEANING***

- DW1 Clean entry door and lobby glass inside and outside
- DW2 Clean all interior partition and counter glass
- DW3 Clean all interior door glass

CLEANING REQUIREMENTS, 1 DAY CLEANING CATEGORY, continued**MONTHLY SERVICE****MG GENERAL CLEANING**

- MG1 Remove fingerprints from doors, walls, and light switches
- MG2 Clean and disinfect common area and break area trash receptacles inside and outside
- MG3 Wipe all handrails including stairwells
- MG4 Wipe all plastic, wood or non-upholstered seating and benches

**MF FLOOR & CARPET CARE**

- MF1 Entirely damp mop hard surface and resilient floors
- MF2 Spot clean all carpeted floors

**MR RESTROOM CLEANING**

- MR1 Scrub all sinks using a cleaner appropriate for the fixture
- MR2 Scrub toilets and urinals inside using a bowl cleaner appropriate for the fixture

**MD DUSTING**

- MD1 All window and door sills
- MD2 All tops of ledges, baseboards, and partitions
- MD3 Remove all cobwebs from ceilings, corners, and crevices
- MD4 All stairwell surfaces

**SEMIANNUAL SERVICE****SF FLOOR & CARPET CARE**

- SF1 Shampoo all carpeted areas using bonnet method
- SF2 Strip, refinish and buff all hard surface floors using an acrylic finish
- SF3 Buff all hard surface and resilient floors using a high-speed machine

**SR RESTROOM CLEANING**

- SR1 Machine scrub restroom floors (porcelain tile floors)
- SR2 Clean and disinfect all walls and partitions

**SD DUSTING**

- SD1 High dust all light fixtures, vents and surfaces/ledges above 6 feet
- SD2 All blinds
- SD3 Vacuum all upholstered furniture

**SW WINDOW CLEANING**

- SW1 Wash the inside of all windows and the outside of the first floor windows

**SO OTHER CLEANING**

- SO1 Remove marks on doors and clean door kick plates

**ANNUAL SERVICE****AF FLOOR & CARPET CARE**

- AF1 Steam/Extraction clean all carpeted areas



**CLEANING REQUIREMENTS, 2 DAY CLEANING CATEGORY****RESTROOM CLEANING TO BE PERFORMED DAILY, ALL OTHER SERVICES TO BE PERFORMED AT THE FREQUENCIES INDICATED IN THIS LISTING**

- DR RESTROOM CLEANING, TO BE PERFORMED DAILY**
- DR1 Empty waste containers
  - DR2 Wet mop hard surface and resilient floors
  - DR3 Restock all dispensers with the proper product
  - DR4 Clean and disinfect all restroom fixtures
  - DR5 Unstop urinals, toilets, and sinks using a plunger (report needed repairs to Facilities Division)
  - DR6 Clean restroom mirrors and glass
  - DR7 Remove all graffiti from any interior walls
  - DR8 Wipe down all walls and partitions with damp cloth
  - DR9 Clean all bathroom doors around doorknobs and push plates

**ROUTINE SERVICE, TWO DAYS PER WEEK ALLOWED TO COMPLETE THESE SERVICES**

- DG GENERAL CLEANING**
- DG1 Empty wastebaskets, replace liners as necessary, place trash in dumpster
  - DG2 Empty exterior urns and ashtrays
  - DG3 Clean water fountains and polish stainless steel fixtures
  - DG4 Sweep outside steps and landings at designated entrances and exits
  - DG5 Empty break-room and desk-side recycle containers and place recycled material in outside recycling dumpster
  - DG6 Remove all graffiti from any interior walls
  - DG7 Clean all doors around door knobs and push plates
  - DG8 Police trash and debris in facility

**DF FLOOR & CARPET CARE**

- DF1 Sweep and dust mop all hard surface and resilient floors with treated mop
- DF2 Vacuum all carpeted floors including entry mats
- DF3 Damp mop all spills on hard surfaces
- DF4 Remove chewing gum and candy from carpet, hard surface and resilient floors
- DF5 Damp mop elevator floors

**DD DUSTING**

- DD1 All tops of filing cabinets
- DD2 All desks where cleared
- DD3 All table tops and counters where cleared

**WEEKLY SERVICE****WG GENERAL CLEANING**

- WG1 Remove fingerprints from doors, walls, and light switches
- WG2 Clean and disinfect common area and break area trash receptacles inside and outside
- WG3 Wipe all handrails including stairwells
- WG4 Wipe all plastic, wood or non-upholstered seating and benches

**WF FLOOR & CARPET CARE**

- WF1 Entirely damp mop hard surface and resilient floors
- WF2 Spot clean all carpeted floors

**WR RESTROOM CLEANING**

- WR1 Scrub all sinks using a cleaner appropriate for the fixture
- WR2 Scrub toilets and urinals inside using a bowl cleaner appropriate for the fixture

**CLEANING REQUIREMENTS, 2 DAY CLEANING CATEGORY, continued****WD DUSTING**

- WD1 All window and door sills
- WD2 All tops of ledges, baseboards, and partitions
- WD3 All chairs
- WD4 Remove all cobwebs from ceilings, corners, and crevices
- WD5 All stairwell surfaces

**WW WINDOW CLEANING**

- WW1 Clean entry door and lobby glass inside and outside
- WW2 Clean all interior partition and counter glass
- WW3 Clean all interior door glass

**MONTHLY SERVICE****MF FLOOR & CARPET CARE**

- MF1 Scrub and seal/refinish all hard surface and resilient floors using a product appropriate for each surface
- MF2 Edge out all carpet (areas that are out of reach during normal vacuuming)

**MR RESTROOM CLEANING**

- MR1 Clean and disinfect all walls and partitions

**MD DUSTING**

- MD1 Vacuum all upholstered furniture
- MD2 All blinds

**MO OTHER CLEANING**

- MO1 Remove marks on doors and clean door kick plates

***SEMIANNUAL SERVICE*****SG GENERAL CLEANING**

- SG1 Wipe exterior of all desks, filing cabinets, and tables

**SF FLOOR & CARPET CARE**

- SF1 Shampoo all carpeted areas using bonnet method
- SF2 Strip and seal/refinish all hard surface and resilient floors using a product appropriate for each surface
- SF3 Buff all hard surface and resilient floors using a high-speed machine

**SR RESTROOM CLEANING**

- SR1 Machine scrub and seal restroom hard surface floors (porcelain tile floors)
- SR2 Clean and disinfect all walls and partitions

**SD DUSTING**

- SD1 High dust all light fixtures, vents and surfaces/ledges above 6 feet

**SW WINDOW CLEANING**

- SW1 Wash the inside of all windows and the outside of the first floor windows

**ANNUAL SERVICE**

- AF FLOOR & CARPET CARE  
 AF1 Steam/Extraction clean all carpeted areas

**CLEANING REQUIREMENTS, 3 DAY CLEANING CATEGORY**

Same Tasks and Standards as described in 2 DAY CLEANING CATEGORY

**CLEANING REQUIREMENTS, 5 DAY CLEANING CATEGORY****ROUTINE SERVICE, TO BE PERFORMED DAILY**

- DR RESTROOM CLEANING, TO BE PERFORMED DAILY  
 DR1 Empty waste containers  
 DR2 Wet mop hard surface and resilient floors  
 DR3 Restock all dispensers with the proper product  
 DR4 Clean and disinfect all restroom fixtures  
 DR5 Unstop urinals, toilets, and sinks using a plunger (report needed repairs to Facilities Division)  
 DR6 Clean restroom mirrors and glass  
 DR7 Remove all graffiti from any interior walls  
 DR8 Wipe down all walls and partitions with damp cloth  
 DR9 Clean all bathroom doors around doorknobs and push plates
- DG GENERAL CLEANING  
 DG1 Empty wastebaskets, replace liners as necessary, place trash in dumpster  
 DG2 Empty exterior urns and ashtrays  
 DG3 Clean water fountains and polish stainless steel fixtures  
 DG4 Sweep outside steps and landings at designated entrances and exits  
 DG5 Empty break-room and desk-side recycle containers and place recycled material in outside recycling dumpster  
 DG6 Remove all graffiti from any interior walls  
 DG7 Clean all doors around door knobs and push plates  
 DG8 Police trash and debris in facility
- DF FLOOR & CARPET CARE  
 DF1 Sweep and dust mop all hard surface and resilient floors with treated mop  
 DF2 Vacuum all carpeted floors including entry mats  
 DF3 Damp mop all spills on hard surfaces  
 DF4 Remove chewing gum and candy from carpet, hard surface and resilient floors  
 DF5 Damp mop elevator floors
- DD DUSTING  
 DD1 All tops of filing cabinets  
 DD2 All desks where cleared  
 DD3 All table tops and counters where cleared
- DW WINDOW CLEANING  
 DW1 Clean entry door and lobby glass inside and outside  
 DW2 Clean all interior partition and counter glass  
 DW3 Clean all interior door glass

**WEEKLY SERVICE****WG GENERAL CLEANING**

- WG1 Remove fingerprints from doors, walls, and light switches
- WG2 Wash wastebaskets and trash receptacles inside and outside
- WG3 Remove marks and clean door kick plates
- WG4 Wash all handrails, including stairways

**WF FLOOR & CARPET CARE**

- WF1 Entirely damp mop hard surface and resilient floors
- WF2 Spot clean all carpeted floors
- WF3 Buff all hard surface and resilient floors using a high-speed machine

**WR RESTROOM CLEANING**

- WR1 Scrub all sinks using an abrasive cleaner such as Ajax or a similar product
- WR2 Scrub toilets and urinals inside using an acid type bowl cleaner

**WD DUSTING**

- WD1 All window and door sills
- WD2 All tops of ledges, baseboards, and partitions
- WD3 All chairs
- WD4 Remove all cobwebs from ceilings, corners, and crevices
- WD5 All stairwell surfaces

**MONTHLY SERVICE****MF FLOOR & CARPET CARE**

- MF1 Scrub and seal/refinish all hard surface and resilient floors using a product appropriate for each surface
- MF2 Edge out all carpet (areas that are out of reach during normal vacuuming)

**MR RESTROOM CLEANING**

- MR1 Clean and disinfect all walls and partitions

**MD DUSTING**

- MD1 Vacuum all upholstered furniture
- MD2 All blinds

***QUARTERLY SERVICE*****QG GENERAL CLEANING**

- QG1 Wash exterior of all desks, filing cabinets, and tables

**QF FLOOR & CARPET CARE**

- QF1 Shampoo all carpeted areas using bonnet method
- QF2 Strip and seal/refinish all hard surface and resilient floors using a product appropriate for the surface
- QF3 Buff all hard surface and resilient floors using a high-speed machine

**QR RESTROOM CLEANING**

- QR1 Machine scrub and seal restroom hard surface floors (porcelain tile floors)

**QD DUSTING**

- QD1 High dust all light fixtures, vents and surfaces/ledges above 6 feet

**QW WINDOW CLEANING**

- QW1 Wash the inside of all windows and the outside of the first floor windows

***ANNUAL SERVICE*****AF FLOOR & CARPET CARE**

- AF1 Steam/Extraction clean all carpeted areas

**ATTACHMENT A  
CONTRACTOR GENERAL REQUIREMENTS**

**A.1 CONTRACTOR Employee Requirements**

ITEM #	ITEM	DESCRIPTION
A.1.1	<b>Area Supervisor</b>	CONTRACTOR shall designate a competent Area Supervisor to handle all matters pertaining to day-to-day in their work areas between 7am – 7pm.
A.1.1.1		CONTRACTOR shall provide County with Area Supervisor’s 24-hour contact information.
A.1.1.2		Communications with the Area Supervisor shall be binding to the extent of this AGREEMENT.
A.1.1.3		County shall notify Area Supervisor of all quality concerns and the Area Supervisor shall respond within three (3) hours.
A.1.2	<b>Personnel</b>	All work shall be performed by CONTRACTOR personnel who have a sufficient level of training and general job experience to be able to perform all tasks outlined within the RFP.
A.1.2.1		All work shall be performed by personnel whom CONTRACTOR directly employs and supervises.
A.1.2.2		Prior to an employee commencing work under this AGREEMENT, CONTRACTOR shall provide County with a list of CONTRACTOR’s employees designated work areas within the County.
A.1.2.3		All CONTRACTOR personnel designated to work in County facilities shall have the ability to read and/or follow written and verbal instructions, and at least 33% must be able to speak and understand English sufficient to communicate with others when required in the performance of their job duties.
A.1.4	<b>ID Badges</b>	County will pay for the cost of badges at the beginning of the AGREEMENT (within the first 30 days of the beginning of the AGREEMENT). CONTRACTOR shall be responsible for all costs of badges during the remainder of the AGREEMENT for new or replacement personnel.

A.1.4.1		<p>CONTRACTOR is required to have all employees working in County facilities obtain identification badges from the Monterey County Public Works Department, Facilities Division, within ten (10) days from the start of the AGREEMENT. If extenuating circumstances occur that prevent CONTRACTOR from meeting this objective, the County must be so advised in writing prior to the tenth (10th) day of the AGREEMENT and a new deadline approved by the County shall be established. <i>If the CONTRACTOR fails to obtain badges for all employees within the time limit, payment for services rendered may be withheld.</i></p>
A.1.4.2		<p>CONTRACTOR and CONTRACTOR'S employees shall be required to display their identification badge at all times while working in County facilities. If the CONTRACTOR or CONTRACTOR'S employees fail to display the proper identification, County may require them to leave the facility immediately. <i>Services that are not performed as a result may be subject to deductions to be taken from the next submitted invoice.</i></p>
A.1.4.3		<p>If any of the CONTRACTOR'S employees cease to work in County facilities, the CONTRACTOR shall immediately return the employee's badge to the County's Facilities Operations Manager or the Custodial Contract Coordinator.</p>
A.1.5	<p><b>Uniforms and Protective Gloves</b></p>	<p>CONTRACTOR personnel designated to work in County facilities during business hours shall wear the necessary and appropriate uniforms and protective gloves as assigned by the CONTRACTOR and as approved by the County.</p>
A.1.6	<p><b>Background Checks</b></p>	<p>CONTRACTOR shall pay for the cost of fingerprinting and background checks within the first 30 days of the execution of the AGREEMENT. CONTRACTOR shall be responsible for all the costs of fingerprinting and background checks during the remainder of the AGREEMENT for new or replacement personnel (each background check is approximately \$150.)</p>
A.1.6.1		<p>CONTRACTOR shall have all employees fingerprinted and background checks initiated within ten (10) days from the execution of the AGREEMENT unless there are extenuating circumstances beyond the CONTRACTOR'S control. If such circumstances occur, the County must be so advised in writing prior to the tenth (10th) day of the AGREEMENT and a new deadline must be approved by the County. If the CONTRACTOR fails to have the designated employees processed within the time limit, payment for services rendered may be withheld. Background check MUST be completed prior to allowing an</p>

		employee to begin work on County premises.
A.1.7	<b>Security</b>	County shall notify CONTRACTOR immediately regarding security issues. CONTRACTOR shall respond to security issues within 60 minutes of the call.
A.1.7.1		County will issue facility keys to CONTRACTOR and maintain a log of keys issued. CONTRACTOR shall not duplicate keys and must report lost keys to County within 24 hours. Keys shall be replaced by the County at the cost to the CONTRACTOR. <b>CONTRACTOR's employees will be responsible for locking any room they unlocked to clean and also must make sure all building entrances are locked when they leave.</b>

## A.2 CONTRACTOR'S Work Schedule

A.2.1	<b>Work Schedule</b>	Unless otherwise authorized by the County, all work shall be performed outside of County's regular 8:00 a. m. to 5:00 p.m. working hours, except Day Porter and noon service. Weekend work will not be permitted unless specifically authorized and scheduled in advance. For those facilities open to the public on weekends or evenings, the County will provide a schedule of hours to the CONTRACTOR so that an appropriate work schedule may be determined.
A.2.1.1		Within thirty (30) days of the CONTRACTOR'S receipt of written notice that the CONTRACTOR will be awarded a contract, the CONTRACTOR shall furnish County's Custodial Contract Coordinator with a work schedule of the custodial services to be provided for each location in accordance with the scope of work specified in the AGREEMENT. Thereafter, if CONTRACTOR desires to change the work schedule, CONTRACTOR shall provide County's Custodial Contract Coordinator with a revised work schedule for coordination with the County department. A Custodial Service Request Form must be authorized before the changes are put into effect at any facility. For the purpose of facility inspections by the County, all cleaning shall be performed on or before the dates listed on the CONTRACTOR'S work schedule.

## A.3 Protection of Persons and Property

A.3.1	<b>Protection</b>	CONTRACTOR shall take all reasonable precautions to ensure the safety and protection of, and to prevent damage, injury or loss to, CONTRACTOR'S employees and other persons. The CONTRACTOR shall comply with all applicable local, state, and federal laws and regulations pertaining to the safety and protection of CONTRACTOR'S employees and other persons.
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A.3.2		All damage or loss to any property caused in whole or in part by the CONTRACTOR or any person employed directly or indirectly by the CONTRACTOR shall be remedied by the CONTRACTOR at CONTRACTOR'S expense and to the satisfaction of the County.
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**A.4 CONTRACTOR'S Response Time:**

A.4.1	<b>Response Time</b>	CONTRACTOR shall maintain a 24-hour business phone or telephone answering service for the purpose of receiving County messages in an efficient and timely manner. If CONTRACTOR's Area Supervisor cannot be reached before 7 A.M. or after 7 P.M., the County will call the 24-hour business phone or telephone answering service. CONTRACTOR shall respond to all messages regarding incomplete or defective work before the expiration of the next County work day (8:00 a.m. to 5:00 p.m. Monday through Friday), and shall complete all remedial work within 24 hours after receiving the County's message.
A.4.1.1		If the CONTRACTOR does not complete remedial work within 24 hours, the CONTRACTOR shall be subject to deductions for the value of work not performed in accordance with the AGREEMENT.
A.4.1.2		Failure to correct the problem within the time frame specified in paragraphs A.4.1.1 and A.1.1 will also result in a liquidated damages deduction of 2% of the monthly location bill for each occurrence.
A.4.1.3		In addition, if CONTRACTOR fails or refuses to perform any part of work required by the AGREEMENT within the response time, the County may contract with another outside source or may use County personnel to perform that work and may deduct all additional costs of any such work from the monthly amount due to the CONTRACTOR after first deducting the appropriate amount for the value of work originally not completed under the AGREEMENT.
A.4.1.4		CONTRACTOR will respond to any emergency request within 60 minutes of receiving the call and shall complete all remedial work within 3 hours of receiving the call.



**A.5 Notification of Problems or Emergencies:**

A.5.1	<b>Problems &amp; Emergencies</b>	CONTRACTOR shall notify the County immediately, or as soon as possible, upon discovering significant leakage from any fixture, major electrical hazard, or any other building condition, which could cause serious damage or harm to persons or property and should be repaired or mitigated immediately to stop or prevent damage from occurring. The County will provide the CONTRACTOR with emergency telephone numbers for each facility maintained by the CONTRACTOR under the AGREEMENT.
A.5.2		CONTRACTOR shall notify the County within 24 hours or no later than the following day, upon finding any broken fixture or any other building problem that requires maintenance or repair. This includes any broken or malfunctioning product dispensers. Failure to provide the County with timely notification of such problems may be cause to make invoice deductions for failure to comply with the terms of the AGREEMENT.
A.5.3		When a requirement is identified for an additional service that is not otherwise specified under the AGREEMENT, or if an emergency requirement for additional services occurs, the Facilities Operations Manager or designee, or the Custodial Contract Coordinator, will coordinate directly with the CONTRACTOR, CONTRACTOR'S Area Supervisor or other designee to schedule such services.

**A.6 Supplies and Materials**

A.6.1	<b>Supplies &amp; Materials</b>	CONTRACTOR shall provide all supplies required to perform work under this contract. Historically, the County has spent approximately \$300,000 annually for the routine items listed in paragraph A.6.2.
A.6.2		Listed below are the routine items CONTRACTOR shall provide as part of the base rate under this AGREEMENT. The items provided must be equal in quality to those currently in use:
A.6.2.1		<p>Single Fold Towel/White  Multi Fold Towel/White  One Ply Toilet Tissue/White  Toilet Seat Protector 1/2 FD  15x9x23, .75 Mil Brown Liner-Small  40x48, 1.2 Mil Clear Liner-Large  Pink Liquid Hand Soap  33x40, 13mil Natural Liner  Heavy Kraft Sanitary Receptacle Liner</p>

		White Roll Towel Foam Soap Borax Pink Powder Hand Soap Coreless 2ply TP Jumbo Rolls TP Urinal Screens
A.6.3		CONTRACTOR shall provide a quarterly report to the County's Custodial Contract Coordinator listing the supplies and quantities provided under Section A.6.2. and 6.4
A.6.4		CONTRACTOR shall provide at CONTRACTOR'S cost, all other materials, supplies, products, tools, chemicals, cleaning equipment, safety equipment and transportation necessary for the cleaning process, including but not limited to floor stripping, cleaning, shampooing and waxing materials, cleansers, and dusting polish. All products shall be of best quality and shall be harmless to the finishes and surfaces on which they are used, and shall leave no harmful residues. In many COUNTY facilities, the COUNTY will provide a limited amount of storage space for small amounts of supplies and product. Space at all facilities is not guaranteed and allocated storage space may, at COUNTY's option, be reduced or eliminated, pursuant to the COUNTY's needs. All items, including paper products and necessary specialty cleaners, that cannot be safely and properly stored in the allocated space, shall be stored and maintained in an offsite location provided at the CONTRACTOR's cost. The COUNTY will not be responsible for any loss or damage to these supplies. No employee belongings or valuables belonging to the CONTRACTOR's employees may be stored on COUNTY property.

**A.7 Safety and Product Control:**

A.7.1	<b>Safety &amp; Product Control</b>	CONTRACTOR shall provide to the County's Custodial Contract Coordinator a current Material Safety Data Sheet (MSDS) binder, which includes MSDS sheets on ALL products used by the CONTRACTOR in the provision of services required by the AGREEMENT. In addition, the CONTRACTOR shall provide all required MSDS information in an appropriate binder or folder at each storage closet or location in which such chemicals or products are kept and are to be used during the performance of work required by the AGREEMENT.
A.7.2		CONTRACTOR shall be responsible for payment of any and all fees required by the COUNTY relating to the storage of hazardous materials on-site. No additional compensation shall be allowed for such fees.
A.7.3		CONTRACTOR shall ensure that employees are sufficiently experienced, trained and capable of handling all chemicals and

		<p>cleaning products according to product directions, instructions and precautions and in such a manner as to minimize the possibility of exposure of facility occupants to any acid-based or caustic materials. CONTRACTOR shall provide documentation regarding training provided to employees. Documentation can include sign-in sheet with training format or topics listed. Whenever possible, the CONTRACTOR shall provide chemicals in the neutral range of the pH scale. All chemicals and products to be used shall be pre-approved by the County's Custodial Contract Coordinator. All materials that are stored in a liquid state shall be stored on shelves not higher than three (3) feet above the floor. All products stored in secondary containers shall be properly labeled as to the contents. The CONTRACTOR shall dispose of all unused products and empty containers as required by Federal, State and local laws and regulations. The CONTRACTOR shall provide the County with documentation of proper disposal of all products and containers used in the performance of services under the AGREEMENT.</p>
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**A.8 Quality Control and Evaluation:**

A.8.1	<b>Quality Control &amp; Evaluation</b>	<p>All services provided by the CONTRACTOR shall be performed in such a way that the finished result equals or exceeds standards set forth in <b>ATTACHMENT B, SERVICE SPECIFICATIONS</b>. All work shall be performed as specified in the AGREEMENT and in no way shall any time limits set forth by the CONTRACTOR interfere with the quality of work performed and compliance with the AGREEMENT.</p>
A.8.2		<p>Any requests or complaints related to the cleanliness of the facilities or the work habits of the CONTRACTOR's staff will be documented by the County. These documented complaints will be faxed or emailed to the CONTRACTOR by Facilities Manager/Supervisor. <b>CONTRACTOR must respond to complaints within 24 hours.</b> CONTRACTOR will be responsible for tracking the complaints and providing updates to the County.</p>
A.8.3		<p>Verification of work shall be assured by on-site inspections and reports provided by CONTRACTOR'S Area Supervisor, County's Facilities Manager and County's Custodial Contract Administrator. Specific inspection requirements and responsibilities shall be as follows:</p>
A.8.3.1		<p>CONTRACTOR'S Area Supervisor shall perform an on-site inspection of each facility on a weekly basis for the first two months of the initial start date of the contract or more frequently as requested by County. After the initial two months, the on-site inspection of each facility shall commence once monthly or more frequently as requested by County. The monthly inspections will</p>

		occur on a regular schedule as agreed upon between the COUNTY and the CONTRACTOR. The Supervisor shall make an appointment, if necessary, with the designated department contact person to walk through the building to inspect the condition of the facility and note any problems or concerns the department may have regarding the custodial services being provided. The CONTRACTOR shall submit quality assurance reports on a quarterly basis to track quality control. These reports must be submitted every third month at the time of the monthly inspection. These reports will contain a brief summary of the results of all inspections and a description of all supply expenditures as well as information regarding any feedback received through submitted documentation via email, letter or fax.
A.8.3.2		County's Facilities Manager, or designated representative, may make unannounced inspections at any time during the CONTRACTOR'S work hours, or during the County's normal work hours, to determine if the CONTRACTOR'S services comply with the terms of the AGREEMENT. Any adverse findings as a result of such inspections shall be reported to the CONTRACTOR (in writing) for correction in accordance with the time limits specified in the AGREEMENT.
A.8.4		CONTRACTOR will have 24 hours from the point of time contacted by the COUNTY to address and resolve any adverse findings of inspections. At this point the COUNTY can exercise the right to perform another inspection of the facilities. If facility cleanliness levels do not match the standards specified in the definition of terms, the COUNTY may withhold liquidated damages as defined in Section A.4.
A.8.5		Resolution of disputes about service under the AGREEMENT should be resolved at the lowest level possible. Payment reductions must be approved at a level at least as high as the Departmental Contact.

*--End of Attachment A--*

**ATTACHMENT B**  
**SERVICE SPECIFICATIONS**

**B.1 Definition of Terms:** As used throughout this RFP, the following terms shall be defined as set forth below:

<b>ITEM #</b>	<b>ITEM</b>	<b>DESCRIPTION</b>
B.1.1	<b>CLEAN</b>	CLEAN means free of dirt, dust, spots, streaks, stains, smudges, litter, gum, debris, hard water deposits, and other residue; to restore all items to their original condition and appearance.
B.1.2	<b>DISINFECT</b>	Cleaning in order to destroy any harmful microorganisms by the application of an approved chemical agent.
B.1.3	<b>PARTITION</b>	The barriers between restroom stalls and walls or dividers within a facility which do not touch the ceiling.
B.1.4	<b>VACUUMING</b>	The complete removal of lint, dust, loose soil, and debris by the use of an industrial-type vacuum cleaner.
B.1.5	<b>POLISHING</b>	The application of an oil-based, high quality wood preservative to furnishings, and wiping the furnishings using a soft, non-abrasive cloth so as not to leave any residual surface polish.
B.1.6	<b>FIXTURE</b>	Toilets, urinals, toilet paper holders, hand towel dispensers, soap dispensers, sinks, floor drains and any other items attached to the ceiling, wall, door or floor.
B.1.7	<b>WIPE</b>	To clean either horizontal or vertical surfaces with a wet cloth amended with detergent/disinfectant.
B.1.8	<b>SCRUB</b>	To scour or aggressively brush a surface or fixture using appropriate cleanser until the surface is clean and free of stains or residue.
B.1.9	<b>SPOT CLEAN</b>	To clean specific areas where dirt, dust, spots, streaks, stains, smudges, hard water deposits or other residue are evident.
B.1.10	<b>DUST</b>	To clean horizontal surfaces with a wet cloth amended with a no-wax cleaning and dusting spray, dust mop, or vacuuming with appropriate attachments. Dusting excludes methods that disperse dust, such as with a feather duster.
B.1.11	<b>RESILIENT FLOOR</b>	All vinyl tiles and rubber, linoleum or other sheet type flooring products which are affixed to the sub flooring with mastic or adhesive.

B.1.12	<b>HARD SURFACE FLOOR</b>	All brick, terrazzo, ceramic tile, marble, stainless steel flooring products which are affixed to the sub flooring with anchors or mortar.
B.1.13	<b>EDGE OUT</b>	To vacuum and spot clean less accessible areas in corners or that are normally covered or blocked by moveable furniture, fixtures, or storage.
B.1.14	<b>MACHINE SCRUB</b>	To use a safe and well maintained mechanical device to remove or strip buildup on tile hard surface and resilient floors.

**B.2 Floor and Carpet Maintenance:**

ITEM #	ITEM	DESCRIPTION
B.2.1	<b>Floor Care</b>	For all floor care operations where furniture and equipment must be moved, no chairs, wastepaper baskets or other items shall be stacked on desks, tables or window sills. Upon completion of work, all furniture and equipment must be returned to its original location and position. Baseboards, walls, doors, stair risers, furniture and equipment shall not be splashed, disfigured or damaged during floor care operations. CONTRACTOR shall take precautions to advise building occupants of wet and/or slippery floor conditions. All tools and equipment shall be maintained in clean condition and neatly stored in the assigned storage areas, if available. All waxed surfaces must be maintained so as to provide safe anti-slip walking conditions.
B.2.2	<b>Carpets</b>	Carpets must be vacuumed thoroughly with an industrial type vacuum cleaner. Carpeted floors shall be free of all visible litter and soil. Chairs, trash receptacles, and easily movable items shall be moved and the carpet vacuumed underneath. Any tears, burns or unraveling shall be brought to the attention of the Custodial Contract Coordinator in writing.
B.2.3	<b>Sweeping &amp; Damp Mopping</b>	Sweeping and damp mopping of hard surface and resilient floors shall leave the floors clean and free of dirt streaks; no dirt shall be left in corners, under furniture, behind doors, or on stair landings and treads. Sidewalks, entrances, or other outside surfaces included in the AGREEMENT shall be swept of all dirt and trash. No dirt shall be left where sweepings were picked up.
B.2.4	<b>Wet Mopping &amp; Scrubbing</b>	
B.2.4.1		Floors shall be properly prepared by thoroughly sweeping to remove visible dirt and debris, and by removing gum, tar and similar substances from the floor surface.

B.2.4.2		On completion of mopping and scrubbing, hard surface and resilient floors shall be properly rinsed and dry-mopped to present an overall appearance of cleanliness; floors shall be clean and free of dirt, water streaks, mop marks, string, etc; floors shall be dry and corners and cracks clean. When scrubbing is specified, it shall be performed by machine or by hand with a brush.
B.2.4.3		To avoid cross-contamination, the same mop shall not be used in all areas within the facility. For instance, the mop to clean the restroom shall be different that the mop to clean the common areas.
B.2.4.4		CONTRACTOR shall follow CDC guidelines and proper procedures for effective uses of mops, cloths, and solutions, such as: <ol style="list-style-type: none"> <li>1. Prepare cleaning solutions daily or as needed, and replace with fresh solution frequently.</li> <li>2. Change the mop head frequently and also as required by facility policy.</li> <li>3. Clean mops and cloths after use and allow to dry before reuse daily or as needed; or use single-use, disposable mop heads and cloths.</li> </ol>
B.2.5	<b>Floor Finishing</b>	Floor finishing shall include the thorough cleaning of vinyl tile, rubber, or linoleum or other resilient floor surfaces and the application of an approved floor finishing material according to the following steps:
B.2.5.1	<b>Sweeping</b>	Floor shall be swept thoroughly and all gum and adhesive materials shall be removed.
B.2.5.2	<b>Stripping</b>	Completely remove old finish or wax from hard surface and resilient floors using a concentrated solution of an approved liquid cleaner. Cleaning solution is to be applied with a mop and scrubbed with an electric polishing machine with a scrub brush or a medium-grade scrubbing pad. Stubborn spots, gum, rust, burns, etc., not removed by machine shall be removed by hand with a scouring pad dipped in the cleaning solution. Corners and other areas that cannot be reached by the polishing machine shall be scrubbed and thoroughly cleaned by hand. Care shall be exercised to prevent the splashing or marring of baseboards, walls, doors and furniture. Cleaning solution shall be taken up with a mop or a water pickup and the floor rinsed twice with clean water to remove all traces of cleaning solution. Do not flood floor with water; use only enough water to assure thorough rinsing. Floor shall be allowed to dry thoroughly after rinsing.

B.2.5.3	<b>Finishing</b>	Apply a minimum of four coats of approved floor finishing material, allowing sufficient drying time between each coat. Only the last coat should be applied up to, but not touching, the baseboard. All other coats should be applied to within four inches of the baseboard. (Note: If there is eight or more hours delay between the cleaning of the floor and applying the first coat of floor finish, or between the applications of coats of floor finish, the areas must be cleaned again to remove surface dirt and scuff marks before applying finish material.)
B.2.5.4	<b>Periodic Spray Buffing</b>	Floor shall be swept thoroughly. Damp mop floor and allow drying. Spray buff floor using floor polishing machine, synthetic fiber pad and spray equipment containing 50% water and 50% floor finish of the same type as on the floor. Spray worn areas using a fine mist applied 2-3 feet ahead of the floor machine. Buff immediately to blend in with surrounding floor surface finish.
B.2.5.5	<b>Other Hard Floors</b>	Hard surface floors such as brick, terrazzo, ceramic tile, marble, stainless steel, etc, shall receive the same maintenance treatment as resilient floors detailed above, with the exception that after the stripping operation, floors shall be sealed with an approved penetrating water-based sealer.
B.2.5.6	<b>Carpet Cleaning</b>	All carpets shall be deep cleaned using the wet extraction method at the scheduled frequencies, using approved industrial carpet cleaning equipment.
B.2.5.8	<b>Elevator Floors</b>	Where floor has resilient type covering, all necessary cleaning operations as described above shall be performed to provide a clean and polished appearance after each cleaning.
B.2.5.9	<b>Toilets</b>	Special attention shall be given to hard surface and resilient floors around urinals and commodes to assure elimination of odors and stains, and to provide a uniformly clean appearance throughout. The cleaning of each toilet bowl should be completed by adding two (2) ounces of hospital grade detergent to water unless product directions specify otherwise.
B.2.5.10	<b>Garbage Removal</b>	Any garbage removed from the clinic sites must be taken to the nearest COUNTY owned dumpster on the premises. Any garbage hauled from sites shall not be transported in personal vehicles belonging to the CONTRACTOR's staff.

**B.3 Dusting:**

ITEM #	ITEM	DESCRIPTION
B.3.1	<b>Dusting</b>	Dust shall be removed directly from the areas and surfaces on which it lies by the most effective means: appropriately treated dusting cloths, vacuuming tools, etc. When doing high cleaning, dust shall not be allowed to fall from high areas onto furniture and equipment below. Each dusting task shall result in the following:
B.3.1.1		There shall be no dust streaks remaining.



B.3.1.2		Corners, crevices, molding and ledges shall be free of all dust.
B.3.1.3		There shall be no oils, spots or smudges on dusted surfaces caused by dusting tools.
B.3.1.4		Few traces of dust will be found on any surface during routine inspections.
B.3.1.5		Avoid dusting methods that disperse dust. CONTRACTOR shall not feather dust.

**B.4 Damp Wiping:**

ITEM #	ITEM	DESCRIPTION
B.4	<b>Damp Wiping</b>	This task consists of using a clean damp cloth or sponge to remove all dirt, spots, streaks, fingerprints and smudges from walls, glass and other specified surfaces, such as lobby tables and reception counters, then drying to provide a clean, polished appearance. The wetting solution shall contain an appropriate approved cleaning agent. When damp wiping in toilet areas, a multi-purpose (disinfectant-deodorizer) cleaner shall be used.

**B.5 Bright Metal Polishing:**

ITEM #	ITEM	DESCRIPTION
B.5	<b>Polishing</b>	This task may be performed by damp wiping and drying with a suitable cloth if a polished appearance can be attained. However, if a polished appearance cannot be produced, the Custodial Contract Coordinator shall be contacted for direction as to the use of an appropriate, approved metal polish.

**B.6 Window Washing and Glass Cleaning:**

ITEM #	ITEM	DESCRIPTION
B.6.1	<b>Window &amp; Glass Cleaning</b>	After each washing operation in accordance with the specified frequency, all glass shall be clean and free of dirt, grime streaks, fingerprints and excessive moisture, and shall not be cloudy. Sash glass moved during the cleaning operation shall be returned to its original position.
B.6.2		Window sashes, sills and woodwork around interior glass and other surrounding areas shall be thoroughly wiped free of any drippings and watermarks.
B.6.3		When building occupants will be seriously disrupted or

		inconvenienced by window cleaning operations, these activities shall be scheduled with the department's designated contact person and/or the Custodial Contract Coordinator.
B.6.4		Window cleaning operations shall be performed in accordance with all federal, state and local laws and regulations, with special attention to any applicable safety requirements.

**B.7 Porcelain Ware Cleaning:**

ITEM #	ITEM	DESCRIPTION
B.7.1	<b>Porcelain Ware Cleaning</b>	All porcelain fixtures (including drinking fountains, washbasins, urinals, toilets, etc.) shall be clean and bright; there shall be no dust, spots, stains, rust, green mold, encrustation of any kind or excess moisture.
B.7.2		Walls, floors and other surfaces adjacent to fixtures shall be free of spots, stains, drippings and watermarks.
B.7.3		Drinking fountains shall be kept free of trash, coffee grounds or other debris, and the nozzles free from any encrustation.

**B.8 Spot Cleaning:**

ITEM #	ITEM	DESCRIPTION
B.8	<b>Spot Cleaning</b>	Where specified, this task shall result in the removal of all smudges, spots, stains or other marks from the designated area or surface without causing discoloration, staining or damage.

**B.9 Policing:**

ITEM #	ITEM	DESCRIPTION
B.9	<b>Policing</b>	This task includes picking up and removing trash, paper, empty cans or bottles and other debris inside the building, including all offices, passageways, lobbies, waiting areas and outside landings and steps at entrances and exits; maintaining cigar/cigarette ash receptacles in a neat and presentable condition at designated smoking areas (if located at or adjacent to entrances or exits); keeping entry and exit ways inside the building free of dirt, dust, trash, cigarettes and any excess water caused by inclement weather. Recyclable trash materials (paper, glass, plastic, aluminum, etc.) shall be deposited into appropriate recycling receptacles, if provided. If noon service or Day Porter Service is in effect, policing will be performed as part of those services.

**B.10 Recycling:**

ITEM #	ITEM	DESCRIPTION
B.10.1	<b>Recycling</b>	All recycling receptacles must be serviced with the same frequency as trash receptacles, unless specifically labeled "DO NOT SERVICE". Depending on the site, recycling receptacles may be positioned desk-side, in common areas, print rooms or other areas.
B.10.2		Recyclable materials will be collected separately from trash and not comingled together.
B.10.3		Cardboard boxes, left in hallways, etc, must be recycled by custodial staff regardless of its marking as recycling, trash or unlabeled. County employees are responsible for flattening cardboard containers prior to placing them in the hallways.
B.10.4		Shredded paper emptied from shredding machines must be recycled (collected in a clear plastic liner or paper bag).
B.10.5		Liners are discouraged in small capacity recycling bins, although recycling material may be consolidated into clear plastic liners from multiple small recycling bins.
B.10.6		For larger recycling bins requiring liners, only clear plastic liners may be used.
B.10.7		Recycling will be placed in appropriate outside recycling dumpster. County will arrange to have mixed recycling dumpsters placed at sites.
B.10.8		All Custodial staff will be made available to receive recycling training which will be provided by the County.

*--End of Attachment B--*

## **ATTACHMENT C, CLEANING REQUIREMENTS**

### **CLEANING REQUIREMENTS, 1 DAY CLEANING**

#### **RESTROOM CLEANING, ONE DAY PER WEEK ALLOWED TO COMPLETE THESE SERVICES, ALL OTHER SERVICES TO BE PERFORMED AT THE FREQUENCIES INDICATED IN THIS LISTING**

- DR RESTROOM CLEANING
- DR1 Empty waste containers
- DR2 Wet mop hard surface and resilient floors
- DR3 Restock all dispensers with the proper product
- DR4 Clean and disinfect all restroom fixtures
- DR5 Unstop urinals, toilets, and sinks using a plunger (report needed repairs to Facilities Division)
- DR6 Clean restroom mirrors and glass
- DR7 Remove all graffiti from any interior walls
- DR8 Wipe down all walls and partitions with damp cloth
- DR9 Clean all bathroom doors around doorknobs and push plates

#### **ROUTINE SERVICE, ONE DAY PER WEEK ALLOWED TO COMPLETE THESE SERVICES**

- DG GENERAL CLEANING
- DG1 Empty wastebaskets, replace liners as necessary, place trash in dumpster
- DG2 Empty exterior urns and ashtrays
- DG3 Clean water fountains and polish stainless steel fixtures
- DG4 Sweep outside steps and landings at designated entrances and exits
- DG5 Empty break-room and desk-side recycle containers and place recycled material in outside recycling dumpster
- DG6 Remove all graffiti from any interior walls
- DG7 Clean all doors around door knobs and push plates
- DG8 Police trash and debris in facility

#### **DF FLOOR & CARPET CARE**

- DF1 Sweep and dust mop all hard surface and resilient floors with treated mop
- DF2 Vacuum all carpeted floors including entry mats
- DF3 Damp mop all spills on hard surfaces
- DF4 Remove chewing gum and candy from carpet, hard surface and resilient floors
- DF5 Damp mop elevator floors

#### **DD DUSTING**

- DD1 All tops of filing cabinets
- DD2 All desks where cleared
- DD3 All table tops and counters where cleared

#### **DW WINDOW CLEANING**

- DW1 Clean entry door and lobby glass inside and outside
- DW2 Clean all interior partition and counter glass
- DW3 Clean all interior door glass

## **ATTACHMENT C**

### **CLEANING REQUIREMENTS, 1 DAY CLEANING CATEGORY, continued**

#### **MONTHLY SERVICE**

##### **MG GENERAL CLEANING**

- MG1 Remove fingerprints from doors, walls, and light switches
- MG2 Clean and disinfect common area and break area trash receptacles inside and outside
- MG3 Wipe all handrails including stairwells
- MG4 Wipe all plastic, wood or non-upholstered seating and benches

##### **MF FLOOR & CARPET CARE**

- MF1 Entirely damp mop hard surface and resilient floors
- MF2 Spot clean all carpeted floors

##### **MR RESTROOM CLEANING**

- MR1 Scrub all sinks using a cleaner appropriate for the fixture
- MR2 Scrub toilets and urinals inside using a bowl cleaner appropriate for the fixture

##### **MD DUSTING**

- MD1 All window and door sills
- MD2 All tops of ledges, baseboards, and partitions
- MD3 Remove all cobwebs from ceilings, corners, and crevices
- MD4 All stairwell surfaces

#### **SEMIANNUAL SERVICE**

##### **SF FLOOR & CARPET CARE**

- SF1 Shampoo all carpeted areas using bonnet method
- SF2 Strip, refinish and buff all hard surface floors using an acrylic finish
- SF3 Buff all hard surface and resilient floors using a high-speed machine

##### **SR RESTROOM CLEANING**

- SR1 Machine scrub restroom floors (porcelain tile floors)
- SR2 Clean and disinfect all walls and partitions

##### **SD DUSTING**

- SD1 High dust all light fixtures, vents and surfaces/ledges above 6 feet
- SD2 All blinds
- SD3 Vacuum all upholstered furniture

##### **SW WINDOW CLEANING**

- SW1 Wash the inside of all windows and the outside of the first floor windows

##### **SO OTHER CLEANING**

- SO1 Remove marks on doors and clean door kick plates

#### **ANNUAL SERVICE**

##### **AF FLOOR & CARPET CARE**

- AF1 Steam/Extraction clean all carpeted areas

## **ATTACHMENT C**

### **CLEANING REQUIREMENTS, 2 DAY CLEANING CATEGORY**

#### **RESTROOM CLEANING TO BE PERFORMED DAILY, ALL OTHER SERVICES TO BE PERFORMED AT THE FREQUENCIES INDICATED IN THIS LISTING**

- DR RESTROOM CLEANING, TO BE PERFORMED DAILY
- DR1 Empty waste containers
- DR2 Wet mop hard surface and resilient floors
- DR3 Restock all dispensers with the proper product
- DR4 Clean and disinfect all restroom fixtures
- DR5 Unstop urinals, toilets, and sinks using a plunger (report needed repairs to Facilities Division)
- DR6 Clean restroom mirrors and glass
- DR7 Remove all graffiti from any interior walls
- DR8 Wipe down all walls and partitions with damp cloth
- DR9 Clean all bathroom doors around doorknobs and push plates

#### **ROUTINE SERVICE, TWO DAYS PER WEEK ALLOWED TO COMPLETE THESE SERVICES**

- DG GENERAL CLEANING
- DG1 Empty wastebaskets, replace liners as necessary, place trash in dumpster
- DG2 Empty exterior urns and ashtrays
- DG3 Clean water fountains and polish stainless steel fixtures
- DG4 Sweep outside steps and landings at designated entrances and exits
- DG5 Empty break-room and desk-side recycle containers and place recycled material in outside recycling dumpster
- DG6 Remove all graffiti from any interior walls
- DG7 Clean all doors around door knobs and push plates
- DG8 Police trash and debris in facility

#### **DF FLOOR & CARPET CARE**

- DF1 Sweep and dust mop all hard surface and resilient floors with treated mop
- DF2 Vacuum all carpeted floors including entry mats
- DF3 Damp mop all spills on hard surfaces
- DF4 Remove chewing gum and candy from carpet, hard surface and resilient floors
- DF5 Damp mop elevator floors

#### **DD DUSTING**

- DD1 All tops of filing cabinets
- DD2 All desks where cleared
- DD3 All table tops and counters where cleared

#### **WEEKLY SERVICE**

##### **WG GENERAL CLEANING**

- WG1 Remove fingerprints from doors, walls, and light switches
- WG2 Clean and disinfect common area and break area trash receptacles inside and outside
- WG3 Wipe all handrails including stairwells
- WG4 Wipe all plastic, wood or non-upholstered seating and benches

##### **WF FLOOR & CARPET CARE**

- WF1 Entirely damp mop hard surface and resilient floors
- WF2 Spot clean all carpeted floors

##### **WR RESTROOM CLEANING**

- WR1 Scrub all sinks using a cleaner appropriate for the fixture
- WR2 Scrub toilets and urinals inside using a bowl cleaner appropriate for the fixture

## **ATTACHMENT C**

### **CLEANING REQUIREMENTS, 2 DAY CLEANING CATEGORY, continued**

- WD DUSTING
- WD1 All window and door sills
- WD2 All tops of ledges, baseboards, and partitions
- WD3 All chairs
- WD4 Remove all cobwebs from ceilings, corners, and crevices
- WD5 All stairwell surfaces

#### **WW WINDOW CLEANING**

- WW1 Clean entry door and lobby glass inside and outside
- WW2 Clean all interior partition and counter glass
- WW3 Clean all interior door glass

#### **MONTHLY SERVICE**

##### **MF FLOOR & CARPET CARE**

- MF1 Scrub and seal/refinish all hard surface and resilient floors using a product appropriate for each surface
- MF2 Edge out all carpet (areas that are out of reach during normal vacuuming)

##### **MR RESTROOM CLEANING**

- MR1 Clean and disinfect all walls and partitions

##### **MD DUSTING**

- MD1 Vacuum all upholstered furniture
- MD2 All blinds

##### **MO OTHER CLEANING**

- MO1 Remove marks on doors and clean door kick plates

#### **SEMIANNUAL SERVICE**

##### **SG GENERAL CLEANING**

- SG1 Wipe exterior of all desks, filing cabinets, and tables

##### **SF FLOOR & CARPET CARE**

- SF1 Shampoo all carpeted areas using bonnet method
- SF2 Strip and seal/refinish all hard surface and resilient floors using a product appropriate for each surface
- SF3 Buff all hard surface and resilient floors using a high-speed machine

##### **SR RESTROOM CLEANING**

- SR1 Machine scrub and seal restroom hard surface floors (porcelain tile floors)
- SR2 Clean and disinfect all walls and partitions

##### **SD DUSTING**

- SD1 High dust all light fixtures, vents and surfaces/ledges above 6 feet

##### **SW WINDOW CLEANING**

- SW1 Wash the inside of all windows and the outside of the first floor windows

#### **ANNUAL SERVICE**

##### **AF FLOOR & CARPET CARE**

- AF1 Steam/Extraction clean all carpeted areas

## **ATTACHMENT C**

### **CLEANING REQUIREMENTS, 5 DAY CLEANING CATEGORY**

#### **ROUTINE SERVICE, TO BE PERFORMED DAILY**

##### **DR RESTROOM CLEANING, TO BE PERFORMED DAILY**

- DR1 Empty waste containers
- DR2 Wet mop hard surface and resilient floors
- DR3 Restock all dispensers with the proper product
- DR4 Clean and disinfect all restroom fixtures
- DR5 Unstop urinals, toilets, and sinks using a plunger (report needed repairs to Facilities Division)
- DR6 Clean restroom mirrors and glass
- DR7 Remove all graffiti from any interior walls
- DR8 Wipe down all walls and partitions with damp cloth
- DR9 Clean all bathroom doors around doorknobs and push plates

##### **DG GENERAL CLEANING**

- DG1 Empty wastebaskets, replace liners as necessary, place trash in dumpster
- DG2 Empty exterior urns and ashtrays
- DG3 Clean water fountains and polish stainless steel fixtures
- DG4 Sweep outside steps and landings at designated entrances and exits
- DG5 Empty break-room and desk-side recycle containers and place recycled material in outside recycling dumpster
- DG6 Remove all graffiti from any interior walls
- DG7 Clean all doors around door knobs and push plates
- DG8 Police trash and debris in facility

##### **DF FLOOR & CARPET CARE**

- DF1 Sweep and dust mop all hard surface and resilient floors with treated mop
- DF2 Vacuum all carpeted floors including entry mats
- DF3 Damp mop all spills on hard surfaces
- DF4 Remove chewing gum and candy from carpet, hard surface and resilient floors
- DF5 Damp mop elevator floors

##### **DD DUSTING**

- DD1 All tops of filing cabinets
- DD2 All desks where cleared
- DD3 All table tops and counters where cleared

##### **DW WINDOW CLEANING**

- DW1 Clean entry door and lobby glass inside and outside
- DW2 Clean all interior partition and counter glass
- DW3 Clean all interior door glass

#### **WEEKLY SERVICE**

##### **WG GENERAL CLEANING**

- WG1 Remove fingerprints from doors, walls, and light switches
- WG2 Wash wastebaskets and trash receptacles inside and outside
- WG3 Remove marks and clean door kick plates
- WG4 Wash all handrails, including stairways

##### **WF FLOOR & CARPET CARE**

- WF1 Entirely damp mop hard surface and resilient floors
- WF2 Spot clean all carpeted floors
- WF3 Buff all hard surface and resilient floors using a high-speed machine

##### **WR RESTROOM CLEANING**

- WR1 Scrub all sinks using an abrasive cleaner such as Ajax or a similar product
- WR2 Scrub toilets and urinals inside using an acid type bowl cleaner



## ATTACHMENT C

### CLEANING REQUIREMENTS, 5 DAY CLEANING CATEGORY, continued

#### WD DUSTING

- WD1 All window and door sills
- WD2 All tops of ledges, baseboards, and partitions
- WD3 All chairs
- WD4 Remove all cobwebs from ceilings, corners, and crevices
- WD5 All stairwell surfaces

#### MONTHLY SERVICE

##### MF FLOOR & CARPET CARE

- MF1 Scrub and seal/refinish all hard surface and resilient floors using a product appropriate for each surface
- MF2 Edge out all carpet (areas that are out of reach during normal vacuuming)

##### MR RESTROOM CLEANING

- MR1 Clean and disinfect all walls and partitions

#### MD DUSTING

- MD1 Vacuum all upholstered furniture
- MD2 All blinds

#### QUARTERLY SERVICE

##### QG GENERAL CLEANING

- QG1 Wash exterior of all desks, filing cabinets, and tables

##### QF FLOOR & CARPET CARE

- QF1 Shampoo all carpeted areas using bonnet method
- QF2 Strip and seal/refinish all hard surface and resilient floors using a product appropriate for the surface
- QF3 Buff all hard surface and resilient floors using a high-speed machine

##### QR RESTROOM CLEANING

- QR1 Machine scrub and seal restroom hard surface floors (porcelain tile floors)

#### QD DUSTING

- QD1 High dust all light fixtures, vents and surfaces/ledges above 6 feet

#### QW WINDOW CLEANING

- QW1 Wash the inside of all windows and the outside of the first floor windows

#### ANNUAL SERVICE

##### AF FLOOR & CARPET CARE

- AF1 Steam/Extraction clean all carpeted areas

#### NOON SERVICES Monday thru Friday 12:00-1:00

**NOTE: There is a firm 12:00 start time and 1:00 depart time due to client scheduling**

##### CLEAN ALL RESTROOMS

- Clean sinks
- Empty all wastebaskets
- Damp mop floors using hospital grade disinfectant solution
- Fill all dispensers

##### CLINIC AREA

- Empty all wastebaskets
- Refill all paper towel dispensers

--End of Attachment C--

## ATTACHMENT D LOCATIONS AND COMPENSATION

ZONE V (NORTH SALINAS/PRUNEDALE/AROMAS)	EST SQ FT	EST # PUBLIC RESTROOM	EST # STAFF RESTROOM	EST # RESTROOM SINKS	EST # COMM/ODE/ URINALS	EST # SHOWER HEADS	EST # BREAK- RM/LAB SINKS	EST # CUSTODIAL CLOSETS	EST # CUSTODIAL BASINS	TYPE OF SERVICE	TOTAL MONTHLY FLAT RATE
Library, 17822 Moro Rd, Prunedale	7,200	2		7	9		1			Five Day	1,208.03
Library, 389-A Blohm Ave, Aromas	690	1		1	1					Two Day	287.75
Probation Rancho Cielo Gym and Modular, 710 Old Stage St, Salinas	2,800			11		1	1			Three Day	502.12
Probation Youth Ranch, 710 Old Stage St, Salinas	10,000	4	2	6	10		1	1	1	Five Day	1,190.05
<b>AREA TOTALS</b>	<b>20,690</b>	<b>7</b>	<b>2</b>	<b>25</b>	<b>20</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>3,187.95</b>
<b>ZONE VIII (MONTEREY/CARMEL)</b>	<b>EST SQ FT</b>	<b>EST # PUBLIC RESTROOM</b>	<b>EST # STAFF RESTROOM</b>	<b>EST # RESTROOM SINKS</b>	<b>EST # COMM/ODE/ URINALS</b>	<b>EST # SHOWER HEADS</b>	<b>EST # BREAK- RM/LAB SINKS</b>	<b>EST # CUSTODIAL CLOSETS</b>	<b>EST # CUSTODIAL BASINS</b>	<b>TYPE OF SERVICE</b>	<b>TOTAL MONTHLY FLAT RATE</b>
Library, 65 W. Carmel Valley Rd, Carmel	3,894	1	1	2	2		1	1		Five Day	584.72
Monterey Courthouse (non-Court) 1200 Aguajito Rd, Monterey	23,482	8	3	35	40		5	4	4	Three Day	2,672.13
Monterey Health Annex, 1200 Aguajito Rd, Monterey	10,600	2	3	7	10		5	2	2	Five Day	1,664.91
Sheriff's Office, Monterey Courthouse, 1200 Aguajito Rd, Monterey	30,000		5	5	5	1	2			Three Day	3,392.05
<b>AREA TOTALS</b>	<b>67,976</b>	<b>11</b>	<b>12</b>	<b>49</b>	<b>57</b>	<b>1</b>	<b>13</b>	<b>7</b>	<b>6</b>		<b>8,313.81</b>
<b>ZONE IX (CASTROVILLE/ PAJARO/ROYAL OAKS)</b>	<b>EST SQ FT</b>	<b>EST # PUBLIC RESTROOM</b>	<b>EST # STAFF RESTROOM</b>	<b>EST # RESTROOM SINKS</b>	<b>EST # COMM/ODE/ URINALS</b>	<b>EST # SHOWER HEADS</b>	<b>EST # BREAK- RM/LAB SINKS</b>	<b>EST # CUSTODIAL CLOSETS</b>	<b>EST # CUSTODIAL BASINS</b>	<b>TYPE OF SERVICE</b>	<b>TOTAL MONTHLY FLAT RATE</b>
Agricultural Commissioner, 417A Salinas Rd, Royal Oaks	2,000	2	4	6	6		5	1		Five Day	446.51
Library, 11160 Speeple St, Castroville	10,880	2	1	6	10		1	1	1	Two Day	1,052.20
Library, Porter Valjejo Mansion, 29 Bishop St, Pajaro	812	0								Two Day	179.31
Porter Valjejo Mansion, 29 Bishop St, Pajaro	8,812	2		2	2					Two Day	845.26
Sheriff's Field Office, 10680 Merritt St, Castroville	1,000	2		2	2				2	One Day	124.42
PW Yard, 1171 San Miguel Cym Rd., Watsonville	1,200		2	2	3		1			One Day	136.13
Supervisor Calcagno, 11140 Speeple St, Castroville	1,120		1	1	1		1			Two Day	197.34
<b>AREA TOTALS</b>	<b>25,824</b>	<b>8</b>	<b>8</b>	<b>19</b>	<b>24</b>	<b>0</b>	<b>8</b>	<b>2</b>	<b>3</b>		<b>2,961.17</b>