

EXHIBIT A
To Agreement by and between
County of Monterey and FAMMO Cleaning Services, LLC.

SCOPE OF SERVICES / PAYMENT PROVISIONS

A. SCOPE OF SERVICES

CONTRACTOR shall provide services and staff, and otherwise do all things necessary for or incidental to the provision of specialized custodial maintenance services and supplies as set forth below and in the following Attachments:

- ATTACHMENT A: General Requirements
- ATTACHMENT B: Service Specifications
- ATTACHMENT C: Cleaning Requirements and Frequency
- ATTACHMENT D: Cleaning Checklist
- ATTACHMENT E: Playground Requirements/Specifications
- ATTACHMENT F: Intentionally Reserved
- ATTACHMENT G: Clinic Location Floor Plans

CONTRACTOR shall provide specialized janitorial services primarily in designated exam rooms, waiting areas, offices, common areas, halls, bathrooms and multi-purpose rooms. The Seaside Family Health Center location includes an outdoor playground.

CONTRACTOR shall provide specialized janitorial services to the County's Mobile Health Clinic vehicle at a location to be specified by County and in accordance with all applicable local, state, and federal requirements applicable to mobile health clinics.

- a) County shall be responsible for providing entry access to the Mobile Clinic to CONTRACTOR.
- b) County shall be responsible for opening and closing the Mobile Health Clinic's extension sliders prior to, and following each janitorial service.

CONTRACTOR shall attend individual clinic site walk throughs prior to beginning services. Walk throughs shall be attended by the CONTRACTOR's staff who will be directly responsible for the on-site services.

CONTRACTOR shall ensure that all services, costs, and materials must, at minimum, meet the specifications for State of California and CAL/OSHA regulations, as applicable.

B. COMPENSATION / PAYMENT PROVISIONS

County shall pay an amount not to exceed \$1,697,166.36 for the performance of all things

Agreement: FAMMO Cleaning Services, LLC
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necessary for or incidental to the performance of work as set forth in the Scope of Services. CONTRACTOR'S compensation for services rendered shall be based on the following rates or in accordance with the following terms:

SERVICE LOCATIONS AND RATE SHEET: ZONE A: SALINAS - LAUREL CLINICS																							
Health Department, Clinic Services Bureau Locations	EST SQ FT	EST SQ FT CARPET	EST SQ FT TILE	EST # EXAM ROOMS	EST # SINKS IN EXAM ROOMS	EST # REST ROOMS	EST # SINKS IN REST ROOMS	EST # TOILETS/ URINALS	EST # OFFICES	EST # STORAGE/LAB/ SOILED UTIL	EST # SHOWERS	EST # BABY CHANGING STATIONS	EST # EXTERNAL SINKS	EST # WATER FOUNTAINS	EST # JANITOR SINKS	EST # TOILET PAPER DISP.	EST # PAPER TOWEL DISP.	EST # SEAT COVER DISP.	EST # LIQUID SOAP DISP.	EST # JANITORIAL CLOSETS	FREQUENCY OF SERVICE	TOTAL MONTHLY FLAT RATE (COMPLETE THIS SECTION)	EQUIVALENT PRICE PER A SQ FT (COMPLETE THIS SECTION)
Laurel Internal Medicine Clinic 1441 Constitution Blvd, 151, Suite 16 Salinas, CA 93906	7,410	1619	5,791	12	12	5	5	1	13	4	0	1	1	0	0	5	19	14	10	0	Five Day + Noon	\$4,441.86	\$0.60
Laurel Pediatrics 1441 Constitution Blvd, Building 200, Suite 101 Salinas, CA 93906	11,985	754	11,231	27	27	4	4	4	5	4	0	2	9	2	1	4	44	44	6	1	Five Day + Noon	\$7,273.34	\$0.61
Laurel Family Practice 1441 Constitution Blvd., Bldg 400, Ste 300 Salinas, CA 93906	15,073	0	15,073	29	29	8	10	11	12	9	0	6	0	2	1	10	40	10	55	1	Five Day + Noon	\$9,145.70	\$0.61
Laurel Vista 1441 Constitution Blvd., Bldg 400, Ste 301 Salinas, CA 93906	3,396	0	3,396	8	8	2	2	2	1	1	0	1	0	0	0	2	10	2	10	0	Five Day + Noon	\$2,035.17	\$0.60
NIDO Clinic 1441 Constitution Blvd, Building 760 Salinas, CA 93906	2,600	269	2,331	4	4	2	2	2	3	2	0	0	2	0	0	2	3	2	2	0	Five Day + Noon	\$1,558.57	\$0.60
ALL ZONE A LOCATIONS:	40,464	2642	37,822	80	80	21	23	20	34	20	0	10	12	4	2	23	116	72	83	2	Five Day + Noon	\$24,454.64	\$0.60

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**SERVICE LOCATIONS AND RATE SHEET
ZONE B: EAST SALINAS**

Health Department, Clinic Services Bureau Locations	EST SQ FT	EST SQ FT CARPET	EST SQ FT TILE	EST # EXAM ROOMS	EST # SINKS IN EXAM ROOMS	EST # REST ROOMS	EST # SINKS IN REST ROOMS	EST # TOILETS/ URINALS	EST # OFFICES	EST # STORAGE/LAB/ SOILED UTIL	EST # SHOWERS	EST # BABY CHANGING STATIONS	EST # EXTERNAL SINKS	EST # WATER FOUNTAINS	EST # JANITOR SINKS	EST # TOILET PAPER DISP.	EST # PAPER TOWEL DISP.	EST # SEAT COVER DISP.	EST # LIQUID SOAP DISP.	EST # JANITORIAL CLOSETS	FREQUENCY OF SERVICE	TOTAL MONTHLY FLAT RATE (COMPLETE THIS SECTION)	EQUIVALENT PRICE PER A SQ FT (COMPLETE THIS SECTION)
Alisal Health Center 559 E. Alisal Street, Ste 201 Salinas, CA 93905	11,816	852	10,964	17	17	10	9	10	8	8	0	3	3	2	2	10	31	30	10	2	Five Day + Noon	\$7,171.21	\$0.61
Alisal Health Center 559 E. Alisal Street, 1st Flr Suites 106, 107 & 108	2,022	0	2,022	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Five Day + Noon	\$1,227.05	\$0.61
Alisal Integrated Health Clinic, 331 N. Sanborn Rd, Salinas, CA 93905**	1,473	0	1,473	4	4	1	1	1	2	3	0	1	0	0	0	1	5	1	5	1	Five Day + Noon	\$880.67	\$0.60
County of Monterey Mobile Clinic #1 ** 855 E. Laurel Drive Salinas, CA 93905	271	0	271	2	2	1	0	1	0	1	0	0	0	0	0	1	1	1	1	0	One Day x Week	\$260.50	\$0.96
ALL Zone B LOCATIONS:	15,582	852	14,459	21	21	11	10	11	10	11	0	4	3	2	2	11	36	31	16	3	Five Day + Noon	\$9,539.44	\$0.61

** For ALISAL INTEGRATED HEALTH CENTER** DO NOT SERVICE OR BILL THIS SPACE MARKED IN ATTACHMENT G, WITHOUT WRITTEN AUTHORIZATION FROM COUNTY.

**Mobile Unit will require opening Sliders to extend unit for full access to cleaning services. No space for in-Unit supply storage.

**SERVICE LOCATIONS AND RATE SHEET
ZONE C: MONTEREY PENINSULA CLINICS**

Health Department, Clinic Services Bureau Locations	EST SQ FT	EST SQ FT CARPET	EST SQ FT TILE	EST # EXAM ROOMS	EST # SINKS IN EXAM ROOMS	EST # REST ROOMS	EST # SINKS IN REST ROOMS	EST # TOILETS/ URINALS	EST # OFFICES	EST # STORAGE/LAB/ SOILED UTIL	EST # SHOWERS	EST # BABY CHANGING STATIONS	EST # EXTERNAL SINKS	EST # WATER FOUNTAINS	EST # JANITOR SINKS	EST # TOILET PAPER DISP.	EST # PAPER TOWEL DISP.	EST # SEAT COVER DISP.	EST # LIQUID SOAP DISP.	EST # JANITORIAL CLOSETS	FREQUENCY OF SERVICE	TOTAL MONTHLY FLAT RATE (COMPLETE THIS SECTION)	EQUIVALENT PRICE PER A SQ FT (COMPLETE THIS SECTION)
Monterey County Health Clinic at Marina 3155 DeForest Road Marina, CA 93933	1,790	354	1,436	4	4	2	2	2	3	1	0	0	5	0	0	2	10	9	2	0	Five Day + Noon	\$1,086.41	0.61
Seaside Family Health Center 1156 Fremont Blvd Seaside, CA 93955	18,572	0	0	34	34	10	11	14	20	15	1	3	7	0	3	12	40	37	12	2	Five Day + Noon	\$11,269.68	0.61
Seaside Family Health CVS - Dental Space	658	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	Five Day + Noon	\$393.71	0.60
PLAYGROUND @ Seaside Family Health Center (23x29)	667	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Five Day + Noon	\$399.63	0.60
ALL ZONE C LOCATIONS:	21,687	354	1,436	39	38	12	13	16	24	16	1	3	12	0	3	14	50	46	14	2	Five Day + Noon	\$13,149.44	0.61

** WITH CVS DENTAL SPACE** DO NOT SERVICE OR BILL DENTAL SPACE MARKED IN ATTACHMENT G, WITHOUT WRITTEN AUTHORIZATION FROM COUNTY.

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1. There shall be no travel reimbursement allowed during this Agreement.
2. CONTRACTOR warrants that the cost charged for services under the terms of this contract are not in excess of those charged any other client for the same services performed by the same individuals.

C. CONTRACTORS BILLING PROCEDURES

NOTE: Payment may be based upon satisfactory acceptance of each deliverable, payment after completion of each major part of the Agreement, payment at conclusion of the Agreement, etc.

1. County may, in its sole discretion, terminate the contract or withhold payments claimed by CONTRACTOR for services rendered if CONTRACTOR fails to satisfactorily comply with any term or condition of this Agreement.
2. No payments in advance or in anticipation of services or supplies to be provided under this Agreement shall be made by County.
3. County shall not pay any claims for payment for services submitted more than twelve (12) months after the calendar month in which the services were completed.
4. **DISALLOWED COSTS:** CONTRACTOR is responsible for any audit exceptions or disallowed costs incurred by its own organization or that of its subcontractors.
5. CONTRACTOR shall submit monthly invoices, referencing Zone and Service Location and other supporting documentation as applicable, with signatures to the following:

Clinic Services Invoices mail to:
Monterey County Health Department
Clinic Services Bureau
1441 Schilling place- 1st Floor
Salinas, CA 93901
Attn: ACCOUNTING

Email delivery:
CS_Finance@co.monterey.ca.us

ADDENDUM 1

to County of Monterey Standard Agreement (“Agreement”)
by and between FAMMO Cleaning Services, LLC., (“CONTRACTOR”),
and County of Monterey, on behalf of its Health Department (“County”)

This Addendum, dated as of the effective date of the Agreement, amends, modifies, and supplements the Agreement by and between Contractor and County. This Addendum has the full force and effect as if set forth within the Agreement. To the extent that any of the terms or conditions contained in this Addendum may contradict or conflict with any of the terms and conditions of the Agreement, it is expressly understood and agreed that the terms and conditions of this Addendum shall take precedence and supersede the attached Agreement.

NOW, THEREFORE, Contractor and County agree that the Agreement service terms and conditions shall be amended, modified, and supplemented as follows:

Under Section 5.0 PERFORMANCE STANDARDS:

Section 5.04 is hereby added to the Agreement as follows:

“Section 5.04 CONTRACTOR Minimum Work Performance Percentage: CONTRACTOR will not pay more than fifty percent (50%) of the amount paid by the County for contract performance to subcontractors that are not similarly situated entities. Any work that a similarly situated entity further subcontracts will count towards the prime contractor’s fifty percent (50%) subcontract amount that cannot be exceeded. When a contract includes both services and supplies, the fifty (50%) limitation shall apply only to the service portion of the contract.”

Under Section 6.0 PAYMENT CONDITIONS:

Section 6.05 is deleted in its entirety and replaced with the following:

“6.05 There shall be no travel reimbursement allowed under this Agreement.”

Under Section 9.0 INSURANCE REQUIREMENTS:

Section 9.04, is hereby deleted in its entirety and replaced with the following:

“9.04 Other Insurance Requirements:

Other Insurance Requirements. 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 (3) years following the date CONTRACTOR completes its performance of services under this Agreement.

Each liability policy shall provide that County shall be given notice in writing at least thirty (30) calendar 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 insured 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.

Commercial General Liability and Automobile Liability Policy Endorsements.

CONTRACTOR shall provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional Insured with respect to liability arising out of 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 Insured shall not be called upon to contribute to a loss covered by 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.

Waiver of Subrogation: Regarding Commercial General Liability and Automobile Liability policies, CONTRACTOR hereby grants to County a waiver of any rights to subrogation which any insurer of said CONTRACTOR may acquire against the County by virtue of the payment of any loss under such insurance. CONTRACTOR agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the County has received a waiver of subrogation endorsements from the insurer.

Prior to the execution of this Agreement by the County, CONTRACTOR shall file **both** certificates of insurance **and endorsements** with the County's contract administrator and County's Contracts/Purchasing Office, showing that CONTRACTOR has in effect the insurance required by this Agreement. CONTRACTOR shall file a new or amended certificate of insurance within five (5) 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.

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 Covered Entity's Contracts/Purchasing Office. If the certificate is not received by the expiration date, CONTRACTOR shall have five (5) calendar days to send the certificate, evidencing no lapse in coverage during the interim. Failure by CONTRACTOR to maintain such insurance coverage is a breach of this Agreement, which entitles County, at its sole and absolute discretion, to terminate this Agreement immediately."

COUNTY OF MONTEREY

CONTRACTOR

Authorized Signature:

Authorized Signature:

By: _____ Date: _____
Title: Director of Health

By: _____ Date: _____
Title:

Approved as to Fiscal Provisions:

By: _____ Date: _____
Auditor-Controller

Approved as to Legal Form:

By: _____ Date: _____
County Counsel

ATTACHMENT A
SCOPE OF SERVICES - GENERAL REQUIREMENTS

A.1 CONTRACTOR Employee Requirements:

ITEM #	DESCRIPTION
A.1.1	Area Supervisor
A.1.1.a	CONTRACTOR shall designate a competent Area Supervisor to handle all matters between 7am – 7pm and provide Area Supervisor’s 24-hour contact information.
A.1.1.b	Communications with the Area Supervisor shall be binding on CONTRACTOR to the extent permissible under this Agreement.
A.1.1.c	County shall notify CONTRACTOR/Area Supervisor of all quality concerns and the CONTRACTOR/Area Supervisor shall respond in writing within three (3) hours.
A.1.2	Personnel
A.1.2.a	All work shall be performed by CONTRACTOR personnel who are directly employed and supervised by CONTRACTOR and who have a sufficient level of training in cleaning healthcare facilities and general job experience to be able to perform all tasks outlined within the RFP.
A.1.2.b	Prior to personnel commencing work under this Agreement, CONTRACTOR shall provide County with a list of personnel linking them to County facilities. County shall be notified of any change to work assignments.
A.1.2.c	CONTRACTOR shall provide a copy of the Scope of Services – Cleaning Requirements Checklist in ATTACHMENT D of this Agreement to all CONTRACTOR personnel designated to work in County facilities prior to an employee commencing work under this Agreement.
A.1.2.d	All CONTRACTOR personnel designated to work in County facilities under this Agreement shall have the ability to read, follow directions and communicate with others and County staff when required in the performance of their job duties.
A.1.2.e	During the course of cleaning the clinic facilities, CONTRACTOR personnel may be required to clean and dispose of potential biohazards. Therefore, all CONTRACTOR personnel designated to work in County facilities must be trained and qualified in the areas of contact precautions and communicable diseases. The COUNTY also requires that all CONTRACTOR personnel use personal protective equipment, such as gloves, when cleaning.

A.1.2.f	All CONTRACTOR personnel designated to work in County facilities under this Agreement shall adhere to copy of the Cleaning Requirements Checklist in ATTACHMENT D and initial each completed task in the checkbox indicated for each task on the list as per the required frequency. Checklists shall be kept at all facilities under this Agreement.
A.1.3	ID Badges
A.1.3.a	<p>CONTRACTOR is required to have all employees working in County facilities obtain identification badges from the County, within ten (10) days prior to commencing work under this Agreement. If extenuating circumstances occur that prevent CONTRACTOR from meeting this objective, the County must be advised in writing and a new deadline approved by the County may be established.</p> <p><i>If the CONTRACTOR fails to obtain badges for all personnel within the time limit, payment for services rendered may be withheld. This also constitutes cause for termination of this Agreement.</i> CONTRACTOR and CONTRACTOR’S personnel must display identification badges <u>at all times</u>. Failure to do so may result in them being asked 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.1.3.b	County will pay for the cost of badges within the first 30 days from the start of the Agreement term date. The CONTRACTOR shall be responsible for all costs of badges during the remainder of the Agreement for new or replacement personnel. CONTRACTOR is required to have all new or replacement personnel obtain identification badges prior to working in County facilities.
A.1.3.c	If any of CONTRACTOR'S employees cease to work in County facilities, the CONTRACTOR shall immediately return the personnel’s badge to Clinic Services Administration.
A.1.4	Uniforms, Protective Coverings, and Protective Gloves
A.1.4. a	CONTRACTOR personnel designated to work in County facilities shall wear the necessary and appropriate uniforms, protective coverings, and protective gloves as assigned by the CONTRACTOR and as approved by the County.
A.1.5	License/Security Requirements
A.1.5. a	CONTRACTOR shall be required to submit appropriate State and Federal level criminal background clearance(s) for all personnel required to work within Health Department facilities that deliver patient care.
A.1.5. b	A California licensed Investigator must perform the required State and Federal level criminal background check(s) which must then be submitted to the

	County prior to the personnel being allowed to work within such Health Department facilities.
A.1.5. c	Criminal background checks will be accepted from CONTRACTOR if: performed within the last five (5) years background check was performed as set forth in this Section A.1.5.
A.1.5. d	The required background checks shall be completed prior to allowing the personnel to work within any of the County facilities.
A.1.5. e	CONTRACTOR is responsible for the cost of the State and Federal level criminal background Checks.

A.1.6	Security
A.1.6.a	Should the County or CONTRACTOR discover any security issues, the other party shall be immediately notified. CONTRACTOR shall respond to security issues within 60 minutes of notification by the County.
A.1.6.b	County shall issue facility keys, access cards and/or alarm codes to CONTRACTOR. CONTRACTOR shall maintain a log of keys, access cards and/or alarm codes issued to personnel. CONTRACTOR shall not duplicate keys or cards and must report lost keys, access cards and/or alarm codes to County immediately, not to exceed three (3) hours. Rekeying keys or replacing access cards and/or alarm codes shall be performed by County at the CONTRACTOR's expense.
A.1.6.c	CONTRACTOR'S employees shall be responsible for locking any room they unlock to clean and must ensure that all building entrances are locked prior to exiting.
A.1.6.d	County shall notify CONTRACTOR of alarms within County facilities. CONTRACTOR shall ensure that all alarms are on and active after completing services after clinic hours. CONTRACTOR shall not trigger false alarms while providing services.
A.1.6.e	CONTRACTOR shall be responsible for any costs associated with lost, damaged, and/or stolen property as a result of failure to activate the alarms or locking the doors. This cost, as well as any cost for the rekeying and replacing of locks, and any costs associated with false alarms triggered by CONTRACTOR, shall be deducted from the next submitted invoice.
A.1.7	Parking
A.1.7	If applicable, CONTRACTOR shall be provided parking permits or placards for CONTRACTOR and CONTRACTOR's personnels use while providing services on site. Parking permits and placards shall be returned to County upon termination.

A.2 CONTRACTOR'S Work Schedule:

A.2.1	Work Schedule
A.2.1.a	Unless otherwise authorized by the County, all work shall be performed outside of County's regular working hours, as specified in Exhibit A– Service Locations, except noon service. Weekend work will not be permitted unless specifically authorized and scheduled in advance. The County will provide to the CONTRACTOR a schedule of hours so that an appropriate work schedule may be determined. Occasionally, County facilities may be open to the public on weekends or evenings. In the event that cleaning is required on weekends due to expanded service hours, an additional flat rate for half days or whole days will be allowed with prior written approval from Clinic Services Administration.
A.2.1.b	Within thirty (30) days of the CONTRACTOR's receipt of written notice that the CONTRACTOR will be awarded a contract, the CONTRACTOR shall provide to Clinic Services Administration 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 Clinic Services Administration with a revised work schedule for approval with the County before the changes are put into effect at any facility. A Custodial Service Request Form must be authorized before the changes are put into effect at any facility.

A.3 Protection of Persons and Property:

A.3.1	Protection
A.3.1.a	CONTRACTOR shall take all reasonable precautions to ensure the safety and protection of, and to prevent damage, injury or loss to, CONTRACTOR's personnel and other persons. CONTRACTOR shall comply with all applicable local, state, and federal laws and regulations pertaining to the safety and protection of CONTRACTOR's personnel and other persons.
A.3.1.b	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.

A.4 CONTRACTOR'S Response Time:

A.4.1	Response Time
A.4.1.a	CONTRACTOR shall maintain a 24-hour business phone (Area Supervisor phone contact number or telephone answering service) for the purpose of receiving County messages in an efficient and timely manner. Unless an emergency, CONTRACTOR shall respond to all messages before the expiration of the next County workday (hours specified in Exhibit A – Service Locations) and shall complete all remedial work within 24 hours after receiving the County's message.

A.4.1.b	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.c	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.d	CONTRACTOR will respond to any <u>emergency request</u> within 60 minutes of receiving the call and shall complete all remedial work immediately. Spills of blood or other potentially infectious materials, for instance, shall be promptly cleaned and decontaminated using personal protective equipment according to the OSHA regulations for blood borne pathogens (OSHA Standard #1910.1030).
A.4.1.e	Failure to correct the problem within the time frame specified in paragraphs A.4.1.a through A.4.1.d may result in a liquidated damage deduction of 2% of the monthly location bill for each occurrence.

A.5 Notification of Problems or Emergencies:

A.5.1	Problems & Emergencies
A.5.1.a	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 prevent damage from occurring. The County will provide the CONTRACTOR with emergency telephone numbers for each facility maintained by the CONTRACTOR under the Agreement. Failure to provide the County with timely notification of such problems may be cause for invoice deductions for failure to comply with the terms of the Agreement.
A.5.1.b	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 Custodial Contract Coordinator, or designee, will coordinate directly with the CONTRACTOR, CONTRACTOR's Area Supervisor or designee to discuss such services. The County shall not be responsible for costs associated with additional service(s) that is not pre-approved in writing by the Clinic Services Bureau Chief or the Custodial Contract Coordinator in Clinic Services Administration.

A.6 Supplies and Materials:

A.6.1	Supplies & Materials
A.6.1	CONTRACTOR shall provide all supplies required to perform work under this contract. If CONTRACTOR provides comparable products for substitution, approval must be obtained from the County prior to use.
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.a	<ul style="list-style-type: none"> • Single Multi Fold (Paper) Towel/White • Two Ply Toilet Tissue/White-Toilet Seat Protector 1/2 FD • 15x9x23, .75 Mil Liner-Small • 40x48, 1.5 Mil Liner-Large • Urinal Screens • Toilet Seat Protector ½ FD • Heavy Kraft Sanitary Trash Receptacle Liner • Medium- Trash Bags • Soap: As agreed to by County • Towels for Roll Dispensers <p>Cleaning solutions shall be EPA-registered chemical germicides appropriate for the surface to be disinfected (e.g., either low- or intermediate-level disinfection) and of hospital grade. CONTRACTOR shall not remove or replace any soap or paper dispensers already in place without written authorization by Clinic Services Administration.</p>
A.6.2.b	CONTRACTOR shall provide feminine hygiene products in the vending machines currently in place, at a vending price of no more than \$0.25 each. CONTRACTOR shall be entitled to all proceeds from these vending dispensers.
A.6.3	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 hospital-grade and shall be harmless to the finishes and surfaces on which they are used and shall leave no harmful residues. CONTRACTOR is encouraged to utilize 20% "green" products.
A.6.4	<p>The County will provide a small amount of storage space in which the CONTRACTOR can place a week's worth of cleaning supplies and paper products in the clinics with the exception of:</p> <ul style="list-style-type: none"> - Monterey County Health Clinic at Marina

	<ul style="list-style-type: none"> - Laurel Internal Medicine Clinic - Mobile Health Clinic #1 <p>All other items, including paper products and necessary specialty cleaners, must be brought on site daily during work hours. The CONTRACTOR shall store and maintain all additional supplies in an offsite location. The County will not be responsible for any loss or damage to CONTRACTOR's supplies. No CONTRACTOR personnel belongings may be stored on County property.</p>
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A.7 Safety and Product Control:

A.7.1	Safety & Product Control
A.7.1.a	CONTRACTOR shall provide current Safety Data Sheet (SDS) binders to the County's Custodial Contract Coordinator and at each service location as indicated in Exhibit A.
A.7.1.b	CONTRACTOR shall include SDS sheets on ALL products used by the CONTRACTOR in the provision of services required by the Agreement. CONTRACTOR shall provide all required SDS information in an appropriate binder 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. CONTRACTOR shall update the SDS binder for any new or replacement products. 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. Disinfectants used in clinic areas must be EPA-registered hospital-grade. Under no circumstances shall CONTRACTOR mix any chemicals on-sites. CONTRACTOR shall indicate clearly in the SDS binder all certified "Green" and EPA-registered hospital-grade products. CONTRACTOR is encouraged to utilize 20% "Green" products.
A.7.1.c	CONTRACTOR shall include, in a separate section in the SDS binder, documentation regarding training provided to personnel. Documentation shall include, but is not limited to, certificates of completion for training courses and sign-in sheets with training format or topics listed. CONTRACTOR shall ensure that personnel are sufficiently experienced, trained and capable of handling all chemicals and 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.
A.7.1.d	The CONTRACTOR shall provide the County with documentation of proper disposal of all products and containers used. Documentation shall be placed in a separate section of the SDS binder and updated quarterly. The CONTRACTOR shall dispose of all unused products and empty containers as required by Federal, State, and local laws and regulations.
A.7.1.e	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. 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.
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A.8 Quality Control and Evaluation:

A.8.1	Quality Control & Evaluation
A.8.1.a	All services provided by the CONTRACTOR shall be performed in such a way that the finished result equals or exceeds standards set forth in Attachment B, SCOPE OF SERVICES SPECIFICATIONS. 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. All work performed under the Agreement shall satisfy, as a minimum, the cleaning requirements and standards set forth herein.
A.8.1.b	CONTRACTOR/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 as needed. After the initial two months, the on-site inspection of each facility shall commence once monthly and as needed. The monthly inspections will occur on a regular schedule as agreed upon between the County and the CONTRACTOR. CONTRACTOR/Area Supervisor shall make an appointment with the designated facility contact person to walk through and inspect the condition of the facility and note any problems or concerns the County may have regarding the custodial services being provided. CONTRACTOR/Area Supervisor shall provide status updates on the scheduled cleanings per Attachment C – SCOPE OF SERVICES CLEANING REQUIREMENTS and general contract requirements per Attachment A – SCOPE OF SERVICES GENERAL REQUIREMENTS. County and CONTRACTOR shall complete and sign Attachment C as acknowledgement of receipt and review of scheduled cleaning requirements.
A.8.1.c	Custodial Contract Coordinator, 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.8.1.d	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. The County’s documented complaints will be emailed to the CONTRACTOR. CONTRACTOR must respond to complaints within 24 hours. CONTRACTOR shall be responsible for tracking the complaints and providing updates to the County.
A.8.1.e	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.8.1.f	Resolution of disputes about service under the Agreement should be resolved at the lowest level possible.
A.8.2	Reports
A.8.2.a	CONTRACTOR shall provide reports to the County at the frequencies indicated below.
A.8.2.b	CONTRACTOR shall submit Quality Assurance Reports on a quarterly basis to the designated facility contact person to track quality control per Section A.8.1.a. The reports shall be submitted on a quarterly basis prior to and during the scheduled monthly inspection, or at a different frequency as mutually agreed upon. These reports will contain a brief summary of the results of all inspections as well as information regarding any feedback received through submitted documentation via email, letter or fax. CONTRACTOR shall include signature blocks for both CONTRACTOR and County to sign as acknowledgement of receipt and review of Quality Assurance Reports.
A.8.2.c	CONTRACTOR shall provide an Inventory and Expenditures Report on a quarterly basis which shall include a listing of the supplies, quantities, and expenditures provided under A.6.2.a.
A.8.3	Deductions
A.8.3	Should CONTRACTOR fail to perform any of the duties outlined in this Scope of Services, County shall invoke its right to have deductions taken from the next submitted invoice.

Attachment B
SERVICE SPECIFICATIONS

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

ITEM #	ITEM	DESCRIPTION
B.1.1	CLEAN	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	DISINFECT	Cleaning in order to destroy any harmful microorganisms by the application of an approved chemical agent.
B.1.3	PARTITION	The barriers between restroom stalls and walls or dividers within a facility which do not touch the ceiling.
B.1.4	VACUUMING	The complete removal of lint, dust, loose soil, and debris by the use of an industrial-type vacuum cleaner.
B.1.5	POLISHING	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	FIXTURE	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	WIPE	To clean either horizontal or vertical surfaces with a wet cloth amended with detergent/disinfectant.
B.1.8	SCRUB	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	SPOT CLEAN	To clean specific areas where dirt, dust, spots, streaks, stains, smudges, hard water deposits or other residue are evident.
B.1.10	DUST	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	RESILIENT FLOOR	All vinyl tile and rubber, linoleum or other sheet type flooring products which are affixed to the sub flooring with mastic or adhesive.
B.1.12	HARD SURFACE FLOOR	All brick, terrazzo, ceramic tile, marble, stainless steel flooring products which are affixed to the sub flooring with anchors or mortar.
B.1.13	EDGE OUT	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	MACHINE SCRUB	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	Floor Care	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. The 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	Carpets	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 by means of the next regularly submitted Contract Compliance Inspection Report.
B.2.3	Sweeping & Damp Mopping	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	Wet Mopping & Scrubbing	
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"> 1. Prepare cleaning solutions daily or as needed, and replace with fresh solution frequently. 2. Change the mop head frequently and also as required by facility policy. 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.

B.2.5	Floor Finishing	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	Sweeping	Floor shall be swept thoroughly and all gum and adhesive materials shall be removed.
B.2.5.2	Stripping	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	Finishing	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 are eight or more hours delay between the cleaning of the floor and applying the first coat of floor finish, or between the application 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	Periodic Spray Buffing	Floor shall be swept thoroughly. Damp mop floor and allow to dry. 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	Other Hard Floors	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	Carpet Cleaning	All carpets shall be deep cleaned using the wet extraction method at the scheduled frequencies, using approved industrial carpet

		cleaning equipment.
B.2.5.7	Elevator Floors	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.2.5.8	Toilets	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.3 Dusting:

ITEM #	ITEM	DESCRIPTION
B.3.1	Dusting	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	Damp Wiping	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.
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B.5 Bright Metal Polishing:

ITEM #	ITEM	DESCRIPTION
B.5	Polishing	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	Window & Glass Cleaning	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	Porcelain Ware Cleaning	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.
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B.8 Spot Cleaning:

ITEM #	ITEM	DESCRIPTION
B.8	Spot Cleaning	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 Service Trash Receptacles

ITEM #	ITEM	DESCRIPTION
B.9.1	Interior	Service all receptacles interior of the building.
B.9.2	Exterior	Service those trash receptacles exterior to the building exits/entrances that are in place under the building's awning or under the fixed cover or that are within ten feet of the door.
B.9.3	Garbage Removal	Any garbage removed from the 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.10 Policing:

ITEM #	ITEM	DESCRIPTION
B.10	Policing	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.11 Recycling:

ITEM #	ITEM	DESCRIPTION
B.11.1	Recycling	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.11.2		Recyclable materials will be collected separately from trash and not comingled together.
B.11.3		Cardboard boxes, left in hallways, etc, must be recycled by custodial staff regardless of its marking as recycling, trash or unlabeled.
B.11.4		Shredded paper emptied from shredding machines must be recycled (collected in a clear plastic liner or paper bag).
B.11.5		Liners are discouraged in small capacity recycling bins, although recycling material may be consolidated into clear plastic liners from multiple small recycling bins.
B.11.6		For larger recycling bins requiring liners, only clear plastic liners may be used.
B.11.7		Recycling will be placed in appropriate outside recycling dumpster. County will arrange to have mixed recycling dumpsters placed at sites.
B.11.8		All Custodial staff will be made available to receive recycling training which will be provided by the County.

ATTACHMENT C

SCOPE OF SERVICES CLEANING REQUIREMENTS

MONTEREY COUNTY HEALTH DEPARTMENT, CLINIC SERVICES BUREAU (AREA INCLUDES, BUT IS NOT LIMITED TO, LABS, EXAM ROOMS, EXIT ROOMS, PROCEDURE ROOMS, OFFICES, WAITING AREAS and PLAYGROUND.) *NOTE: PRIOR TO SERVICES RENDERED UNDER AGREEMENT AND ON OCCASSION, COUNTY SHALL MEET WITH CONTRACTOR TO DEFINE AREAS CONTRACTOR SHALL NOT CLEAN.*

SERVICES TO BE PERFORMED AT ALL SITES - Monday to Friday, Saturdays as requested	FREQUENCY
<u>GENERAL CLEANING</u>	
Empty wastebaskets, replace liners, place all trash in dumpster	2x Daily
Empty exterior trash cans, parking garage trash cans, urns and ashtrays	Daily
Clean and sanitize all sinks – including exam rooms and offices	Daily
Clean and sanitize all lobby/waiting room chairs	Daily
Empty break-room and desk-side recycle containers and place recycled material in recycle bin	Daily
Remove all graffiti from any interior walls and exterior walls based on cleaning methods defined in Attachment B.	Daily
Clean all doors around door knobs, push plates and door tracks (including restrooms)	Daily
Wipe down all surfaces and walls, including elevator walls (i.e. areas around exam tables, table tops and counters) with damp cloth using hospital grade disinfectant solution	Daily
Clean water fountains and polish stainless steel fixtures	Daily
Sweep inside elevator, outside steps and landings at designated entrances and exits within a five (5) foot radius	Daily
Some Clinics have unique check in areas outside of the waiting rooms – these areas that must be wiped down with damp cloth using hospital grade disinfectant solution.	Daily
<u>RESTROOM CLEANING</u>	
Gather all trash and empty waste containers	2x Daily
Sweep and wet mop floors using hospital grade disinfectant solution	2x Daily
Restock all dispensers with the proper product	2x Daily
Clean, polish and disinfect all restroom fixtures including sinks, toilets, urinals, etc.	2x Daily
Clean restroom counters, mirrors and glass	Daily
Remove all graffiti from any interior walls	Daily
Wipe down all walls and partitions with damp cloth using hospital grade disinfectant solution	Daily
Clean and disinfect all baby changing stations	Daily

*If necessary - Unstop urinals, toilets, and sinks using a plunger (report any needed repairs to Facilities Division)	Daily
*Report any broken or missing wastebaskets	Daily
<u>DUSTING</u>	
Dust all table and counter tops where cleared	Daily
Dust all desks where cleared	Daily
Dust all tops of filing cabinets	Daily
Dust all windowsills	Daily
<u>WINDOW CLEANING</u>	
Clean entry door and lobby glass inside and outside	Daily
Clean all interior partition and counter glass	Daily
Clean all interior door glass	Daily
<u>FLOOR/CARPET CARE</u>	
Sweep and damp mop all hard surface floors with hospital grade disinfectant solution. When mopping remove small furniture items, such as stacker chairs, rolling carts and wastepaper baskets, before treating to ensure entire area is clean. Area includes, but is not limited to, all clinical space such as exam rooms, waiting areas, hallways, workstations, and conference rooms. After cleaning the floor, neatly place all small furniture items in their original locations.	Daily
Vacuum all carpeted floors including entry mats	Daily
Damp mop all spills on hard surfaces using hospital grade disinfectant solution	Daily
Remove chewing gum and candy from carpet and hard surface floors	Daily
Sweep and wet mop elevator floors using hospital grade disinfectant solution. Sweeping to include elevator tracks	Daily

SERVICES TO BE PERFORMED AT ALL SITES – ONCE PER WEEK	FREQUENCY
<u>GENERAL CLEANING</u>	
Remove fingerprints from doors, walls, and light switches	Weekly
Wash wastebaskets and trash receptacles inside and outside	Weekly
Remove marks and clean door kick plates	Weekly
Wash all handrails, including stairways and restrooms	Weekly
Wipe down all waiting area chairs and/or benches with damp cloth and hospital grade disinfectant solution	Weekly
<u>RESTROOM</u>	
Scrub all sinks using an abrasive cleaner such as Ajax or a similar product	Weekly

Scrub toilets and urinals inside using an acid type bowl cleaner	Weekly
<u>DUSTING</u>	
Dust all window and door sills	Weekly
Dust all ledges, baseboards, and partitions	Weekly
Dust all chairs	Weekly
Remove all cobwebs from ceilings, corners, and crevices and stairwell surfaces	Weekly
<u>FLOOR/CARPET CARE</u>	
Entirely damp mop hard surface floors	Weekly
Spot clean all carpeted floors	Weekly
Buff all hard surface floors using a high-speed machine	Weekly

SERVICES TO BE PERFORMED AT ALL SITES – ONCE PER MONTH	FREQUENCY
<u>RESTROOM</u>	
Wash all restroom walls and partitions with hospital grade disinfectant solution	Monthly
<u>DUSTING</u>	
Vacuum all upholstered furniture	Monthly
Dust and wipe down all blinds	Monthly
<u>FLOOR/CARPET CARE</u>	
Scrub and refinish all hard surface floors using an acrylic finish	Monthly
Entirely damp mop hard surface floors	Monthly
Vacuum edges of all carpet - areas that are out of reach during normal vacuuming – moving any furniture necessary	Monthly
Shampoo all carpeted areas using bonnet method	Monthly
Burnish all hard surface flooring using County approved finish	Monthly

SERVICES TO BE PERFORMED AT ALL SITES – ONCE PER QUARTER	FREQUENCY
<u>GENERAL CLEANING</u>	
Wash exterior of all desks, filing cabinets, and tables	Quarterly
<u>RESTROOM</u>	
Machine scrub restroom floors (porcelain tile floors)	Quarterly
<u>DUSTING</u>	
High dust all light fixtures, vents and surfaces/ledges above 6 feet	Quarterly

<u>WINDOW CLEANING</u>	
Wash the inside of all windows and the outside of the first floor windows	Quarterly
<u>FLOOR/CARPET CARE</u>	
Strip and refinish all hard surface flooring using County approved finish	Quarterly
Top scrub and recoat all hard surface flooring using County approved finish	Quarterly

SERVICES TO BE PERFORMED AT ALL SITES – ONCE PER YEAR	FREQUENCY
<u>FLOOR/CARPET CARE</u>	
Steam/Extraction clean all carpeted areas	Annually
Strip and refinish all hard surface flooring using County approved finish	Annually
Top scrub and recoat all hard surface flooring using County approved finish*	Annually
* These items to be done annually if they are not being completed on a quarterly basis	

Notification requirement for shampooing carpeted areas and waxing floors: minimum of 24-hour notice to Site Manager.

<u>For use during County and CONTRACTOR on-site inspections:</u>	
Inspection Date: _____	
Clinic: _____	
Comments on scheduled cleanings:	

<i>(Please use the back of this page for additional comments)</i>	
I acknowledge that a review of the cleaning requirements was completed during the inspection date listed above:	
COUNTY	CONTRACTOR
_____	_____
_____	_____
Print Name	Print Name
_____	_____
Date	Date
_____	_____

ATTACHMENT D CLEANING REQUIREMENTS CHECKLIST

MONTEREY COUNTY HEALTH DEPARTMENT, CLINIC SERVICES BUREAU (AREA INCLUDES, BUT IS NOT LIMITED TO, LABS, EXAM ROOMS, EXIT ROOMS, PROCEDURE ROOMS, OFFICES, WAITING AREAS, COMMON AREAS and PLAYGROUND.) *NOTE: PRIOR TO SERVICES RENDERED UNDER AGREEMENT AND ON OCCASSION, COUNTY SHALL MEET WITH CONTRACTOR TO DEFINE AREAS CONTRACTOR SHALL NOT CLEAN.*

TO BE CLEANED DAILY – Initial when completed			
Initials	GENERAL CLEANING	Initials	RESTROOM CLEANING
	Empty wastebaskets, replace liners, place all trash in dumpster		Gather all trash and empty waste containers
	Empty exterior trash cans, parking garage trash cans, urns and ashtrays		Sweep and wet mop floors using hospital grade disinfectant solution
	Clean and sanitize all sinks – including exam rooms and offices		Restock all dispensers with the proper product
	Clean and sanitize all lobby/waiting room chairs		Clean, polish and disinfect all restroom fixtures including sinks, toilets, urinals, etc.
	Empty break-room and desk-side recycle containers and place recycled material in recycle bin		Clean restroom counters, mirrors and glass
	Remove all graffiti from any interior walls and exterior walls based on cleaning methods defined in Attachment B.		Remove all graffiti from any interior walls
	Clean all doors around door knobs, push plates and door tracks (including restrooms)		Wipe down all walls and partitions with damp cloth using hospital grade disinfectant solution
	Wipe down all surfaces and walls, including elevator walls (i.e. areas around exam tables, table tops and counters) with damp cloth using hospital grade disinfectant solution		Clean and disinfect all baby changing stations
	Clean water fountains and polish stainless steel fixtures		*If necessary - Unstop urinals, toilets, and sinks using a plunger (report any needed repairs to Facilities Division)
	Sweep inside elevator, outside steps and landings at designated entrances and exits within a five (5) foot radius		*Report any broken or missing wastebaskets
	Some Clinics have unique check in areas outside of the waiting rooms – these areas that must be wiped down with damp cloth using hospital grade disinfectant solution.		

SERVICE DATE: _____	NAMES OF STAFF: _____
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TO BE CLEANED DAILY – Initial when completed			
Initials	DUSTING	Initials	WINDOW CLEANING
	Dust all table and counter tops where cleared		Clean entry door and lobby glass inside and outside
	Dust all desks where cleared		Clean all interior partition and counter glass
	Dust all tops of filing cabinets		Clean all interior door glass
	Dust all windowsills		
Initials	FLOOR/CARPET CARE		
	Sweep and damp mop all hard surface floors with hospital grade disinfectant solution. When mopping remove small furniture items, such as stacker chairs, rolling carts and wastepaper baskets, before treating to ensure entire area is clean. Area includes, but is not limited to, all clinical space such as exam rooms, waiting areas, common areas, hallways, workstations, and conference rooms. After cleaning the floor, neatly place all small furniture items in their original locations.		
	Vacuum all carpeted floors including entry mats		
	Damp mop all spills on hard surfaces using hospital grade disinfectant solution		
	Remove chewing gum and candy from carpet and hard surface floors		
	Sweep and wet mop elevator floors using hospital grade disinfectant solution		

TO BE CLEANED DAILY at 12 NOON – Initial when completed			
Initials	GENERAL CLEANING	Initials	RESTROOM CLEANING
	Empty wastebaskets, replace liners, place all trash in dumpster		Gather all trash and empty waste containers
	Refill all paper towel dispensers		Sweep and wet mop floors using hospital grade disinfectant solution
	Restock all dispensers with the proper product		Restock all dispensers with the proper product
			Clean and disinfect all restroom fixtures including sinks, toilets, urinals, etc.

SERVICE DATE: _____	NAMES OF STAFF: _____
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TO BE CLEANED WEEKLY – Initial when completed

Initials	GENERAL CLEANING	Initials	RESTROOM CLEANING
	Remove fingerprints from doors, walls, and light switches		Scrub all sinks using an abrasive cleaner such as Ajax or a similar product
	Wash wastebaskets and trash receptacles inside and outside		Scrub toilets and urinals inside using an acid type bowl cleaner
	Remove marks and clean door kick plates		
	Wash all handrails, including stairways and restrooms		
	Wipe down all waiting area chairs and/or benches with damp cloth and hospital grade disinfectant solution		
Initials	FLOOR/CARPET CARE	Initials	DUSTING
	Entirely damp mop hard surface floors		Dust all window and door sills
	Spot clean all carpeted floors		Dust all ledges, baseboards, and partitions
	Buff all hard surface floors using a high-speed machine		Dust all chairs
			Remove all cobwebs from ceilings, corners, and crevices and stairwell surfaces

TO BE CLEANED MONTHLY – Initial when completed

Initials	FLOOR/CARPET CARE	Initials	DUSTING
	Scrub and refinish all hard surface floors using an acrylic finish		Vacuum all upholstered furniture
	Entirely damp mop hard surface floors		Dust and wipe down all blinds
	Vacuum edges of all carpet - areas that are out of reach during normal vacuuming – moving any furniture necessary		
	Shampoo all carpeted areas using bonnet method		
	Burnish all hard surface flooring using County approved finish		
Initials	RESTROOM CLEANING		
	Wash all restroom walls and partitions with hospital grade disinfectant solution		

SERVICE DATE: _____	NAMES OF STAFF: _____
---------------------	-----------------------

TO BE CLEANED QUARTERLY – Initial when completed			
Initials	GENERAL CLEANING	Initials	RESTROOM CLEANING
	Wash exterior of all desks, filing cabinets, and tables		Machine scrub restroom floors (porcelain tile floors)
Initials	WINDOW CLEANING	Initials	DUSTING
	Wash the inside of all windows and the outside of the first floor windows		High dust all light fixtures, vents and surfaces/ledges above 6 feet
Initials	FLOOR/CARPET CARE		
	Strip and refinish all hard surface flooring using County approved finish		
	Top scrub and recoat all hard surface flooring using County approved finish		

TO BE CLEANED ANNUALLY – Initial when completed	
Initials	FLOOR/CARPET CARE
	Steam/Extraction clean all carpeted areas
	Top scrub and recoat all hard surface flooring using County approved finish*
	Strip and refinish all hard surface flooring using County approved finish
	* These items to be done annually if they are not being completed on a quarterly basis

For use during County and CONTRACTOR on-site inspections:

Inspection Date: _____

Clinic: _____

Comments on scheduled cleanings:

(Please use the back of this page for additional comments)

I acknowledge that a review of the cleaning requirements was completed during the inspection date listed above:

COUNTY

CONTRACTOR

Print Name

Print Name

Date

Date

ATTACHMENT E PLAYGROUND REQUIREMENTS and SPECIFICATIONS –

CLEANING REQUIREMENTS – PLAYGROUND

CONTRACTOR shall adhere to the requirements set forth under ATTACHMENT A: SCOPE OF SERVICES-GENERAL REQUIREMENTS; ATTACHMENT B: SCOPE OF SERVICES, SPECIFICATIONS and ATTACHMENT C: SCOPE OF SERVICES CLEANING REQUIREMENTS; for servicing of the playground, unless specified in writing by County.

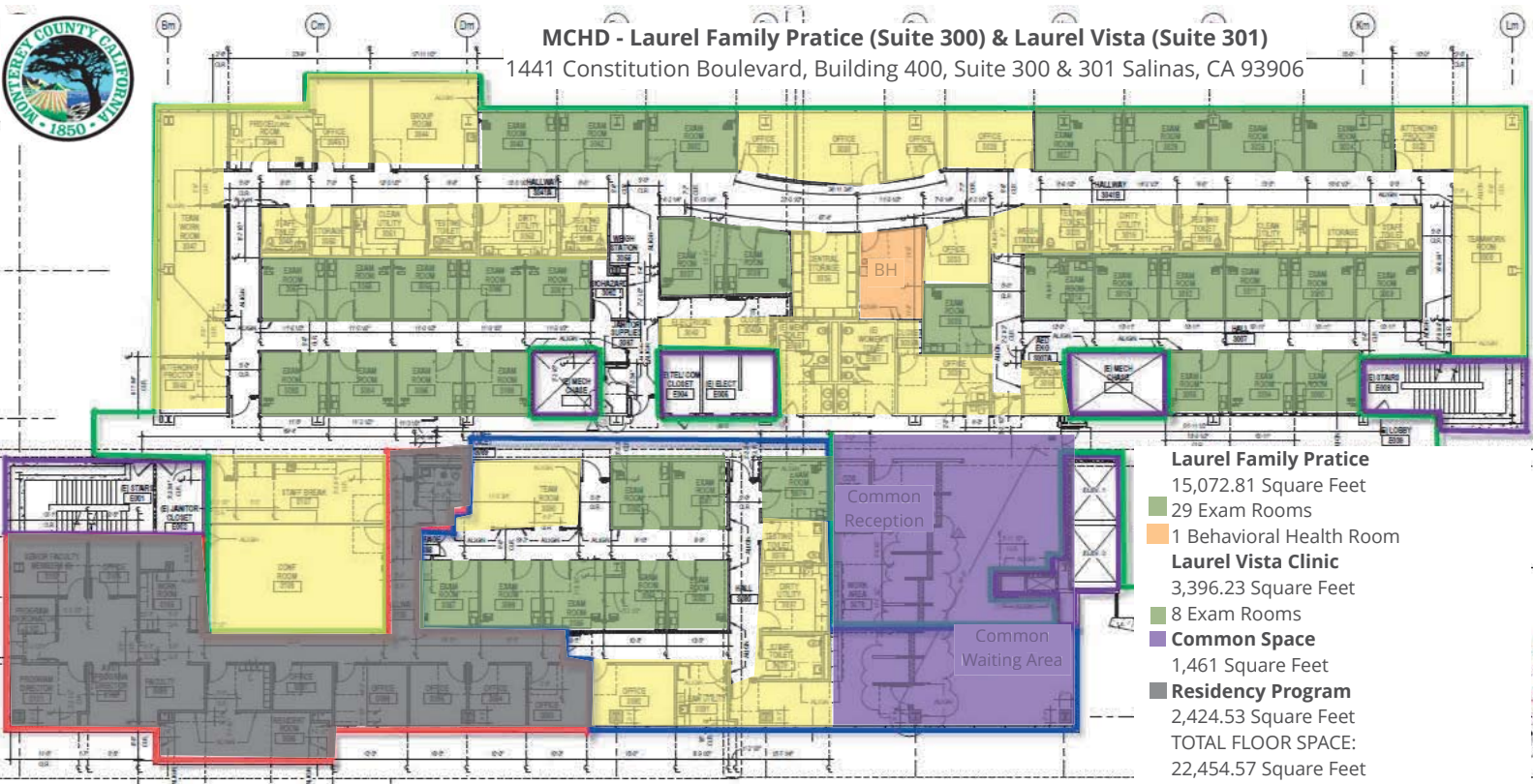
Cleaning and maintenance services shall follow all applicable playground manufacturer maintenance instructions and industry standards and regulations for playground health and safety.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Exterior - Daily							
Thoroughly wipe down and disinfect all playground surfaces , such as benches, sea-otter sculpture, spring toys and abacus feature, with environmentally safe cleaner	X	X	X	X	X	As requested	As requested
Sweep and spot mop all rubberized flooring	X	X	X	X	X	As requested	As requested
Remove graffiti from all exterior surfaces	X	X	X	X	X	As requested	As requested
Remove any user modifications, such as loose-ended ropes tied to elevated parts	X	X	X	X	X	As requested	As requested
Report to County on a daily basis all playground areas, fixtures and equipment that show excessive wear, deterioration and any potential hazards, such as the following: 1. Broken equipment such as loose bolts, missing end caps, cracks, etc. 2. Broken glass and other trash 3. Cracks in plastics, if applicable 4. Loose anchoring 5. Hazardous or dangerous debris 6. Insect damage 7. Problems with surfacing 8. Displaced loose-fill surfacing 9. Holes, flakes, and/or buckling of unitary surfacing, if applicable 10. User modifications such as ropes tied to parts or equipment re-arranged 11. Vandalism 12. Worn, loose, damaged or missing parts 13. Wood splitting, if applicable 14. Rusted or corroded metals, if applicable 15. Rot	X	X	X	X	X	As requested	As requested
Exterior - Weekly							
Thoroughly sweep and scrub all rubberized flooring with environmentally safe cleaner. Use soft bristle brush.					X	As requested	As requested
Exterior - Monthly							
Vacuum rubberized surface prior to pressure washing to remove excess sand and dirt					X	As requested	As requested
Pressure wash all rubberized flooring using low pressure nozzle being careful not to damage surfaces.					X	As requested	As requested

ATTACHMENT G: CLINIC LOCATION LAYOUTS



MCHD - Laurel Family Practice (Suite 300) & Laurel Vista (Suite 301)
1441 Constitution Boulevard, Building 400, Suite 300 & 301 Salinas, CA 93906



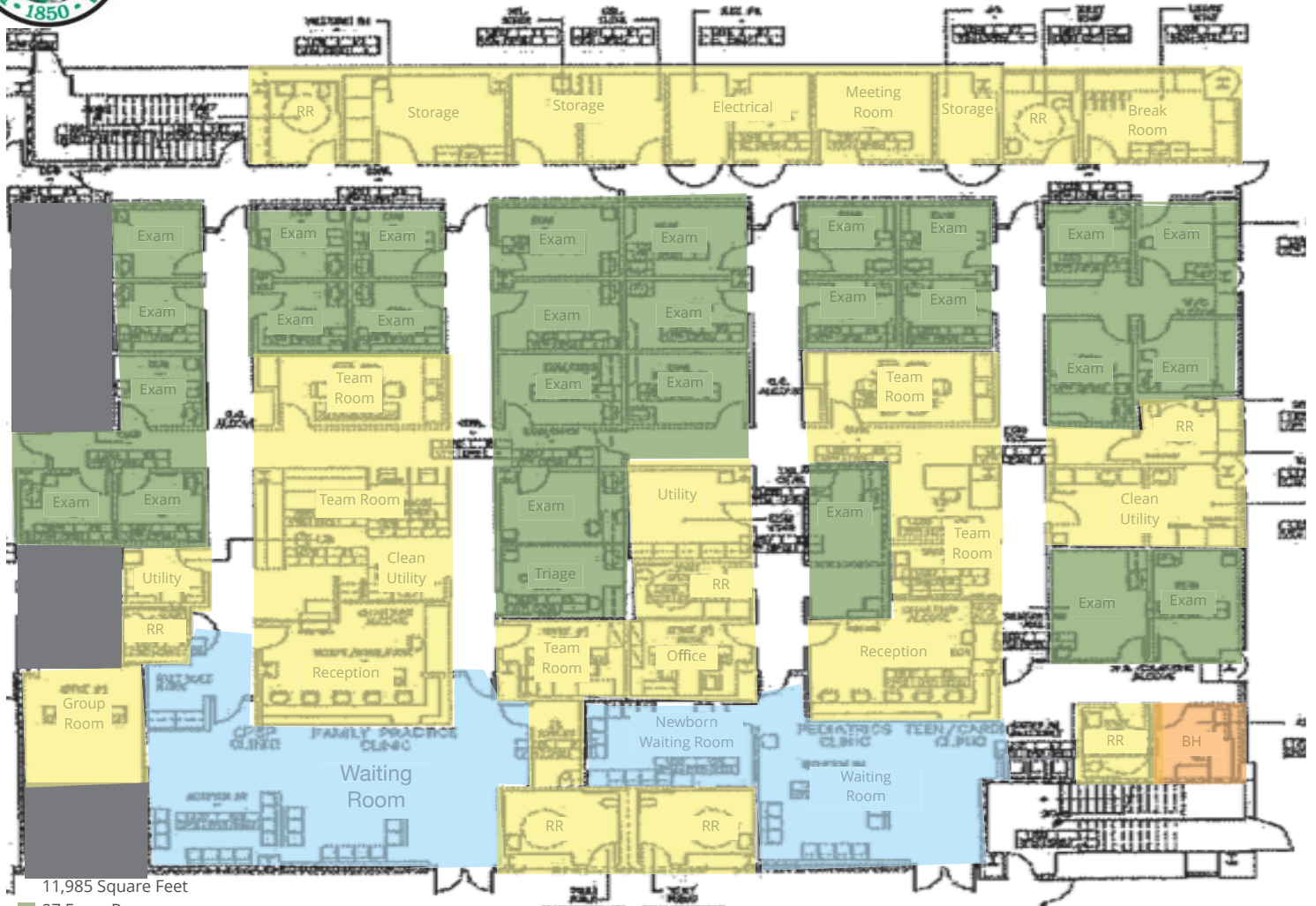


MCHD - Laurel Pediatric Clinic

1441 Constitution Boulevard

Building 200, Suite 101

Salinas, CA 93906



11,985 Square Feet

27 Exam Rooms

1 Behavioral Health Room



MCHD - Laurel Internal Medicine

1441 Constitution Blvd.

Bldg. 151, Suite 16

Salinas, CA 93906



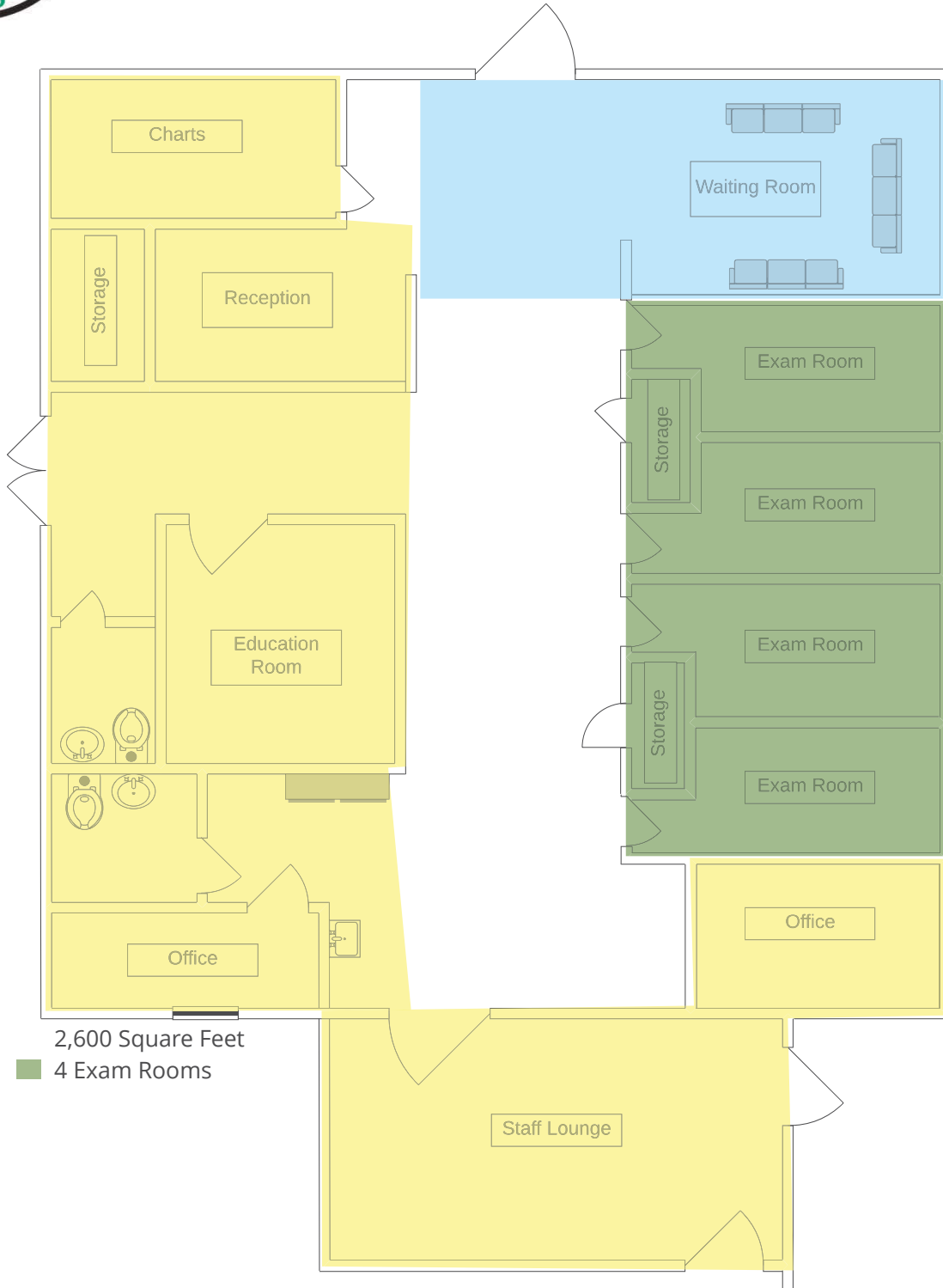
7,410 Square Feet

■ 12 Exam Rooms

■ 2 Behavioral Health Rooms



MCHD - NIDO Clinic
1441 Constituion Blvd., Building 760
Salinas, CA 93906



2,600 Square Feet

■ 4 Exam Rooms



MCHD - Alisal Health Center

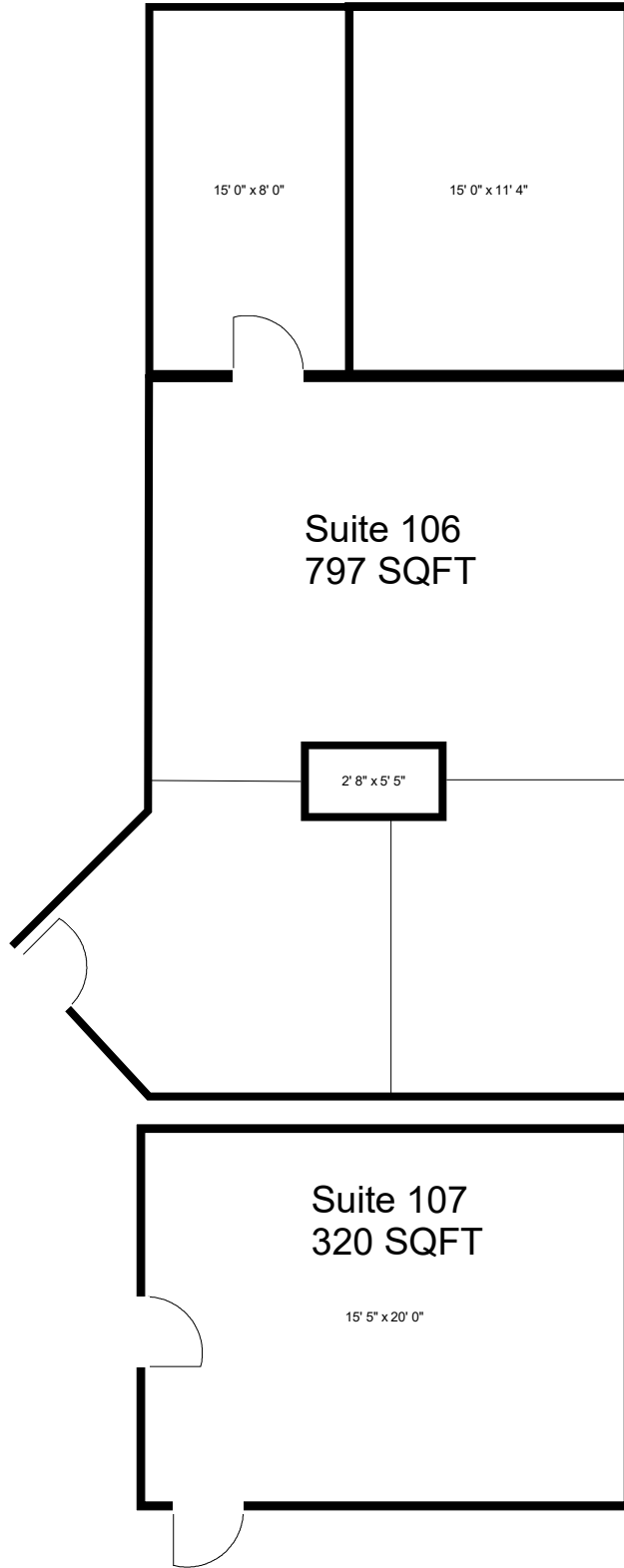
559 East Alisal Street

Suite 201

Salinas, CA 93905

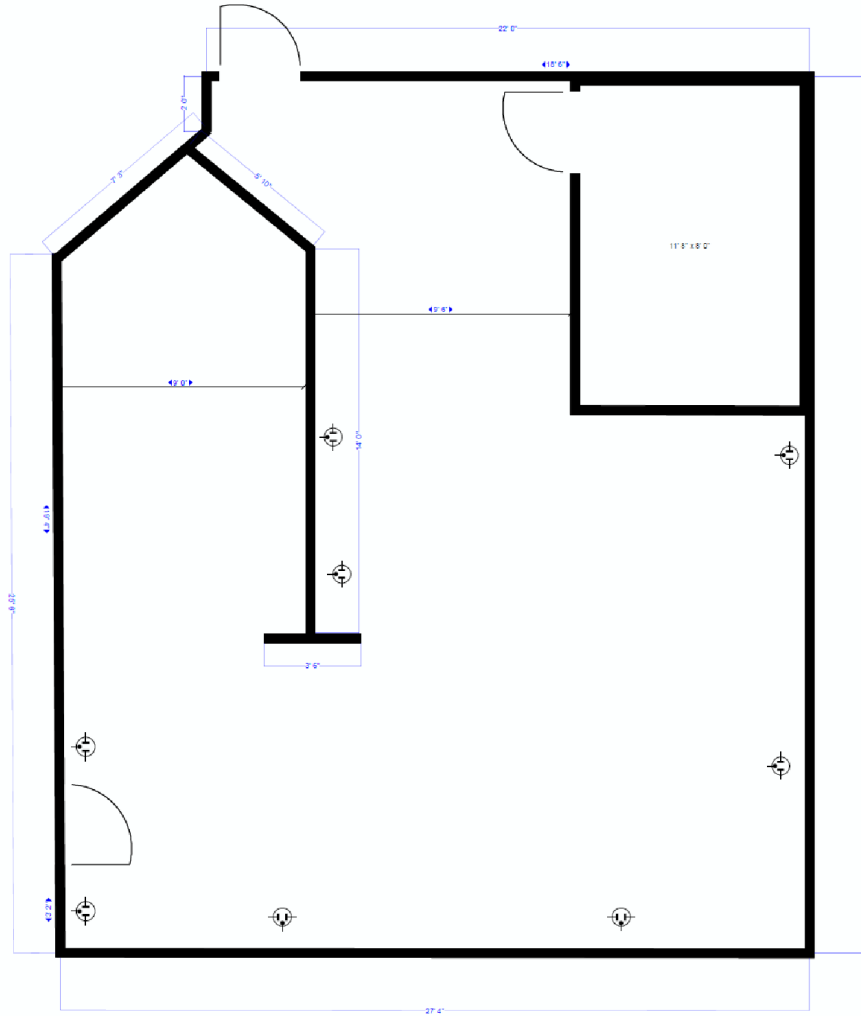


- 17 Exam Rooms
- 1 Behavioral Health



Site: 559 E. Alisal Street, Salinas CA 93905	Drawing: 00001	Project: Project 2102	Drawn: Alfredo M. Belman	Notes: MAIN ENTRY DOOR AREA AND THE OFFICE IN SUITE 107 NEEDS FURTHER REVIEW.
Suite 106 & Suite 107	Scale: (APPROXIMATE)	Date: 10/4/2021	Rev: A	

Suite 108, 905 Square Feet



Site: 559 E. Alisal, Suite 108	Drawing: 001	Project: Tenant Improvements	Drawn: Alfredo Belman	Notes: Approx imate and not to scale.	Health Facilities 1.24.2024
Title : Dimensions and power locations	Scale: 1/4":1'0"	Date: 01/30/2017	Rev: A		



MCHD -Seaside Family Health Center

1156 Fremont Blvd.
Seaside, CA 93955



Square Footage: 18,572

34 Exam Rooms

4 Behavioral Health Rooms



MCHD - Monterey County Clinic at Marina
3155 DeForest Rd.
Marina, CA 93933

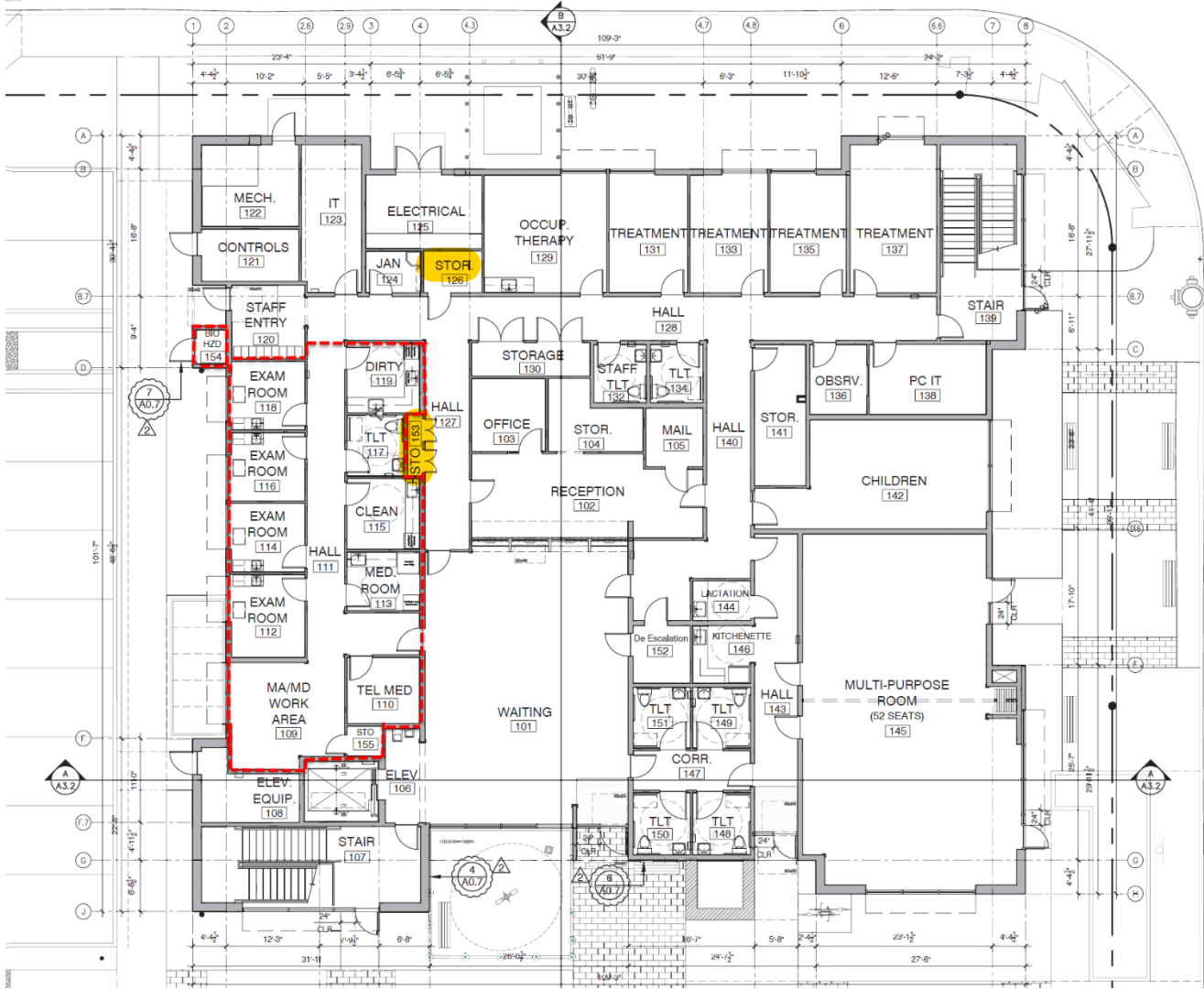




MCHD – Alisal Integrated Health Center

331 N. Sanborn Road

Salinas, CA 93905



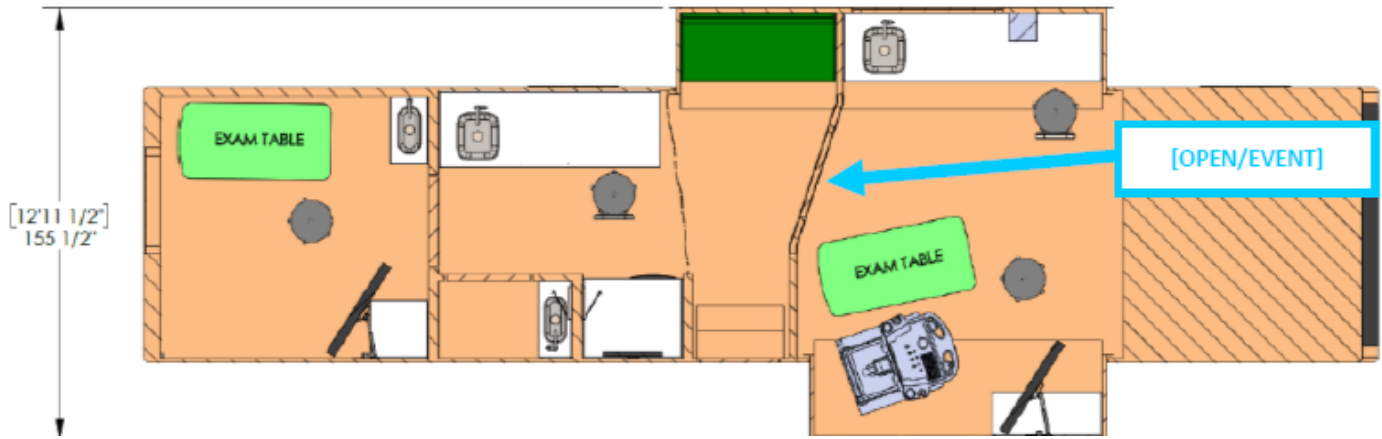
Part of Zone B - East Salinas Alisal Area
(RED ZONED AREA ONLY)



MCHD – Mobile Clinic No. 1

1270 Natividad Rd

Salinas, CA 93906



Part of Zone 2 - Salinas Alisal Area