

**CITY OF PALO ALTO CONTRACT NO. C24185703A****GENERAL SERVICES AGREEMENT**

**THIS AGREEMENT** made and entered into on the 6th day of November 2023, by and between the **CITY OF PALO ALTO**, a California chartered municipal corporation ("**CITY**"), and SWA SERVICES GROUP, INC., a California corporation, located at 68 Harold Avenue, Santa Clara, CA 95050, Telephone Number: 408-938-8678, Department of Industrial Relations (DIR) Registration Number JS-LR-00002041 ("**CONTRACTOR**"). In consideration of their mutual covenants, the parties hereto agree as follows:

1. **SERVICES.** CONTRACTOR shall provide or furnish the services (the "Services") described in the Schedule of Performance, and Services by Location, attached at Exhibits B, and B-1.
2. **EXHIBITS.** The following exhibits are attached to and made a part of this Agreement:

- ☒ "A" - Contractor Requirements
- ☒ "B" - Schedule of Performance
- ☒ "B-1" – Services by Location
- ☒ "C" – Schedule of Fees
- ☒ "D" - Insurance Requirements
- ☒ "E" - Performance and/or Payment Bond
- ☒ "F" - Liquidated Damages
- ☒ "G" - Product Supply List
- ☒ "H" Monthly Invoicing

***CONTRACT IS NOT COMPLETE UNLESS ALL INDICATED EXHIBITS ARE ATTACHED.***

3. **TERM.**

The term of this Agreement is from November 16, 2023 to November 15, 2028 inclusive, subject to the provisions of Sections R and W of the General Terms and Conditions.

4. **SCHEDULE OF PERFORMANCE.** CONTRACTOR shall complete the Services within the term of this Agreement in a reasonably prompt and timely manner based upon the circumstances and direction communicated to CONTRACTOR, and if applicable, in accordance with the schedule set forth in the Schedule of Performance and Services by Location, attached at Exhibits B and B-1. Time is of the essence in this Agreement.

**5. COMPENSATION FOR ORIGINAL TERM.** CITY shall pay and CONTRACTOR agrees to accept as not-to-exceed compensation for the full performance of the Services and reimbursable expenses, if any:

- ☒ A sum calculated in accordance with the fee schedule set forth at Exhibit C, not to exceed a total maximum compensation amount of **Eighteen Million Four Hundred Seven Thousand One Hundred Eighty-Eight Dollars (\$18,407,188)**.

CONTRACTOR agrees that it can perform the Services for an amount not to exceed the total maximum compensation set forth above. Any hours worked or services performed by CONTRACTOR for which payment would result in a total exceeding the maximum amount of compensation set forth above for performance of the Services shall be at no cost to CITY.

- ☒ CITY has set aside the sum of **Nine Hundred Twenty Thousand Three Hundred Fifty-Nine Dollars (\$920,359)** for Additional Services. CONTRACTOR shall provide Additional Services only by advanced, written authorization from the City Manager or designee. CONTRACTOR, at the CITY's request, shall submit a detailed written proposal including a description of the scope of services, schedule, level of effort, and CONTRACTOR's proposed maximum compensation, including reimbursable expense, for such services. Compensation shall be based on the hourly rates set forth above or in Exhibit C (whichever is applicable), or if such rates are not applicable, a negotiated lump sum. CITY shall not authorize and CONTRACTOR shall not perform any Additional Services for which payment would exceed the amount set forth above for Additional Services. Payment for Additional Services is subject to all requirements and restrictions in this Agreement.

**6. COMPENSATION DURING ADDITIONAL TERMS.**

- ☒ CONTRACTOR'S compensation rates for each additional term shall be as listed by year in Exhibit C Schedule of Fees ; **OR**
- ☐ CONTRACTOR's compensation rates shall be adjusted effective on the commencement of each Additional Term. The lump sum compensation amount, hourly rates, or fees, whichever is applicable as set forth in section 5 above, shall be adjusted by a percentage equal to the change in the Consumer Price Index for Urban Wage Earners and Clerical Workers for the San Francisco-Oakland- San Jose area, published by the United States Department of Labor Statistics (CPI) which is published most immediately preceding the commencement of the applicable Additional Term, which shall be compared with the CPI published most immediately preceding the

commencement date of the then expiring term. Notwithstanding the foregoing, in no event shall CONTRACTOR's compensation rates be increased by an amount exceeding five percent of the rates effective during the immediately preceding term. Any adjustment to CONTRACTOR's compensation rates shall be reflected in a written amendment to this Agreement.

- 7. CLAIMS PROCEDURE FOR "9204 PUBLIC WORKS PROJECTS".** For purposes of this Section 7, a "9204 Public Works Project" means the erection, construction, alteration, repair, or improvement of any public structure, building, road, or other public improvement of any kind. Public Contract Code Section 9204 mandates certain claims procedures for Public Works Projects.



**This project is not a 9204 Public Works Project.**

- 8. INVOICING.** Send all invoices to CITY, Attention: Project Manager. The Project Manager is: Dennis Huebner, Dept.: Public Works, Facilities Division, Telephone: 650-496-6970. Invoices shall be submitted in arrears for Services performed. Invoices shall not be submitted more frequently than monthly. Invoices shall provide a detailed statement of Services performed during the invoice period and are subject to verification by CITY. CITY shall pay the undisputed amount of invoices within 30 days of receipt.

#### GENERAL TERMS AND CONDITIONS

- A. ACCEPTANCE.** CONTRACTOR accepts and agrees to all terms and conditions of this Agreement. This Agreement includes and is limited to the terms and conditions set forth in sections 1 through 8 above, these general terms and conditions and the attached exhibits.
- B. QUALIFICATIONS.** CONTRACTOR represents and warrants that it has the expertise and qualifications to complete the services described in Section 1 of this Agreement, entitled "SERVICES," and that every individual charged with the performance of the services under this Agreement has sufficient skill and experience and is duly licensed or certified, to the extent such licensing or certification is required by law, to perform the Services. CITY expressly relies on CONTRACTOR's representations regarding its skills, knowledge, and certifications. CONTRACTOR shall perform all work in accordance with generally accepted business practices and performance standards of the industry, including all federal, state, and local operation and safety regulations.
- C. INDEPENDENT CONTRACTOR.** It is understood and agreed that in the performance of this Agreement, CONTRACTOR and any person employed by CONTRACTOR shall at all times be considered an independent CONTRACTOR and

not an agent or employee of CITY. CONTRACTOR shall be responsible for employing or engaging all persons necessary to complete the work required under this Agreement.

- D. SUBCONTRACTORS.** CONTRACTOR may not use subcontractors to perform any Services under this Agreement unless CONTRACTOR obtains prior written consent of CITY. CONTRACTOR shall be solely responsible for directing the work of approved subcontractors and for any compensation due to subcontractors.
- E. TAXES AND CHARGES.** CONTRACTOR shall be responsible for payment of all taxes, fees, contributions or charges applicable to the conduct of CONTRACTOR's business.
- F. COMPLIANCE WITH LAWS.** CONTRACTOR shall in the performance of the Services comply with all applicable federal, state and local laws, ordinances, regulations, and orders.
- G. PALO ALTO MINIMUM WAGE ORDINANCE.** CONTRACTOR shall comply with all requirements of the Palo Alto Municipal Code Chapter 4.62 (Citywide Minimum Wage), as it may be amended from time to time. In particular, for any employee otherwise entitled to the State minimum wage, who performs at least two (2) hours of work in a calendar week within the geographic boundaries of the City, CONTRACTOR shall pay such employees no less than the minimum wage set forth in Palo Alto Municipal Code section 4.62.030 for each hour worked within the geographic boundaries of the City of Palo Alto. In addition, CONTRACTOR shall post notices regarding the Palo Alto Minimum Wage Ordinance in accordance with Palo Alto Municipal Code section 4.62.060.
- H. DAMAGE TO PUBLIC OR PRIVATE PROPERTY.** CONTRACTOR shall, at its sole expense, repair in kind, or as the City Manager or designee shall direct, any damage to public or private property that occurs in connection with CONTRACTOR's performance of the Services. CITY may decline to approve and may withhold payment in whole or in part to such extent as may be necessary to protect CITY from loss because of defective work not remedied or other damage to the CITY occurring in connection with CONTRACTOR's performance of the Services. CITY shall submit written documentation in support of such withholding upon CONTRACTOR's request. When the grounds described above are removed, payment shall be made for amounts withheld because of them.
- I. WARRANTIES.** CONTRACTOR expressly warrants that all services provided under this Agreement shall be performed in a professional and workmanlike manner in accordance with generally accepted business practices and performance standards of the industry and the requirements of this Agreement. CONTRACTOR expressly warrants that all materials, goods and equipment provided by

CONTRACTOR under this Agreement shall be fit for the particular purpose intended, shall be free from defects, and shall conform to the requirements of this Agreement. CONTRACTOR agrees to promptly replace or correct any material or service not in compliance with these warranties, including incomplete, inaccurate, or defective material or service, at no further cost to CITY. The warranties set forth in this section shall be in effect for a period of one year from completion of the Services and shall survive the completion of the Services or termination of this Agreement.

- J. MONITORING OF SERVICES.** CITY may monitor the Services performed under this Agreement to determine whether CONTRACTOR's work is completed in a satisfactory manner and complies with the provisions of this Agreement.
- K. CITY'S PROPERTY.** Any reports, information, data or other material (including copyright interests) developed, collected, assembled, prepared, or caused to be prepared under this Agreement will become the property of CITY without restriction or limitation upon their use and will not be made available to any individual or organization by CONTRACTOR or its subcontractors, if any, without the prior written approval of the City Manager.
- L. AUDITS.** CONTRACTOR agrees to permit CITY and its authorized representatives to audit, at any reasonable time during the term of this Agreement and for three (3) years from the date of final payment, CONTRACTOR's records pertaining to matters covered by this Agreement. CONTRACTOR agrees to maintain accurate books and records in accordance with generally accepted accounting principles for at least three (3) following the terms of this Agreement.
- M. NO IMPLIED WAIVER.** No payment, partial payment, acceptance, or partial acceptance by CITY shall operate as a waiver on the part of CITY of any of its rights under this Agreement.
- N. INSURANCE.** CONTRACTOR, at its sole cost, shall purchase and maintain in full force during the term of this Agreement, the insurance coverage described at Exhibit D. Insurance must be provided by companies with a Best's Key Rating of A-:VII or higher and which are otherwise acceptable to CITY's Risk Manager. The Risk Manager must approve deductibles and self-insured retentions. In addition, all policies, endorsements, certificates and/or binders are subject to approval by the Risk Manager as to form and content. CONTRACTOR shall obtain a policy endorsement naming the City of Palo Alto as an additional insured under any general liability or automobile policy. CONTRACTOR shall obtain an endorsement stating that the insurance is primary coverage and will not be canceled or materially reduced in coverage or limits until after providing 30 days prior written notice of the cancellation or modification to the Risk Manager. CONTRACTOR shall provide certificates of such policies or other evidence of coverage satisfactory to

the Risk Manager, together with the required endorsements and evidence of payment of premiums, to CITY concurrently with the execution of this Agreement and shall throughout the term of this Agreement provide current certificates evidencing the required insurance coverages and endorsements to the Risk Manager. CONTRACTOR shall include all subcontractors as insured under its policies or shall obtain and provide to CITY separate certificates and endorsements for each subcontractor that meet all the requirements of this section. The procuring of such required policies of insurance shall not operate to limit CONTRACTOR's liability or obligation to indemnify CITY under this Agreement.

- O. HOLD HARMLESS.** To the fullest extent permitted by law and without limitation by the provisions of section N relating to insurance, CONTRACTOR shall indemnify, defend and hold harmless CITY, its Council members, officers, employees and agents from and against any and all demands, claims, injuries, losses, or liabilities of any nature, including death or injury to any person, property damage or any other loss and including without limitation all damages, penalties, fines and judgments, associated investigation and administrative expenses and defense costs, including, but not limited to reasonable attorney's fees, courts costs and costs of alternative dispute resolution), arising out of, or resulting in any way from or in connection with the performance of this Agreement. CONTRACTOR's obligations under this Section apply regardless of whether or not a liability is caused or contributed to by any negligent (passive or active) act or omission of CITY, except that CONTRACTOR shall not be obligated to indemnify for liability arising from the sole negligence or willful misconduct of CITY. The acceptance of the Services by CITY shall not operate as a waiver of the right of indemnification. The provisions of this Section survive the completion of the Services or termination of this Agreement.
- P. NON-DISCRIMINATION.** As set forth in Palo Alto Municipal Code section 2.30.510, CONTRACTOR certifies that in the performance of this Agreement, it shall not discriminate in the employment of any person because of the race, skin color, gender, age, religion, disability, national origin, ancestry, sexual orientation, housing status, marital status, familial status, weight or height of such person. CONTRACTOR acknowledges that it has read and understands the provisions of Section 2.30.510 of the Palo Alto Municipal Code relating to Nondiscrimination Requirements and the penalties for violation thereof, and agrees to meet all requirements of Section 2.30.510 pertaining to nondiscrimination in employment.
- Q. WORKERS' COMPENSATION.** CONTRACTOR, by executing this Agreement, certifies that it is aware of the provisions of the Labor Code of the State of California which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and certifies that it will comply with such provisions, as applicable, before commencing and during the performance of the Services.

- R. TERMINATION.** The City Manager may terminate this Agreement without cause by giving ten (10) days' prior written notice thereof to CONTRACTOR. If CONTRACTOR fails to perform any of its material obligations under this Agreement, in addition to all other remedies provided by law, the City Manager may terminate this Agreement immediately upon written notice of termination. Upon receipt of such notice of termination, CONTRACTOR shall immediately discontinue performance. CITY shall pay CONTRACTOR for services satisfactorily performed up to the effective date of termination. If the termination is for cause, CITY may deduct from such payment the amount of actual damage, if any, sustained by CITY due to CONTRACTOR's failure to perform its material obligations under this Agreement. Upon termination, CONTRACTOR shall immediately deliver to the City Manager any and all copies of studies, sketches, drawings, computations, and other material or products, whether or not completed, prepared by CONTRACTOR or given to CONTRACTOR, in connection with this Agreement. Such materials shall become the property of CITY.
- S. ASSIGNMENTS/CHANGES.** This Agreement binds the parties and their successors and assigns to all covenants of this Agreement. This Agreement shall not be assigned or transferred without the prior written consent of CITY. No amendments, changes or variations of any kind are authorized without the written consent of CITY.
- T. CONFLICT OF INTEREST.** In accepting this Agreement, CONTRACTOR covenants that it presently has no interest, and will not acquire any interest, direct or indirect, financial or otherwise, which would conflict in any manner or degree with the performance of this Agreement. CONTRACTOR further covenants that, in the performance of this Agreement, it will not employ any person having such an interest. CONTRACTOR certifies that no CITY officer, employee, or authorized representative has any financial interest in the business of CONTRACTOR and that no person associated with CONTRACTOR has any interest, direct or indirect, which could conflict with the faithful performance of this Agreement. CONTRACTOR agrees to advise CITY if any conflict arises.
- U. GOVERNING LAW.** This Agreement shall be governed and interpreted by the laws of the State of California.
- V. ENTIRE AGREEMENT.** This Agreement, including all exhibits, represents the entire agreement between the parties with respect to the services that may be the subject of this Agreement. Any variance in the exhibits does not affect the validity of the Agreement and the Agreement itself controls over any conflicting provisions in the exhibits. This Agreement supersedes all prior agreements, representations, statements, negotiations and undertakings whether oral or written.

**W. NON-APPROPRIATION.** This Agreement is subject to the fiscal provisions of the Charter of the City of Palo Alto and the Palo Alto Municipal Code. This Agreement will terminate without any penalty (a) at the end of any fiscal year in the event that funds are not appropriated for the following fiscal year, or (b) at any time within a fiscal year in the event that funds are only appropriated for a portion of the fiscal year and funds for this Agreement are no longer available. This Section shall take precedence in the event of a conflict with any other covenant, term, condition, or provision of this Agreement.

**X. ENVIRONMENTALLY PREFERRED PURCHASING AND ZERO WASTE REQUIREMENTS.** CONTRACTOR shall comply with CITY's Environmentally Preferred Purchasing policies which are available at CITY's Purchasing Division, which are incorporated by reference and may be amended from time to time. CONTRACTOR shall comply with waste reduction, reuse, recycling and disposal requirements of CITY's Zero Waste Program. Zero Waste best practices include first minimizing and reducing waste; second, reusing waste and third, recycling or composting waste. In particular, CONTRACTOR shall comply with the following zero waste requirements:

- All printed materials provided by CONTRACTOR to CITY generated from a personal computer and printer including but not limited to, proposals, quotes, invoices, reports, and public education materials, shall be double-sided and printed on a minimum of 30% or greater post-consumer content paper, unless otherwise approved by CITY's Project Manager. Any submitted materials printed by a professional printing company shall be a minimum of 30% or greater post-consumer material and printed with vegetable based inks.
- Goods purchased by Contractor on behalf of CITY shall be purchased in accordance with CITY's Environmental Purchasing Policy including, but not limited to, Extended Producer Responsibility requirements for products and packaging. A copy of this policy is on file at the Purchasing Division's office.
- Reusable/returnable pallets shall be taken back by CONTRACTOR, at no additional cost to CITY, for reuse or recycling. CONTRACTOR shall provide documentation from the facility accepting the pallets to verify that pallets are not being disposed.

**Y. AUTHORITY.** The individual(s) executing this Agreement on behalf of the parties represent and warrant that they have the legal capacity and authority to do so on behalf of their respective legal entities.

**Z. PREVAILING WAGES**

☒ **Contractor is required to pay prevailing wages** in accordance with the wage and benefits standards in Exhibit A.



**AA.CONTRACT TERMS.** All unchecked boxes do not apply to this Agreement. In the case of any conflict between the terms of this Agreement and the exhibits hereto or CONTRACTOR's proposal (if any), the Agreement shall control. In the case of any conflict between the exhibits hereto and CONTRACTOR's proposal, the exhibits shall control.

IN WITNESS WHEREOF, the parties hereto have by their duly authorized representatives executed this Agreement on the date first above written.

**CITY OF PALO ALTO**

\_\_\_\_\_  
City Manager or Designee

\_\_\_\_\_  
Purchasing Manager or Designee

**Approved as to form:**

\_\_\_\_\_  
City Attorney or Designee

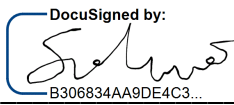
**SWA SERVICES GROUP, INC.**

By  \_\_\_\_\_  
CDBE98B5A67D475

Name \_\_\_\_\_  
Angel Zamora, Vice-President

Title \_\_\_\_\_  
Director of operations

Telephone \_\_\_\_\_  
408-857-9193

By  \_\_\_\_\_  
B306834AA9DE4C3...

Name \_\_\_\_\_  
Solomon Wong, Secretary

Title \_\_\_\_\_  
CEO & President

Telephone \_\_\_\_\_  
408-938-8678

## EXHIBIT A

### CONTRACTOR REQUIREMENTS

#### 1. INTRODUCTION

CONTRACTOR shall provide janitorial cleaning and maintenance services to provide a clean, healthy (hygienic), safe, and professional appearance throughout assigned CITY facilities.

The scope of work of this contract includes 1. Basic Services - complete level 2 janitorial services, floor finishing, window washing (up to two story buildings), and limited pressure washing and 2. Additional Services - pressure washing not covered under Basic Services and carpet and upholstery cleaning (hot water extraction only) upon request by CITY. CONTRACTOR shall furnish labor, approved cleaning supplies, supervision, methods and processes, implements, tools, machinery, equipment, transportation, and material for janitorial services. The scope of work for Basic Services will also include daily disinfection of “high touch” surfaces in public spaces, meeting spaces, and locker rooms such as drinking fountains, bottle filling stations, microwave handles/keypad, refrigerator handles, locker door handles, cabinet handles, doorknobs, counters, tables, chairs, benches, elevator buttons, phones, and copiers/printers. Plastic Covid barriers are to be cleaned weekly and only with cleaners specifically designed to be safe for Plexiglas acrylic materials.

#### 2. MINIMUM BASIC REQUIREMENTS

- a. CONTRACTOR shall be an independent CONTRACTOR and, as such, the hiring, background checks, training, equipping, supervision, directing and discharging of their employees shall be the responsibility of CONTRACTOR. The payment of federal, state and local taxes and overtime wages to its employees shall also be CONTRACTOR’s responsibility. The use of subcontractors is not allowed for routine janitorial cleaning and floor finishing. The use of licensed and qualified subcontractors for other services such as window washing, pressure washing, and carpet and upholstery cleaning may be allowed if pre-approved by CITY.
- b. CONTRACTOR must furnish all labor, supplies, cleaning materials (cleaning chemicals, floor wax, wax stripper, and other expendable supplies) and equipment (including, but not limited to, ladders, lifts, vacuum cleaners, extractors, floor machines, mops and buckets) required to perform interior/exterior janitorial service per building service schedules as specified within this Agreement.

For facilities where the CITY cannot provide adequate on-site space for custodial supplies, cleaning chemicals, and equipment, CONTRACTOR will need to provide alternate means.

- c. CONTRACTOR must furnish, and all their employees (including coordinators and supervisors) must wear uniforms. All personnel must have a visible company name, logo, badge, etc., on their uniforms. Subcontractors must also abide by the same uniform requirement.
- d. All employees of CONTRACTOR must have passed a CITY approved background security check (e.g., LifeScan – results to be sent to CITY for review and approval) and be a minimum of twenty-one (21) years of age and have a minimum of two (2) years janitorial experience and be fully trained in the custodial service trade. Subcontractor employees may also be subject to background security check prior to work.

No employee who fails the security clearance shall be admitted on the premises. However,, in case of an emergency, CONTRACTOR may assign personnel who do not have a security clearance who either (1) have an equivalent security clearance from another public agency that is approved by the Santa Clara County Sheriff or (2) are escorted at all times by CITY personnel, and CONTRACTOR reimburses the CITY for costs incurred by the CITY in providing the escort personnel.

- e. CONTRACTOR must provide the Facilities Project Manager with an emergency telephone number where CONTRACTOR may be reached at any time, 24 hours a day.
- f. CONTRACTOR must be available twenty-four (24) hours per day to provide an emergency response if requested by CITY. CONTRACTOR must respond onsite within one (10 hour when scheduled staff is on site and within two (2) hours when no scheduled staff is onsite at the time of the replacement of the request.
- g. Prior to commencement of any services under this Agreement, CONTRACTOR must furnish to CITY for its review and approval, a complete list of all chemicals and floor products, including Material Safety Data Sheets (MSDS) and Product Data Sheets, verifying required Environmental Product Certifications that CONTRACTOR anticipates bringing onto or using in any property belonging to CITY (See Exhibit 3 – Product Supply List). CONTRACTOR must submit in writing to CITY's Facilities Project Manager changes to any products and/or product lists used in performance of this Agreement, along with any new Material Safety Data Sheets. If there are chemical formulation changes or potential hazards on the MSDS, CONTRACTOR shall notify the CITY in writing as soon as possible.
- h. CONTRACTOR accepts responsibility for determining that all necessary safeguards for protection of CONTRACTOR's employees are available or will be furnished to employees. All work performed must conform to CAL-OSHA standards.

### **3. CONTRACTOR RESPONSIBILITY**

- a. Any work completed by CONTRACTOR that does not meet the quality standards as determined by the CITY, shall be re-done by CONTRACTOR at no cost to the City. In the event CONTRACTOR's work repeatedly does not meet the quality standards, the Purchasing Agent and the Facilities Maintenance Manager reserve the right to terminate contract without any cost to the City.
- b. CONTRACTOR shall promptly report to CITY any and all damage caused by CONTRACTOR. CONTRACTOR shall repair or replace damaged items or premises at CONTRACTOR's expense back to its former condition prior to damage.
- c. **"Minimum Staffing.** CONTRACTOR shall at all times maintain minimum staffing levels of 33\* full time equivalent custodians (custodians, parking garage custodian, parks custodians, Police Dept custodians)), three (3) full time utility workers, two (2) full time on-site supervisors, and 1-part time operations manager.

**\* Based on new Police Station building and other Scope of Service changes.**

CONTRACTOR is responsible for determining the proper staffing levels, which may exceed the minimums set forth herein, to perform the scope of services listed in Exhibit B for each facility, but if at any time CITY determines the specifications of the Agreement are not being met or completed, CONTRACTOR shall supply additional staff to successfully meet the terms of the Agreement at no additional cost to CITY."

- d. Removal of CONTRACTOR Employee. CITY may request that CONTRACTOR remove any CONTRACTOR employee from CITY premises for any reason whatsoever within CITY's sole discretion. Grounds for removal may include, but are not limited to, improper performance of services, disorderly, abusive, dangerous or disruptive conduct, and failure to follow CITY's results and regulations. CONTRACTOR shall immediately comply with such a request and provide immediate replacement. CONTRACTOR shall in no way interpret such removal requested by CITY to require dismissal or other disciplinary action of the employee.

**e. Wages and Benefits.**

By the Effective Date of this Agreement and throughout the term of this Agreement, CONTRACTOR's employees shall be covered under a collective bargaining agreement with a recognized union representing employees who will perform services under this Agreement. Upon request, CONTRACTOR shall provide the CITY with the collective bargaining agreement in effect at the time of the request and/or any supporting documentation.

CONTRACTOR shall be registered with the State of California Department of Industrial Relations throughout the term of this Agreement. CONTRACTOR's employees performing services for the CITY shall be paid per the job classification and hourly wage rate table below and no less than the prevailing wage and benefits

established for janitorial services pursuant to the California Public Utilities Code Section 465 and as set forth and periodically updated by the Department of Industrial Relations. Should the wage rates in the wage table below and the collective bargaining agreement's wages and benefits and the prevailing wage and benefits differ, the higher wage rates and/or benefits will be paid. All wages paid to the CONTRACTOR's employees performing services for the CITY shall also meet or exceed the CITY'S minimum wage rate as established under the Palo Alto Minimum Wage Ordinance, as may be amended.

<b>Job Classification</b>	<b>Employee Pay Rate (\$/hour)</b>
Custodian	Hourly wage rate for Custodian job classification of PUC Prevailing Wage or Collective Bargaining Agreement Wage rate (whichever is higher).
Parking Garage Custodian	11.4% more than the Custodian hourly rate.
Parks Custodian	11.4% more than the Custodian hourly rate.
Utility Custodian	22.9% more than the Custodian hourly rate.
Police Department Custodian	45.7% more than the Custodian hourly rate.
Supervisor	74.3% more than the Custodian hourly rate.

CONTRACTOR shall provide Certified Payroll Reports (CPR) to the CITY upon request in a format that is consistent with the DLSE Form A-1-131 (see link below) and acceptable to the CITY. The CPR must document the names, labor classes, hours worked, rate of pay, vacation payout, and other fringe benefits for each employee working on the CITY's account. Please note: Vacation payout must be shown independent of other benefits. CPR shall provide summary totals for labor classification and Supervisory/Management personnel. Separate CPR shall be provided with each invoice submitted to the CITY and correspond exactly to the invoicing periods and services being billed. Invoices received by the CITY with inconsistent CPR will be returned to CONTRACTOR for corrective actions. In these cases, invoice dates shall be revised to match resubmittal dates (see Exhibit H – Monthly Invoicing).

**f. Supervision.**

CONTRACTOR shall assign full-time supervisors to provide quality inspections and work supervision during scheduled cleaning hours and special work assignments. The supervisors shall be able to communicate fluently in English.

Daily communication shall be submitted to CITY's Facilities Project Manager or his designee noting any building deficiencies needing correction.

At a minimum, CONTRACTOR's supervisor or qualified designee will meet monthly during the day with the CITY's custodial contract management staff.

The operations manager and site supervisor shall carry a cell phone by which the CITY staff will be able to communicate with him/her 24 hours a day and 7 days per week. CONTRACTOR shall assign a full-time night supervisor to provide quality inspections and work supervision during scheduled cleaning hours at night and special work assignments. This custodial supervisors will be required to speak, read and understand English. Monthly janitorial supervisor's reports are to be submitted to CITY's Facilities Project Manager or his designee noting any building deficiencies needing correction. At a minimum, CONTRACTOR's supervisors will meet monthly during the day with the CITY's custodial contract management staff.

CONTRACTOR shall provide a roster of all employees (day porter, night janitorial, weekend, flooring staff, supervisor staff) working the CITY's account and updated monthly if there are changes to personnel working the CITY's account. The employee roster shall include the employee's name, which CITY facility (or facilities) the employee is assigned to, the workday (e.g., Monday through Friday), and the hours assigned. If the employee is assigned to multiple CITY facilities, please provide a breakdown detailing the work schedule at each facility the employee performs services for each workday. The employee roster should also include the start date on the CITY's account.

An electronic copy of the employee roster is required to be provided to CITY's Facilities Project Manager.

**g. Training**

CONTRACTOR shall provide to its employees' environmental, health and safety training to ensure compliance with all federal, state and local laws or regulations.

**At least one month prior to the start of this contract, CONTRACTOR shall provide Supervisors to train with CITY to learn the location of all facilities, familiarize themselves with the layout of each facility, and scope of work required. This training is to be during normal business hours.**

**h. Employee Conduct**

Employees of the CONTRACTOR while performing work under this contract, WILL NOT:

1. Be accompanied in their work area by acquaintances, family members, pets, assistants, or any other person unless such person is an on-duty authorized CONTRACTOR employee.
2. Remove any CITY property or personal property, equipment, monies, form or any other item from the buildings.
3. Engage in horseplay or loud boisterous behavior.

4. Be prohibited in the use or possession of the following items while working on CITY premises: guns, knives, other weapons, alcohol, and/or controlled substances.
5. Be under in the influence of alcohol or drugs.
6. Gamble.
7. Smoke in any building.
8. Read or disclose material and documents available in the facilities of the CITY.
9. Disturb papers on desks, tables, or cabinets.
10. Turn on or use any equipment other than CITY supplied or CONTRACTOR's custodial equipment, such as televisions, computers, typewriters, or radios, etc.
11. Use any CITY telephone except those designated by the Building Services Manager or his/her designee for the purpose of business under this contract and for emergency reporting.
12. Open any desk, file cabinet or storage cabinet.
13. Remove any article from desks.
14. Consume any food or beverage, other than that brought with or purchased by the employee, and in only in areas designated as break or lunchrooms.
15. Engage in non-work related conversations with CONTRACTOR employees, CITY employees or visitors.
16. Come to work late or leave work early.

i. **Employee Removal**

CONTRACTOR shall remove from service on the premises of the CITY any employee of the CONTRACTOR who, in the opinion of the CITY, is not performing the services in a proper manner, or who is incompetent, disorderly, abusive, dangerous, or disruptive, or does not comply with rules and regulations of the CITY. CONTRACTOR shall in no way interpret such removal to require dismissal or other disciplinary action of the employee.

j. **Employee Appearance and Identification**

CONTRACTOR personnel shall present a neat appearance and be easily recognized as CONTRACTOR employees. CONTRACTOR shall provide each employee with a uniform that displays CONTRACTOR's company name. The uniform shall be available prior to entering any CITY building and shall be worn at all times while working in the CITY. The uniform at a minimum shall be a uniform shirt with CONTRACTOR's name or logo on it.

CONTRACTOR's employees will be issued a CITY identification/building access card. CONTRACTOR personnel shall visibly wear CITY CONTRACTOR badge at all times during work with the CITY. **CONTRACTOR employees may be required to "badge in" at start of**



**cleaning and “badge out” at end of cleaning at every location that has a badge reader (or location of nearest badge reader).** Any loss of identifications cards must be reported to the CITY’s Facilities Project Manager immediately. Identifications cards are also building access cards and should not be placed with assigned building keys when not being used.

Keys required by CONTRACTOR will be provided to designated CONTRACTOR employee upon a custody receipt and shall be returned to the City of Palo Alto on demand. Keys are assigned to specific individuals and are not to be shared between contract staff. Any loss of keys must be reported to the CITY’s Facilities Project Manager immediately. Keys are to only be made by the CITY. Should a lost or stolen key jeopardize the security of a particular CITY facility, CONTRACTOR shall be responsible for all costs incurred by the CITY in re-keying the lock system. CONTRACTOR will also be responsible for the cost of replacing lost keys and access cards. Only the CITY can duplicate CITY keys.

**k. Reporting and Inspections**

Regular Inspections: At a minimum, the CONTRACTOR's operations manager and/or on-site supervisor will meet with the CITY's Facility Maintenance representatives, monthly during the day, to review work sites to ensure compliance with contract Specifications.

**l. Work Performance**

CONTRACTOR will adhere to **Level 2 Cleaning**, as defined by the quality standards of the janitorial profession and the CITY's cleaning standards as communicated by the Facilities Project Manager. Level 2 is orderly tidiness. Examples of Level 2 cleaning are washrooms and shower tile and fixtures that gleam and are odor-free, supplies are adequate, floors and base moldings that shine and are bright and clean, no buildup in corners or along walls, all vertical and horizontal surfaces that are clean, trash containers empty, clean, and odor-free. CONTRACTOR shall immediately notify the CITY Facilities Project Manager or Liaison of any occurrence or condition that interferes with CONTRACTOR’s full performance and confirm it in writing within 24 hours. CONTRACTOR shall provide additional staff to complete the work required in these specifications.

Major problems that require immediate attention shall be responded to and corrected within one hour of notifications. Examples of major problems are toilets and showers not being cleaned, not stocking sufficient supplies.

Minor problems that don’t require immediate attention shall be responded during the next day’s normal clean up. Examples of minor problems include but are not limited to: a trash can not emptied, a small area not vacuumed.

Major complaints and a continuing record of minor complaints may result in non-payment or termination of this contract agreement. The CITY's Facilities Project Manager shall have the authority to classify a complaint as major or minor.

CONTRACTOR shall provide the CITY with validated experienced floor care professionals who are capable of evaluating a floor surface and providing unsupervised, high-quality floor maintenance of all kinds on all surfaces.

CONTRACTOR is required to maintain all hard floor finishes for cleanliness and shine. Building floor surfaces shall have a consistently well-maintained appearance. Hard- surface flooring shall be stripped, waxed, scrubbed, and buffed on a regular schedule to present a glossy shine. Carpet areas will receive regular vacuuming. All grouted floor (including grouted base material) surfaces shall be machine scrubbed on a regular schedule to present grout in its natural color shade. The floor maintenance schedule shall be coordinated by CONTRACTOR and emailed to the Facilities Project Manager. It shall be CONTRACTOR's sole responsibility to provide a well-maintained floor finish on all hard floor surfaces.

m. **Additional Service**

CONTRACTOR shall support additional work and special events during and outside of normal duty hours for additional service cleaning beyond routine services or special functions at CITY facilities for meetings, social events, open houses or dignitary visits, etc. CONTRACTOR shall adjust the service schedule so that these services will be performed after the event. In cases where the work is outside the normal work schedule, CONTRACTOR shall charge the appropriate hourly rates per person for the special assignment listed in the billing rate schedule they provided in the bid process. Adjusted work schedules that are outside the normal work schedule need to be pre-authorized by the Facilities Project Manager.

n. **Emergency Work**

This Agreement shall cover routine, requested and emergency janitorial work. Requested work shall be defined as any work beyond the general routine janitorial work outlined in this agreement. Emergency work shall require a shortened response time of one (1) hour or less, depending on the nature of said work. CONTRACTOR shall have sufficient labor and call-out procedures to assume that staffing is available to allow for this type of unplanned requirement. CITY will work with CONTRACTOR to help develop a specific procedure required to react to emergency situations.

o. **Security**

CONTRACTOR will be required to have available the keys and badge access cards provided by the CITY at all times while providing service to the CITY. All doors are to be unlocked and locked as required by each building's specification. CONTRACTOR is responsible for after-hours security during performance of janitorial duties. All doors must be locked and shut during the performance of said duties. Doors are not to be propped open and CONTRACTOR employees are not to let anyone into the building. Lost keys or card-keys will be replaced by CONTRACTOR at the rate of \$25.00 per key or card-key, and CONTRACTOR will be financially responsible for all costs of re-keying any or all locks affected by lost keys in his/her control. CONTRACTOR shall return or account for all issued keys at the end of the contract or upon contract termination.

Electronic security systems shall be properly disarmed and armed each time when after-hours access is made. CONTRACTOR may be charged a minimum of one hundred dollars (\$100) for each time CONTRACTOR misuses the alarm system.

#### Security Clearance

All personnel assigned to work in the CITY must have successfully passed a CITY approved (e.g. Live Scan) background check. At least one (1) month prior (needed to allow completion of a security background clearance check) to an employee being assigned to work, they must provide one (1) a valid California identification and (2) fingerprints. No employee who fails the security clearance shall be admitted on the premises. Cost of background check shall be borne by CONTRACTOR. In case of an emergency, CONTRACTOR may assign personnel who do not have a security clearance who either (1) have an equivalent security clearance from another public agency that is approved by the Santa Clara County Sheriff or (2) are escorted at all times by CITY personnel, and CONTRACTOR reimburses the CITY for costs incurred by the CITY in providing the escort personnel.

#### p. Care of Facilities

CONTRACTOR and all CONTRACTOR's employees shall regularly observe general conditions of all building areas and report problem areas to employee's supervisor. CONTRACTOR shall be responsible for the knowledge and use of all building security alarms. In case of emergency, CONTRACTOR's employees shall notify the CITY's Dispatch Center by dialing 911, then by calling or paging the Facility Maintenance Manager or Liaison immediately. For non-emergency repairs, CONTRACTOR and all CONTRACTOR's employees shall contact the Facility Project Manager.

Lights should be turned off and doors secured when cleaning is completed in each area.

#### q. Custodial Services Tasks

See Exhibit B-1 – Services by Location.

r. **POLICE DEPARTMENT CUSTODIAL SERVICES**

In addition to the services detailed above, CONTRACTOR shall provide custodial services at the CITY's Police Department, consistent with the services detailed above in this Exhibits B and B-1, except as otherwise detailed below.

CONTRACTOR shall provide one (1) full time custodian specifically assigned to the existing Police Department building and three (3) full time custodians when the new Public Safety Building is operational (expected in late 2023). As with other CONTRACTOR custodians, CONTRACTOR shall train and supervise the custodian assigned to the Police Department, as detailed in this Agreement.

CONTRACTOR's employees who work in the Police Department require higher job qualifications, as they will be working more independently in a secure and confidential environment. These employees must have a higher understanding of work instructions and job assignments, higher level of verbal and written communication skills, make independent decisions, and the ability to manage their work and work performance more independently. In addition to other duties specified herein, they will be responsible for janitorial cleaning, building lockup, taking down the flags, special event set up, detail cleaning, and custodial utility work.

The normal work schedule for the custodians assigned to work in the Police Department will be Monday through Friday between the hours of 5:30 PM and 2:00 AM; Sat, Sun, and Holidays from 12:00pm to 8:30 PM. These days and times are subject to change. These custodians may be required to work overtime as needed on weekdays, weekends, and holidays. Assigned and backup custodians who have passed the Police Department's higher-level background checks will be allowed to work in the Police Department independently (unescorted) and provide additional or backup coverage for the normal custodian.

Security Clearance – Police Department

**CONTRACTOR employees (e.g., custodians, supervisory staff) assigned to work in the Police Department shall undergo a higher level and more thorough background check in addition to the Live Scan background check. The Palo Alto Police Department will determine what additional background checks are required and be responsible for qualifying or disqualifying each candidate.**

CONTRACTOR shall ensure that all employees (line custodial staff and supervisory staff) who are assigned to work in the Police Department will undergo and qualify under (per CITY, as above) the more extensive background

check. All such CONTRACTOR staff will be subject to subsequent background checks at any time upon request by CITY while assigned to the Police Department.

Equipment and Supplies – Police Department

CONTRACTOR is not responsible for providing routine cleaning equipment, chemicals, and supplies in the existing Police Department building **but will be responsible for providing routine cleaning equipment, chemicals, and supplies in the new Public Safety Building in 2023.** Notwithstanding the foregoing, CONTRACTOR is responsible for providing its custodial and supervisory employees with Personal Protective Equipment.

s. **Safety Program**

CONTRACTOR shall provide periodic worker training per OSHA regulations on:

1. safe work habits
2. safe use of cleaning chemicals
3. how to use MSDS sheets
4. safe use of equipment
5. proper use of cautions signs, barriers, or other devices
6. proper handling of hazardous materials, biological waste, and blood-borne pathogens.

Safety Procedures

All cleaning chemicals shall be stored in properly labeled containers at all times and secured.

t. **Supplies and Equipment**

1. CONTRACTOR shall supply and fully stock each facility for daily use and special events.
2. CONTRACTOR shall furnish and keep in good working order all necessary tools and equipment such as, but not limited to cleaning supplies, mops, brooms, buffers, ladders, hoses, vacuums, etc. All supplies and/or equipment used by CONTRACTOR must be approved by the Facilities Project Manager, or his designee. Any non-complying equipment or supplies shall be changed out at the request of the Supervisor or his designee. Janitorial closets areas shall be kept clean and free of debris and odor at all times. All supplies and equipment shall be stored in a neat and orderly manner and in such a way as to prevent injury to CITY or CONTRACTOR's employees. An equipment inventory is to be kept with the CONTRACTOR's on-site supervisor.

For facilities where the CITY cannot provide adequate on-site space for custodial supplies, cleaning chemicals, and equipment, CONTRACTOR will need to provide alternate means.

3. CONTRACTOR shall provide all expendable supplies such as toilet paper; paper towels, toilet seat covers; appropriate trash, compost, recycling, and sanitary napkin can liners; liquid hand soap; feminine hygiene products, and waste collection liners. CONTRACTOR shall fill all restroom dispensers daily.

CONTRACTOR shall maintain a minimum of one (1) week's supply of all expendable supplies in all facilities at all times during the life of the contract that can be utilized by CITY personnel for the purpose of restocking the facilities' dispensers if needed.

All products listed above shall conform to existing dispensers established in all CITY facilities and approved by the Project Manager of this contract. **CITY will supply a list of products as specified under Exhibit G - Product Supply List. These products may be substituted with an equivalent substitute or better with pre-approval from the Facilities Project Manager.** Product and dispenser types may change over the term of the contract.

Compostable Plastic Bags must be used in compost bins and must meet the following standards: Biodegradable Products Institute (BPI), non-Genetically Modified Organism (GMO) preferred, [www.bpiworld.org](http://www.bpiworld.org/BPI-Public/Approved/1.html) <http://www.bpiworld.org/BPI-Public/Approved/1.html>. Bags must be of sufficient thickness and within date shelf-life to prevent breakage during waste collection handling.

Antibacterial hand soaps are not permitted.

4. CONTRACTOR may assign a small cargo van for use under this Agreement. If CONTRACTOR uses such a van, CITY will provide parking space at MSC location.
- u. CONTRACTOR shall use vacuum cleaners that meet the requirements of the Carpet and Rug Institute "Green Label" Testing Program – Vacuum Cleaner Criteria, that are capable of capturing 96% of particulates 0.3 microns in size and operate with a sound level less than 70dBA. Other janitorial cleaning equipment should be capable of capturing fine particulates, removing sufficient moisture so as to dry within 24 hours, operate with a sound level less than 70dBA, and use high-efficiency, low-emissions engines. **Upright vacuum cleaners with brush drive systems must be used unless otherwise approved by CITY for certain applications and locations.**

#### v. Janitorial Products/Supplies

CONTRACTOR is to supply, industrial and institutional cleaning products and supplies that are environmentally preferable. The CITY defines an environmentally preferable cleaning product and supplies as those that are **BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice Certified. Cleaning chemicals, liquid hand soap, and routine floor care cleaning products must be certified through at least one of the following sustainable standards and certifications – BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice. Disinfectants, toilet bowl cleaner, and floor strippers are excluded.**

Environmentally Preferable Cleaning Products, outlined in these specifications, are to be used during the entire extent of this contract. CONTRACTOR shall use only environmental preferable products (BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice Certified) in the following categories:

1. General Purpose Cleaners
2. Bathroom Cleaners
3. Glass Cleaners
4. Cleaners/Degreasers
5. Daily Floor Cleaners
7. Liquid Hand Soap
8. Toilet Seat Covers
9. Toilet Paper
10. Paper Towels

CONTRACTOR shall provide a complete final list of products, including Material Safety Data Sheets and Product Data Sheet verifying BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice Certified, they will use. Changes to any products and/or product lists used as part of this contract must be submitted in writing to the Facilities Project Manager along with any new Material Safety Data Sheets. Non-compliant chemicals must be removed immediately from the building.

Chemicals used for disinfection of blood and other potentially infectious material shall be on EPA's list of registered antimicrobial products effective against blood borne/body fluid pathogens. Mop heads must be replaced after use for blood and body fluid clean up. Disinfectants and toilet bowl cleaners are not required to be Green Seal certified until they become readily available on the market.

#### Training

CONTRACTOR shall provide sufficient training for their personnel for the products and methods outlined in Exhibit A Contractor Requirements.

#### Packaging

CONTRACTOR's primary packaging for selected janitorial cleaning products should be compliant with BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice.

#### Labeling Requirements

CONTRACTOR selected products must meet the labeling requirements outlined in BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice.

#### Dispensing Equipment

CONTRACTOR may request the option for dispensing equipment that reduces worker exposure to chemicals and promotes the appropriate use of the cleaners. This option will depend on site conditions and must be pre-approved by the Facilities Project Manager.

CONTRACTOR must provide a description of available equipment and information on the features that reduce risk and exposure. A detailed description of the recommended dilution and/or dispensing system, including benefits, should be included.

#### w. Paper Product Specifications

##### Recycled Content

For use in CITY facilities, CONTRACTORs will purchase products that **contain the highest post-consumer content available that meets the CITY's Facilities Department performance requirements and approved by the CITY's Facilities Project Manager.**

Prior to notice to proceed, CONTRACTOR must provide a complete final list of products, including Material Safety Data Sheets and Product Data Sheets showing amount of recycled content, they will use. Changes to any products and/or product lists used as part of this contract must be submitted in writing to the Facilities Project Manager along with any new Material Safety Data Sheets. Non-compliant products must be removed immediately from the building.

##### Chlorine-Free

For use in CITY facilities, CONTRACTOR will purchase paper, paper products, and janitorial paper products that are unbleached or that are processed without chlorine or chlorine derivatives to minimize dioxin formation and other toxic pollutants. Process chlorine free (PCF) paper is the preferred environmental option, whereas elemental chlorine free (ECF) processes should include enhanced processes such as extended and oxygen delignification wherever possible.

##### Recycled Content

It is desired that products procured through this contract contain the highest post-consumer content **practicable**, as approved by CITY's Facilities Project



Manager, using the U.S.EPA's Comprehensive Procurement Guidelines that specify ranges of minimum recycled content standards for diverse categories representing product types ([www.epa.gov/epaoswer/non-hw/procure/products.htm](http://www.epa.gov/epaoswer/non-hw/procure/products.htm)).

x. **Materials Management: Trash, Compost, Recycling and CITY Pickup Specifications**

CONTRACTOR will be responsible for the following:

Collection and removal of all **compost, recyclables, and trash** from all identified facilities per the schedule determined by this Agreement (see Exhibit B-1 Services by Location). "Entire facility" means the lobby, the indoor and immediate outdoor public areas, the hallways, the conference rooms, the restrooms, the lunchrooms and kitchens, the office areas, etc. Replace appropriate liners in each receptacle. Liners can only be reused if it is clean and intact. Receptacles are to be returned to their initial locations. Clean receptacles when needed.

Boxes, cans, papers, etc. placed near a trash receptacle and marked "trash" or "recycle" shall also be removed. Any other items not marked shall not be removed.

Do not drag waste collection bags. Liquid leaking from plastic bags being removed from waste receptacles shall be immediately cleaned.

Deliver emptied compost, recyclables and trash to the waste collection area located at each facility and place in proper bin to ensure successful sorting of these waste streams. Dumpsters and totes shall be closed after use.

Maintain waste collection areas free of debris and trash.

Breakdown, flatten and place all cardboard in dumpster, toter or other container labeled for cardboard recycling.

Modify waste collection procedures as directed by the Facilities Maintenance Manager. Changes will be made by management in coordination with the janitorial service and the waste collection service.

Revise schedule, location for loading and unloading, waste collection procedures as directed by the Facilities Maintenance Manager.

Follow Palo Alto Municipal Code (PAMC) 5.20 for Waste Management.

1. Ensure there are waste stations in common areas. Report any unauthorized deskside containers.

2. Provide proper color-coded waste bin liners **when liners are required by Palo Alto Municipal Code** (liner density and quality as specified by CITY).
  - i. **Trash liners must be clear.**
  - ii. **Recyclable liners must be transparent blue.**
  - iii. **Compostable liners must be transparent green.**
3. Ensure cardboard boxes are broken down or flattened.
4. Properly sort materials into the correct containers trash goes into black containers, recyclables go into blue containers, and compostables go into green containers.
5. Ensure all janitorial/custodial staff are trained by Zero Waste staff or GreenWaste of Palo Alto outreach staff. Attend a Zero Waste What Goes Where Training within 14 days of starting for the CITY.
6. Periodically inspect containers for contamination. Remove and properly sort items into correct containers.
7. Report refuse container contamination to the Facilities.
8. Ensure containers in offices, breakrooms, conference rooms and kitchenettes have proper colored labels.
9. Ensure containers in restrooms using paper towels have proper colored compostable labels.
10. Ensure refuse containers are placed as close together as possible.
11. Work with Facilities staff to ensure there is an effective source separate program at all CITY facilities.
12. Keep refuse containers in sanitary condition. Report to Facilities any issues.
13. When overfilled containers are found remove excess materials and place in appropriate non-full container(s).
14. Report any overfilled containers to Facilities staff.
15. Ensure that waste liners or items are never placed outside of outdoor refuse containers.
16. Report any major spills or leaks at outdoor refuse containers to Facilities.
17. Ensure outdoor refuse container lids are kept closed. Report to Facilities if refuse container lids are being left open.

#### **4. EXAMINATION OF FACILITIES**

***CONTRACTOR shall be fully informed as to all existing conditions and limitations under which the work under this Agreement is to be performed. The CITY has numerous facilities across 26 square miles and travel time between facilities shall be planned and accounted for. CONTRACTOR's failure to familiarize themselves with all conditions of CITY facilities shall not constitute a basis for subsequent amendment to this Agreement. The quantities and building square footage (not cleaning square footage) shown in Exhibit B-1 Services by Location are an estimate only. The CITY reserves the right to adjust quantities as deemed necessary to meet its requirements.***

#### **5. CONTRACT AWARD**

As soon as possible after the execution of the Agreement, CONTRACTOR shall meet with CITY's Facilities Project Manager to develop transition plan to start servicing on contract start date. The transition plan is to include items such as a staffing plan, work schedule, chemical and material supply plan, security clearances, badging, keys, site training, etc.

CONTRACTOR shall submit the following items to the CITY's Facilities Project Manager within fourteen (14) days of the execution of the Agreement:

1. A complete work schedule for daily and weekly service for all facilities.
2. The name of the person assigned as the CONTRACTOR's Project Manager with full authority to administer the terms of this contract. This CONTRACTOR's Project Manager shall have the capability to receive complaints by telephone and email to facilitate timely corrective actions. This representative shall be available 24 hours a day, 7 days per week.
3. The names and contact information for supervisors during all work shifts who can be contacted for notification of schedule changes, emergencies, or other issues that come up after normal business hours.
4. A schedule of all CONTRACTOR's employees and the buildings to which they are assigned, along with the labor-hours to perform the required work at each building.
5. A list of all routine cleaning and floor cleaning products and supplies such as liquid hand soap must be BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice Certified, except disinfectants, toilet bowl cleaners, and floor strippers) that will be utilized and a description of what each product will be used for.
6. A copy of the Material Safety Data Sheet (MSDS) and Product Data Sheet verifying BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice Certified for all chemicals and liquid hand soap that will be used in the performance of the contract. MSDS to be updated as necessary after the initial submission.
7. Product Data Sheet of all paper products to be provided showing the percentage of post-consumer recycled content for each.

## **EXHIBIT B SCHEDULE OF PERFORMANCE**

Alternative 1.

☒ CONTRACTOR shall perform the Services according to the following schedule:

### **A. SERVICE LOCATIONS AND TECHNICAL SPECIFICATIONS**

CONTRACTOR must furnish the following services at the designated frequencies at each of the listed facilities (see Exhibit B-1 Services by Location). Each servicing must include all duties listed. CONTRACTOR shall supply and stock all required products at each facility with each servicing .

### **B. WORK SCHEDULE**

Janitorial services for City Hall are to be provided five (5) days per week, Monday through Friday, between the hours of 6:00 PM and 2:30 AM. Janitorial services for all other locations are as listed and are to occur between ½ hour after building closure to 2 hours before City Staff starts occupying the building the next day, unless otherwise specified below or by the City's Facilities Project Manager. The janitorial CONTRACTOR will provide twenty-four (24) hour emergency response if requested and will be allowed up to 1 hour to respond within the time of request.

Work schedules for individual buildings subject to change.

Work schedules will need to be adjusted as required for special events, performances, or meetings that conflict with normal cleaning schedules.

The normal work schedule for the custodians assigned to work in the Police Department will be Monday through Friday between the hours of 5:30 PM and 2:00 AM., Sat, Sun, and Holidays from 12 PM to 8:30 PM. These days and times are subject to change. These custodians may be required to work overtime as needed on weekdays, weekends, and holidays. Assigned and backup custodians who have passed the Police Department's higher-level background checks will be allowed to work in the Police Department independently (unescorted) and provide additional or backup coverage for the normal custodian.

### **C. HOLIDAYS**

There are eleven (11) City holidays (listed below) on which CONTRACTOR may need to provide service to some City facilities. Holiday service is listed in the work schedules below. Facilities open during holidays (but not limited to) are the Airport, Parks, Rinconada Pool, Junior Museum, Parking Garages, and Police Dept/Public Safety Building and must be serviced. Holidays are subject to change.

DATE

January 1 - New Year's Day  
3<sup>rd</sup> Monday in January - Martin Luther King Jr.  
3<sup>rd</sup> Monday in February - Lincoln's Birthday  
Last Monday in May – Memorial Day  
4<sup>th</sup> of July  
1<sup>st</sup> Monday of September - Labor Day  
2<sup>nd</sup> Monday of October – Columbus Day  
November 11 - Veteran's Day  
Thanksgiving Day (2)  
December 25 - Christmas Day

**D. MISCELLANEOUS REQUIREMENTS**

**1. Codes**

Work and materials must conform to the requirements of:

- a. Safety Orders - State of California, Division of Industrial Safety
- b. State Fire Marshall
- c. OSHA Regulations

**2. Work Scheduling and Performance**

Times of servicing are to be determined by the City's Facilities Project Manager listed under this contract.

**Parking**

CONTRACTOR may utilize existing public parking spaces and must follow posted parking regulations. City will issue City garage parking permits for custodians assigned to parking garage cleaning.

**E. RESPONSIBILITY OF CONTRACTOR**

CITY assumes no responsibility whatsoever for loss or damage of equipment owned or operated by CONTRACTOR, his agents or employees. The entire responsibility for any and all injury to the public, to individuals and to property resulting or indirectly caused by the performance of the work hereunder must rest upon CONTRACTOR. CONTRACTOR agrees to indemnify and hold CITY free and harmless in accordance with Section O of the Agreement.

**F. PROPERTY DAMAGE**

Any private or public property damaged or altered in any way during the performance of the work under the contract shall be reported promptly to the CITY, and must be rectified in an approved manner back to its former condition prior to the damage at CONTRACTOR's expense.

**G. TRASH, RECYCLE AND COMPOST COLLECTION SERVICE DETAIL**

Collect trash, recycle, and compost each service day at each location.

**H. DISINFECTION**

The following cleaning and disinfection work is to occur once per service day at all locations at a minimum unless a higher frequency is requested by the City's Facilities Project Manager. Clean and disinfect daily "high touch" surfaces in public spaces and locker rooms such as drinking fountains/bottle filling stations (all interior spaces and at exterior spaces when mounted to the building), microwave handles/keypad, refrigerator handles, locker door handles, cabinet handles, door knobs, counters, tables, chairs, benches, elevator buttons, phones, and copiers/printers.

Daily restroom and shower disinfection are part of routine custodial work.

Plastic Covid barriers are only to be cleaned weekly with cleaners specifically designed to be safe for Plexiglas acrylic materials.

**EXHIBIT B-1**  
**SERVICES BY LOCATION**

**EXHIBIT B-1  
SERVICES BY LOCATION  
Revision 2**

**Facility:** **AIRPORT**

**Location:** **1925 Embarcadero Rd.**

**Total Square Feet:** **12,000 Terminal Bldg (lobby, offices 2 restrooms, hall, storage room)  
+ 718 Hanger Bldg (lobby, 3 restrooms, storage room, two offices)  
+ 3 Modular Bldgs in 2023 (~1440 sf each, mostly office space and  
public area, one modular will have two single use restrooms).**

**Servicing Frequency:** **Seven Days per Week + holidays. Service during normal business  
hours.**

**Type of Service:** Restrooms - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Seven days per week

**Type of Service:** Entire Facility  
Empty counter garbage, all central garbage, and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost and central garbage containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables.

**Frequency:** Seven days per week



<b>Type of Service:</b>	Entire Facility. Empty all recycling containers each service day. Clean recycling containers when necessary. Replace central recycling liner with proper type, size and depth.
<b><u>Frequency:</u></b>	Seven days per week
<b><u>Type of Service:</u></b>	Entire Facility (lunch rooms and break areas) Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.
<b><u>Frequency:</u></b>	Seven days per week
<b><u>Type of Service:</u></b>	Refrigerator/freezer cleaning.
<b><u>Frequency:</u></b>	Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).
<b><u>Type of Service:</u></b>	Entire Facility Wash all windows, interior and exterior.
<b><u>Frequency:</u></b>	Twice Annually
<b><u>Type of Service:</u></b>	Entire Facility Strip and refinish all tiled and linoleum floor areas.
<b><u>Frequency:</u></b>	Four Times Annually
<b><u>Type of Service:</u></b>	Entire Facility Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.
<b><u>Frequency:</u></b>	Monthly
<b><u>Type of Service:</u></b>	Entire Facility Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.
<b><u>Frequency:</u></b>	Four Times Annually
<b><u>Type of Service:</u></b>	Entire Facility Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually  
**Facility:** **Arastradero Gateway Facility**  
**Location:** **1530 Arastradero Rd.**  
**Total Square Feet:** **969**  
**Servicing Frequency:** **Five Days per Week (Saturday, Sunday, Monday, Wednesday, and Friday, 6 am, including holidays)**

**Type of Service:** Restrooms - Complete servicing.  
Empty all recycling containers once per week on Fridays. Empty all garbage and compost containers in all restrooms. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed, all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain. Secure facility after service.

**Frequency:** **Five Days per Week (Saturday, Sunday, Monday, Wednesday, and Friday, 6 am, including holidays)**

**Entire restroom including walls (porous walls excluded), toilet partitions, floors, and fixtures are to be hosed down and scrubbed with disinfectant cleaner monthly.**

**Polish unpainted metal door pulls, door plates, metal fixtures, and toilet/urinal partitions quarterly.**

**Type of Service:** Meeting Room

The cement floors of the main meeting room (432 square feet) are to be swept and mopped.

**Frequency:** Each service day.

**Facility:** **THE ART CENTER**

**Location:** **1313 Newell Rd.**

**Total Square Feet:** **26,441**

**Servicing Frequency:** **Six Days per Week, (Tuesday through Sunday) – Full Service.**  
**Mondays only (extra wet clean of ceramic studio floors)**  
**Mid-day restroom service in Children's wing (2 months during summer)**

**Type of Service:** Restrooms - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Tuesday through Sunday

**Type of Service:** Entire Facility  
Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

- **Ceramic studio floors due to clay dust hazard must be wet cleaned only. Several consecutive cleanings each service day may be required to provide streak free floors.**

**Frequency:** Tuesday through Sunday

<b><u>Type of Service:</u></b>	Entire Facility (lunch rooms and break areas) Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.
<b><u>Frequency:</u></b>	Six days per week
<b><u>Type of Service:</u></b>	Refrigerator/freezer cleaning.
<b><u>Frequency:</u></b>	Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).
<b><u>Type of Service:</u></b>	Entire Facility Wash all windows, interior and exterior.
<b><u>Frequency:</u></b>	Twice Annually
<b><u>Type of Service:</u></b>	Entire Facility Strip and refinish all tiled and linoleum floor areas.
<b><u>Frequency:</u></b>	Four Times Annually
<b><u>Type of Service:</u></b>	Entire Facility Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.
<b><u>Frequency:</u></b>	Monthly
<b><u>Type of Service:</u></b>	Entire Facility Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.
<b><u>Frequency:</u></b>	Four Times Annually
<b><u>Type of Service:</u></b>	Entire Facility Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.
<b><u>Frequency:</u></b>	Twice Annually
<b><u>Type of Service:</u></b>	Special Events Clean lobby. Clean and restock all restrooms.
<b><u>Frequency:</u></b>	As required for one day events such as Glass Festival, Pumpkin Festival, etc. Four events each year which may occur on weekdays or weekends.

**Facility:** **BAYLANDS INTERPRETIVE CENTER**

**Location:** **2775 Embarcadero Rd.**

**Total Square Feet:** **3,600**

**Servicing Frequency:** **Five Days per Week, (Monday through Friday)**

**Type of Service:** Restrooms - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility  
Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior. Pressure wash (no chemicals) bird poop from building exterior and wood deck around the building).

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled and linoleum and floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Facility:** **CHILDREN'S LIBRARY**

**Location:** **1275 Harriet St.**

**Total Square Feet:** **3,264**

**Servicing Frequency:** **Seven days a week, twice daily  
(once mid-day (mid-way through operating hours), once after  
closing)  
Mid-day service includes lobbies and restrooms only.  
Full service after business hour closing.**

**Type of Service:** Restrooms - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** All items daily. Trash pickup, dispenser filling and any required surface cleaning twice daily.

**Type of Service:** Entire Facility  
Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean all table tops. Secure facility and set alarm.

**Frequency:** Daily

**Type of Service:** Entire Facility (lunch rooms and break areas)

Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Seven days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and table top surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean trash and debris from fireplace. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually



**Facility:** **CHILDREN'S THEATER**

**Location:** **1305 Middlefield Rd.**

**Total Square Feet:** **17,619**

**Servicing Frequency:** **Six Days per Week, (Tuesday through Sunday)**

**Type of Service:** Restrooms - Complete servicing. Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Tuesday through Sunday

**Type of Service:** Entire Facility (including auditorium)  
Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

**Frequency:** Tuesday through Sunday

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Six days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility Clean all counters and table top surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from walls and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Facility:** **CITY HALL**

**Location:** **250 Hamilton Ave.**

**Total Building Square Feet: 104,893**

**Servicing Frequency:** **Five days a week, twice daily  
(once mid-day (mid-way through operating hours), once after  
closing)  
Mid-day service includes entry lobbies, elevators, and  
restrooms only on all floors.  
Full service after business hour closing.**

**Type of Service:** All restrooms not located in the Police Department - Complete servicing. Empty all garbage and compost containers in all restrooms serviced each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Clean all compost and garbage containers when necessary. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill as needed, all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops\*, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**\*A-Level and 7<sup>th</sup> floor restroom countertops must only be cleaned with pH neutral chemicals. Do not allow overspray from glass cleaner for mirror to get on countertop.**

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility (including Cafeteria (public area), excluding Police Dept.

Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth (includes cafeteria and break rooms). Clean central compost, central garbage, and all recycling containers when necessary. Vacuum carpeted floors and sweep and mop hard floors including any stairwells, offices, and open space areas daily, M-F. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces

(exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on building entry and elevator lobby doors, public counter windows, and interior Council Chamber entry doors. Wipe down metal interior and exterior elevator panels with damp cloth and water. (do not spray any liquids on floor selection button panel or use any chemicals to clean elevator cabs). Clean tops of all conference room tables and lobby furniture tables.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility.  
Empty all desk side and central recycling containers each service day.  
Replace central recycling liner as with proper type, size and depth.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows interior (all floors) and exterior (ground floor only).

**Frequency:** Twice Annually

**Type of Service:** Entire Facility, (cafeteria, restrooms, hallways, elevators and lobby areas only)

Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility, (cafeteria, restrooms, hallways, elevators and lobby areas only)

Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

Dust public areas. Polish metal door pulls, door plates, and other metal fixtures. Polish wood furniture in 1<sup>st</sup> floor reception area and Council Chamber, all conference rooms. Clean marks from glass in conference rooms.

**Frequency:** Monthly

**Type of Service:** Clean outdoor plaza furniture

**Frequency:** Weekly

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Facility:** **COLLEGE TERRACE LIBRARY**

**Location:** **2300 Wellesley St.**

**Total Square Feet:** **5,050**

**Servicing Frequency:** **Four Days per Week\*, (Tues, Wed, Fri, & Sat), twice daily (once mid-day (mid-way through operating hours), once after closing)**  
**Mid-day service includes lobbies and restrooms only.**  
**Full service after business hour closing.**

**\*One Day per Week, (Monday) Public restroom cleaning only.**

**Type of Service:** Restrooms - Complete servicing.  
 Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Mon, Tues, Wed, Fri, & Sat  
 Restrooms shared with adjacent Day Care Center needs to be serviced five days per week.

**Type of Service:** Entire Facility  
 Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean all table tops. Secure facility and set alarm.

**Frequency:** Tues, Wed, Fri, & Sat

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Four days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Facility:** **COMMUNITY THEATER**

**Location:** **1305 Middlefield Rd.**

**Total Square Feet:** **33,716**

**Servicing Frequency:** **Six Days per Week, (Tuesday through Sunday)**

**Type of Service:** Restrooms / Showers- Complete servicing.  
 Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. All shower areas are to be kept free of mildew, hair, dirt and soap scum. Clean and disinfect all floor mats, benches and tiled areas. Pour one gallon of water down each floor drain.

**Frequency:** Tuesday through Sunday

**Type of Service:** Entire Facility (including auditorium)  
 Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

**Frequency:** Tuesday through Sunday

**Type of Service:** Entire Facility (lunch rooms and break areas)  
 Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Six days per week



**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Facility:** **DEVELOPMENT CENTER**

**Location:** **285 Hamilton Ave.**

**Total Square Feet:** **10,700**

**Servicing Frequency:** **Five days a week, twice daily  
(once mid-day (mid-way through operating hours), once after  
closing)  
Mid-day service includes entry lobbies and restrooms only.  
Full service after business hour closing.**

**Type of Service:** Restrooms - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility  
Empty counter garbage, all central garbage, and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost and central garbage containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility.  
Empty all recycling containers each service day. Clean recycling containers when necessary. Replace central recycling liner with proper type, size and depth. Recycle cardboard to cardboard recycling dumpster.

Recycle blueprints to recycle collection bin at outside location. Transport polystyrene “blocks” and “peanuts” to specified containers located at the Civic Center.

Check the designated collector/hauler garbage containers located outside the building, to see if cardboard is present. If cardboard is present, flatten if needed, and recycle on site to recycling dumpster.

**Frequency:**

Monday through Friday.

**Type of Service:**

Entire Facility (lunch rooms and break areas)

Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:**

Five days per week

**Type of Service:**

Refrigerator/freezer cleaning.

**Frequency:**

Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:**

Entire Facility – first floor only

Wash all windows, interior and exterior.

**Frequency:**

Twice Annually

**Type of Service:**

Entire Facility

Strip and refinish all tiled and linoleum floor areas.

**Frequency:**

Four Times Annually

**Type of Service:**

Entire Facility

Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:**

Monthly

**Type of Service:**

Entire Facility

Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:**

Four Times Annually

**Type of Service:**

Entire Facility

Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:**

Twice Annually

**Facility:** **DEVELOPMENT CENTER – SATELLITE  
OFFICE LOCATION**

**Location:** **526 Bryant St**

**Total Square Feet:** **3,076**

**Servicing Frequency:** **Five Days per Week, (Monday through Friday)**

**Type of Service:** Restrooms - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility  
Empty counter garbage, all central garbage, and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost and central garbage containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility.  
Empty all recycling containers each service day. Clean recycling containers when necessary. Replace central recycling liner with proper type, size and depth. Recycle cardboard to cardboard recycling dumpster. Recycle blueprints to recycle collection bin at outside location. Transport polystyrene "blocks" and "peanuts" to specified containers located at the Civic Center.

Check the designated collector/hauler garbage containers located outside the building, to see if cardboard is present. If cardboard is present, flatten if needed, and recycle on site to recycling dumpster.

**Frequency:** Monday through Friday.

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility (basement and first floor only)  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Facility:** **DOWNTOWN LIBRARY**

**Location:** **270 Forest Ave.**

**Total Square Feet:** **8,741**

**Servicing Frequency:** **Five Days per Week, (Tues, Wed, Thurs, Fri, & Sat), twice daily (once mid-day (mid-way through operating hours), once after closing)**  
**Mid-day service includes lobbies and restrooms only.**  
**Full service after business hour closing.**

**Type of Service:** Restrooms - Complete servicing.  
 Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Tues, Wed, Thurs, Fri, & Sat

**Type of Service:** Entire Facility  
 Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean all table tops. Secure facility and set alarm.

**Frequency:** Tues, Wed, Thurs, Fri, & Sat

**Type of Service:** Entire Facility (lunch rooms and break areas)

Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

Polish exterior metal donor plaque. Use City pre-approved cleaner/polish.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Clean outdoor patio furniture and sweep patio floor.

**Frequency:** Weekly

**Facility:**                    **FOOTHILLS PARK** (Interpretive Center, Oak Grove, Orchard Glen, Entrance Gate/Toyon Trail)

**Location:**                **3300 Page Mill Road**

**Total Square Feet:**    **5,035**

**Servicing Frequency:**   **Five Days per Week** (Saturday, Sunday, Monday, Wednesday, and Friday, 6 am, including holidays)

**Type of Service:**       Restrooms - Complete servicing.  
Empty all trash and waste containers in all restrooms each service day. All waste containers to be kept lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all dispensers and fixtures clean. Sanitize changing stations. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain. Lock restroom doors after daily service where applicable. All park restrooms are to remain open during daylight hours.

Entire restroom (excluding Interpretive Center) including walls (porous walls excluded), toilet partitions, floors, and fixtures are to be hosed down and scrubbed with disinfectant cleaner monthly.

**Polish unpainted metal door pulls, door plates, metal fixtures, and toilet/urinal partitions quarterly.**

**Reseal floors every six months.**

**Frequency:**                **Five Days per Week** (Saturday, Sunday, Monday, Wednesday, and Friday, 6 am, including holidays)

**Type of Service:**       Entire Facility  
Empty all recycling containers once per week on Fridays. Replace central recycling liner with proper type, size and depth. Clean recycling containers when necessary. Empty all central garbage and central compost containers once per week on Fridays and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary.



Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners) all areas, and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

**Frequency:** **Five Days per Week** (Saturday, Sunday, Monday, Wednesday, and Friday, 6 am, including holidays)

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Two Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Facility:** **JUNIOR MUSEUM**

**Location:** **1305 Middlefield Rd.**

**Total Square Feet:** **12,660**  
Jr Museum, (excludes live animal exhibits) –  
Includes public exhibition spaces, classrooms, offices, work areas, and  
restrooms.

**Servicing Frequency:** **Seven Days per Week + holidays**  
**Tuesday through Sunday, multiple frequencies**

**Boy's & Girl's restrooms 3x daily (2x day, 1x after closing)**  
**All Gender/Staff, Classroom, and Multi- Use restrooms 2x**  
**daily (1x day, 1x after closing).**  
**(once mid-day (mid-way through operating hours), once after**  
**closing)**

**Mid-day service includes lobbies and restrooms only.**  
**Full service after business hour closing (All areas including**  
**restrooms – offices, exhibit hall, classrooms, exhibit shop,**  
**collections hub, animal supply, program animal room &**  
**animal room kitchen, and Dawn Redwood courtyard)**

**Monday (one mid-day service only in lobby, restrooms, and**  
**zoo feeding room only).**

**Type of Service:** Restrooms - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service  
day. All garbage and compost containers to be kept cleaned and lined  
with proper liners, which must be replaced immediately when needed.  
Empty and replace with new liners all sanitary napkin receptacles. Replace  
and refill, as needed all dispensers and containers. Damp wipe toilet  
partitions and all wall areas showing any stains, spots, grime and/or any  
abuse in general. Remove any graffiti immediately from any surface as it  
appears, as well as "spitballs," etc. Clean mirrors and keep all chrome  
fixtures clean. Sweep floors and properly dispose of all trash items. Damp  
mop floor areas with disinfectant cleaner. Clean sinks, drains, counter  
tops, changing stations, toilet bowls and urinals with brush and  
disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** All items daily, trash pickup, dispenser filling and any required surface  
cleaning twice daily.

**Type of Service:** Entire Facility  
 Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean all table tops. Secure facility and set alarm.

**Frequency:** Daily

**Type of Service:** Entire Facility (lunch rooms and break areas)  
 Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Six days per week (Tues-Sun)

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
 Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
 Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
 Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.  
 Polish exterior metal donor plaque. Use City pre-approved cleaner/polish.

**Frequency:** Monthly

**Type of Service:** Entire Facility

Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Clean outdoor patio furniture.

**Frequency:** Weekly

**Type of Service:** Entire Facility  
Sweep building exterior entrance and main courtyard.

**Frequency:** Daily

**Facility:** **LANDFILL OFFICE AND TOLL BOOTH**

**Location:** **2380 Embarcadero Rd.**

**Total Square Feet:** **1,488**

**Servicing Frequency:** **Five Days per Week, (Monday through Friday)**

**Type of Service:** Restrooms - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility  
Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Facility:** **POLICE DEPARTMENT**  
**M-F (one full time contract custodian)**

**Location:** **275 Forest Ave. (will be replaced in 2023 with new building)**

**Total Building Square Feet: 18,397 (office spaces) + 11, 296 (police garage)**

**Servicing Frequency:** **Five days a week (Mon-Fri, 5:30pm to 2:00am, including holidays)**

The contract custodian assigned to the Police Department will work and take direction from the City's Lead Building Serviceperson who is also assigned to clean the Police Department. Typical assignments include janitorial cleaning, building lockup, taking down the flags, special event room set up, detail cleaning, and possibly some utility work. Work assignments and instructions are not limited to the type of service listed below.

**Type of Service:** All restrooms/showers/locker rooms located in the Police Department - Complete servicing.  
Empty all garbage and compost containers in all restrooms serviced each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Clean all compost and garbage containers when necessary. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill as needed, all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops\*, toilet bowls and urinals with brush and disinfectant cleaner. All shower areas are to be cleaned and kept free of mildew, hair, dirt and soap scum. Clean and disinfect all floor mats, benches and tiled areas. Pour one gallon of water down each floor drain.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility

Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth (includes cafeteria and



break rooms). Clean central compost, central garbage, and all recycling containers when necessary. Vacuum carpeted floors and sweep and mop hard floors including any stairwells, offices, and open space areas daily, M-F. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on building entry and elevator lobby doors, public counter windows, and interior glass. Clean tops of all conference room tables and lobby furniture tables.

**Frequency:** Monday through Friday

**Type of Service:** Police Garage

Empty all garbage, recycling, and compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Spot sweep floors for large debris, trash, and leaf debris daily, M-F. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only).

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility.  
Empty all desk side and central recycling containers each service day.  
Replace central recycling liner as with proper type, size and depth.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Quarterly (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility

Dust public areas. Polish metal door pulls, door plates, and other metal fixtures. Polish wood furniture and counters. Clean marks from glass in interior spaces.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Type of Service:** Holding Cell  
Clean and disinfect all surfaces with proper cleanser. Sweep and disinfectant mop floor.

**Frequency:** Daily.

**Type of Service:** Exercise Room  
Clean and disinfect all equipment and benches with proper cleanser. Detail vacuum and mop between and under weight benches and machines. Empty all trash, compost, and recycling containers each service day.

**Frequency:** Daily

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** **Additional Services** - Limited Service only for A-level (Garage, 911 Dispatch Center, 911 restroom, Office, Briefing Room, Parking Office Room, Report Writing Room, Men's and Women's Restroom/Shower/Locker Room, and Satellite Locker room.

Empty all trash, compost, and recycling containers each service day. Light cleaning/mopping/sweeping/vacuuming as needed. Restroom cleaning and restocking.

**Frequency:** Saturdays, Sundays, and Holidays as requested.

**Facility:** **NEW PUBLIC SAFETY BUILDING –  
(construction to be completed 2023) – three full time  
contract custodians with weekday, weekend, and  
holiday coverage.**

**Location:** **250 Sherman Ave.**

**Total Building Square Feet: 51,749 (mixed office spaces/garage/holding  
cells/restrooms/locker rooms/showers/kitchenettes)**

**Servicing Frequency: Seven days a week (Mon-Fri, 5:30pm to 2:00am, Sat-Sun, 12pm to  
8:30pm) including holidays (subject to change).**

The contract custodians assigned to the Police Department will work and take direction from the City's Lead Building Serviceperson who is also assigned to clean the Police Department. Typical assignments include janitorial cleaning, building lockup, taking down the flags, special event room set up, detail cleaning, and possibly some utility work. Work assignments and instructions are not limited to the type of service listed below.

**Type of Service:** All restrooms/showers/locker rooms/holding cells located in the Police Department - Complete servicing.  
Empty all garbage and compost containers in all restrooms serviced each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Clean all compost and garbage containers when necessary. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill as needed, all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops\*, toilet bowls and urinals with brush and disinfectant cleaner. All shower areas are to be cleaned and kept free of mildew, hair, dirt and soap scum. Clean and disinfect all floor mats, benches and tiled areas. Pour one gallon of water down each floor drain.

**Frequency:** Daily

**Type of Service:** Entire Facility

Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth (includes cafeteria and break rooms). Clean central compost, central garbage, and all recycling containers when necessary. Vacuum carpeted floors and sweep and mop hard floors including any stairwells, offices, and open space areas daily, M-F. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on building entry and elevator lobby doors, public counter windows, and interior glass. Clean tops of all conference room tables and lobby furniture tables.

**Frequency:** Daily**Type of Service:** Police Garage

Empty all garbage, recycling, and compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Spot sweep floors for large debris, trash, and leaf debris daily. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only).

**Frequency:** Daily

**Type of Service:** Entire Facility.  
Empty all desk side and central recycling containers each service day.  
Replace central recycling liner as with proper type, size and depth.

**Frequency:** Daily

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Seven days per week**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Quarterly (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Dust public areas. Polish metal door pulls, door plates, and other metal fixtures. Polish wood furniture and counters. Clean marks from glass in interior spaces.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Type of Service:** Holding Cells/Interview Rooms/Transport Area  
Clean and disinfect all surfaces with proper cleanser. Sweep and disinfectant mop floor. Clean and restock restrooms. Empty waste containers.

**Frequency:** Daily.

**Type of Service:** Exercise Room  
Clean and disinfect all equipment and benches with proper cleanser. Detail vacuum and mop between and under weight benches and machines.

**Frequency:** Weekly

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Wash all windows, interior (all floors) and exterior (up to 2<sup>nd</sup> floor only).

**Frequency:** Twice Annually

**Facility:** **RINCONADA LIBRARY**

**Location:** **1213 Newell Rd.**

**Total Square Feet:** **26,582**

**Servicing Frequency:** **Seven Days per Week, twice daily  
(once mid-day (mid-way through operating hours), once after  
closing)  
Mid-day service includes lobbies and restrooms only.  
Full service after business hour closing.**

**Type of Service:** Restrooms - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** Daily

**Type of Service:** Entire Facility  
Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean all table tops. Secure facility and set alarm.

**Frequency:** Daily

**Type of Service:** Entire Facility (lunch rooms and break areas)

Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Seven days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and table top surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean trash and debris from fireplace. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Clean outdoor patio furniture and sweep patio floor.

**Frequency:** Weekly

**Facility:** **MITCHELL PARK LIBRARY AND  
MITCHELL PARK COMMUNITY CENTER**

**Location:** **3700 Middlefield Rd.**

**Total Square Feet:** Mitchell Park Library - 40,152 sf  
Mitchell Park Community Center – 16,180 sf

**Servicing Frequency:** **Library** - Seven Days per Week, twice daily  
(once mid-day (mid-way through operating hours), once after  
closing)  
Mid-day service includes lobbies and restrooms only.  
Full service after business hour closing.

**Community Center** – Weekends Only  
Full service after business hour closing.

**Type of Service:** Restrooms / Showers - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, toilet bowls and urinals with brush and disinfectant cleaner. All shower areas are to be kept free of mildew, hair, dirt and soap scum. Clean and disinfect all floor mats, benches and tiled areas. Pour one gallon of water down each floor drain.

**Frequency:** Daily

**Type of Service:** Entire Facility  
Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers.



Clean marks from glass on entry doors. Clean all table tops. Secure facility and set alarm.

**Frequency:** Daily

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Seven days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

Polish exterior metal donor plaque. Use City pre-approved cleaner/polish.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Clean outdoor library patio furniture sweep library patio floors

**Frequency:** Weekly

**Facility:** **MUNICIPAL SERVICE CENTER BUILDINGS (A, B, C, SCADA, & Guard Shack)**

**Location:** **3201 East Bayshore Rd. & 3241 East Bayshore Rd.**

**Total Square Feet:** **76,634**

**Servicing Frequency:** **Five Days per Week, (Monday through Friday), twice daily for MSC A, B, C only (once mid-day (mid-way through operating hours), once after closing)**  
**Mid-day service includes restrooms only.**  
**Full service after business hour closing.**

**Servicing Frequency:** **Five Days per Week, (Monday through Friday)**  
**SCADA – service only between the hours of 4pm and 9pm.**

**Type of Service:** Restrooms / Showers - Complete servicing.  
 Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, toilet bowls and urinals with brush and disinfectant cleaner. All shower areas are to be kept free of mildew, hair, dirt and soap scum. Clean and disinfect all floor mats, benches and tiled areas. Pour one gallon of water down each floor drain.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility (including offices, locker rooms, lunch rooms, conference rooms, shops and fueling station)  
 Empty all inside central garbage and central compost containers each service day and replace liner with proper type, size and depth. Empty all outside central garbage and central compost containers once per week and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all

trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables.  
Secure facility.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility (including offices, locker room, lunch rooms, conference room, and limited shop areas)  
Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Clean recycling containers when necessary.

**Frequency:** Monday through Friday

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility

Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Type of Service:** Building B Exercise Room  
Empty waste cans and sweep daily.

Dust, clean, and disinfect all equipment with proper cleanser. Detail vacuum between and under weight benches and machines. Clean mirrors.

**Frequency:** Quarterly.

**Type of Service:** MSC Security Guard Shack  
Empty waste cans and sweep. Clean exterior and interior removing all dirt, cobwebs, etc.

**Frequency:** Weekly

**Facility:** **ALL PARK RESTROOMS**

<b>Locations:</b>	<b>Rinconada Park I</b>	<b>777 Embarcadero Rd.</b>	<b>511 sq. ft.</b>
	<b>Mitchell Park</b>	<b>600 E. Meadow (three sets)</b>	<b>1,363 sq. ft.</b>
	<b>(Main Clubhouse, Tennis Courts, Tiny Tots)</b>		
	<b>Peers Park</b>	<b>1899 Park Ave.</b>	<b>1,046 sq. ft.</b>
	<b>El Camino Park</b>	<b>100 El Camino Real</b>	<b>684 sq. ft.</b>
	<b>Greer Park</b>	<b>1098 Amarillo Ave.</b>	<b>597 sq. ft.</b>
	<b>Baylands Park</b>	<b>1785 Embarcadero Rd.</b>	<b>843 sq. ft.</b>
	<b>Byxbee Park</b>	<b>2380 Embarcadero Rd.</b>	<b>568 sq. ft.</b>
	<b>Hoover Park</b>	<b>2901 Cowper St.</b>	<b>500 sq. ft.</b>
	<b>Stanford Fields</b>	<b>2700 El Camino Real</b>	<b>1,080 sq. ft.</b>
	<b>Seale Park</b>	<b>3100 Stockton Place</b>	<b>117 sq. ft.</b>
	<b>Briones Park</b>	<b>609 Maybell Ave</b>	<b>131 sq. ft.</b>
	<b>Cubberley Field</b>	<b>4000 Middlefield Rd.</b>	<b>297 sq. ft. (2023)</b>
	<b>Ramos Park</b>	<b>800 E Meadow Dr.</b>	<b>131 sq. ft. (2023)</b>
	<b>Boulware Park</b>	<b>410 Fernando Ave.</b>	<b>131 sq. ft. (2023)</b>
	<b>Rinconada Park II</b>	<b>777 Embarcadero Rd</b>	<b>131 sq ft. (2023)</b>

**Frequency:** **Seven days a week + holidays after park closing (full service).**

**Additional 2x “Mid-day” service on Saturdays, Sundays, and Holidays for Stanford Fields, Mitchell Park, Greer Park, El Camino Park, Rinconada Park, Peers Park, and Cubberley Field Restrooms (1<sup>st</sup> mid-day service starting at 10am, 2<sup>nd</sup> mid-day service starting at 2pm).**

**Mid-day service is light cleaning, empty waste bins and re-line, and restocking.**

**Type of Service:** Restrooms - Complete servicing at each service. Empty all trash and waste containers in all restrooms. All waste containers to be kept lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Clean mirrors and keep all dispensers and fixtures clean. Sanitize changing stations. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain. Lock restroom doors after daily service where applicable. All park restrooms are to remain open during daylight hours.

**Entire restroom including walls (porous walls excluded), toilet partitions, floors, and fixtures are to be hosed down and scrubbed with disinfectant cleaner monthly.**

**Polish unpainted metal door pulls, door plates, metal fixtures, and toilet/urinal partitions quarterly.**

**Facility:** **RINCONADA POOL OFFICE AND SHOWER ROOMS**

**Location:** **777 Embarcadero Rd.**

**Total Square Feet:** **3,585**

**Servicing Frequency:** **Seven Days per Week including holidays.**

**Type of Service:** Restrooms / Showers - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. All shower areas are to be kept free of mold/mildew, stains, hair, dirt, and soap scum. Clean and disinfect all floor mats, benches and tiled areas. Clean floor under floor mats. Pour one gallon of water down each floor drain.

**Polish unpainted metal door pulls, door plates, metal fixtures, and toilet/urinal partitions quarterly.**

**Frequency:** Daily

**Type of Service:** Entire Facility  
Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean all table tops. Secure facility and set alarm.

**Frequency:** Daily



**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Seven days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Facility:** **UTILITIES OFFICES**

**Location:** **1005 &1007 Elwell Ct.**

**Total Square Feet:** **16,157**

**Servicing Frequency:** **Five Days per Week, (Monday through Friday)**

**Type of Service:** Restrooms / Showers - Complete servicing.  
Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, toilet bowls and urinals with brush and disinfectant cleaner. All shower areas are to be kept free of mildew, hair, dirt and soap scum. Clean and disinfect all floor mats, benches and tiled areas. Pour one gallon of water down each floor drain.

**Frequency:** Daily

**Type of Service:** Entire Facility  
Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

**Frequency:** Daily

**Type of Service:** Entire Facility.  
Empty all central recycling containers each service day. Replace central recycling liner with proper type, size and depth. Check the designated collector/hauler garbage containers located outside the building, to see if

cardboard is present. If cardboard is present, flatten if needed, and transport material to designated recycling container.

**Frequency:** Daily

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, and table top surfaces throughout office areas. Clean exterior and interior entrance ways and interior space removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Monthly

**Type of Service:** Entire Facility (lunch rooms and break areas)  
Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean and dust all counters, cabinets, shelves, ledges, desks, and table top surfaces throughout office areas.

**Frequency:** Twice Annually

**Facility:** **WATER QUALITY CONTROL BUILDINGS**

**Location:** **2501 Embarcadero Way**

**Total Square Feet:** **12,400 (Admin, Lab, Maintenance Bldgs)**  
**+ 3 Modular Trailers (192 sf with 2 restrooms and 1 shower, 720 and 1440 sf office trailers).**

**Servicing Frequency:** Monday through Friday

**Type of Service:** Restrooms / Showers - Complete servicing.  
 Empty all garbage and compost containers in all restrooms each service day. All garbage and compost containers to be kept cleaned and lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains; counter tops, toilet bowls and urinals with brush and disinfectant cleaner. All shower areas are to be kept free of mildew, hair, dirt and soap scum. Clean and disinfect all floor mats, benches and tiled areas. Pour one gallon of water down each floor drain.

**Frequency:** Daily

**Type of Service:** Entire Facility  
 Empty all recycling containers each service day. Replace central recycling liner with proper type, size and depth. Empty all central garbage and central compost containers each service day and replace liner with proper type, size and depth. Clean central compost, central garbage, and all recycling containers when necessary. Vacuum all carpeted floors including any stairwells, offices, and open space areas. Sweep, damp mop (with proper disinfectant cleaners), and dispose of all trash items on all non-carpeted floors. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Refill towel dispensers. Clean marks from glass on entry doors. Clean tops of all conference room tables and lobby furniture tables. Secure facility and set alarm.

**Frequency:** Daily

**Type of Service:** Entire Facility (lunch rooms and break areas)

Clean all counters and tabletop surfaces, chairs, sinks, microwaves and refrigerators (outside only). Wipe down cabinet fronts.

**Frequency:** Five days per week

**Type of Service:** Refrigerator/freezer cleaning.

**Frequency:** Twice Annually (advance notice of work needs to be provided so users can clear items out of refrigerator/freezer).

**Type of Service:** Entire Facility  
Wash all windows, interior and exterior.

**Frequency:** Twice Annually

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Four Times Annually

**Type of Service:** Entire Facility  
Spray Buff with a high-speed buffer all tiled, linoleum and wood floor areas.

**Frequency:** Monthly

**Type of Service:** Entire Facility  
Clean all counters and tabletop surfaces removing all graffiti, pen and pencil marks, dirt, etc. Clean exterior entranceways removing all dirt, cobwebs, etc. from wall and floor surfaces.

**Frequency:** Four Times Annually

**Facility:** **ROTH BLDG (2024)**

**Location:** **300 Homer Ave**

**Total Square Feet:** **150 (Public Restrooms Only)**

**Frequency:** **Seven days a week + holidays after park closing (full service).**

**Type of Service:** Restrooms - Complete servicing at each service. Empty all trash and waste containers in all restrooms. All waste containers to be kept lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Remove cobwebs from interior spaces and exterior spaces (exterior: up to one story building only). Clean mirrors and keep all dispensers and fixtures clean. Sanitize changing stations. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain. Lock restroom doors after daily service where applicable. All park restrooms are to remain open during daylight hours.

**Entire restroom including walls (porous walls excluded), toilet partitions, floors, and fixtures are to be hosed down and scrubbed with disinfectant cleaner monthly.**

**Polish unpainted metal door pulls, door plates, metal fixtures, and toilet/urinal partitions quarterly.**

**Facility:** **PARKING FACILITY “Q”**

**Location:** **400 Block of High St.**

**Total Square Feet:** **48,000**

**Type of Service:** Garage Areas  
Sweep and mop floors (with proper disinfectant cleaner) and remove cobwebs in all stairwells, landings, elevator platforms, and elevators. Wipe down the elevator walls with proper disinfectant cleaner. Remove any trash found in these areas. Empty and replace liners in all trash containers. Clean, sanitize, and deodorize any area that may have urine, human waste, blood or vomit.

**Frequency:** **Seven Days a Week + holidays (parking lot cleaning rounds start at 6am).**

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Two Times Annually

**Facility:** **PARKING FACILITY “J”**

**Location:** **520 Webster St.**

**Total Square Feet:** **148,000**

**Type of Service:** **Garage Areas**

Sweep and mop floors (with proper disinfectant cleaner) and remove cobwebs in all stairwells, landings, elevator platforms, and elevators. Wipe down the elevator walls with proper disinfectant cleaner. Remove any trash found in these areas. Empty and replace liners in all trash containers. Remove trash from complete facility including parking areas, sidewalks, and ledges, around bike lockers and in storage areas. Clean, sanitize, and deodorize any area that may have urine, human waste, blood or vomit. Sweep and remove trash from sidewalk and around facility. Clean the alley between facility and businesses.

**Frequency:** **Seven Days a Week + holidays (parking lot cleaning rounds start at 6am).**

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Two Times Annually



**Facility:** **PARKING FACILITY “S/L”**

**Location:** **445 Bryant St.**

**Total Square Feet:** **229,380**

**Type of Service:** Restrooms - Complete servicing.  
Empty all trash and waste containers in all restrooms each service day. All waste containers to be kept lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, toilet bowls, changing stations and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Entire restroom including walls (porous walls excluded), toilet partitions, floors, and fixtures are to be hosed down and scrubbed with disinfectant cleaner monthly.**

**Polish unpainted metal door pulls, door plates, metal fixtures, and toilet/urinal partitions quarterly.**

**Frequency:** **Two times per day, seven days a week + holidays (parking lot morning round at 6am and afternoon round at 4pm).**

**Type of Service:** **Garage Areas**

Sweep and mop floors (with proper disinfectant cleaner) and remove cobwebs in all stairwells, landings, elevator platforms, and elevators. Wipe down the elevator walls with proper disinfectant cleaner. Clean elevator glass. Remove any trash found in these areas. Empty and replace liners in all trash containers. Clean, sanitize, and deodorize any area that may have urine, human waste, blood or vomit. Sweep and remove trash from sidewalk and around facility. Clean the alley between facility and businesses.

**Frequency:** **Seven Days a Week + holidays (parking garage cleaning rounds start at 6am).**

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Two Times Annually

**Facility:** **PARKING FACILITY “R”**

**Location:** **528 High St.**

**Total Square Feet:** **93,930**

**Type of Service:** Restrooms - Complete servicing.  
Empty all trash and waste containers in all restrooms each service day. All waste containers to be kept lined with proper liners, which must be replaced immediately when needed. Empty and replace with new liners all sanitary napkin receptacles. Replace and refill, as needed all dispensers and containers. Damp wipe toilet partitions and all wall areas showing any stains, spots, grime and/or any abuse in general. Remove any graffiti immediately from any surface as it appears, as well as "spitballs," etc. Clean mirrors and keep all chrome fixtures clean. Sweep floors and properly dispose of all trash items. Damp mop floor areas with disinfectant cleaner. Clean sinks, drains, counter tops, changing stations, toilet bowls and urinals with brush and disinfectant cleaner. Pour one gallon of water down each floor drain.

**Frequency:** **Two times per day, seven days a week + holidays (parking garage morning round at 6am and afternoon round at 4pm).**

**Entire restroom including walls (porous walls excluded), toilet partitions, floors, and fixtures are to be hosed down and scrubbed with disinfectant cleaner monthly.**

**Polish unpainted metal door pulls, door plates, metal fixtures, and toilet/urinal partitions quarterly.**

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Two Times Annually

**Type of Service:** **Garage Areas**  
Sweep and mop floors (with proper disinfectant cleaner) and remove cobwebs in all stairwells, landings, elevator platforms, and elevators. Wipe down the elevator walls with proper disinfectant cleaner. Clean elevator glass. Remove any trash found in these areas. Empty and replace liners in all trash containers. Clean, sanitize, and deodorize any area that may have urine, human waste, blood or vomit. Sweep and remove trash

from sidewalk and around facility. Clean the alley between facility and businesses.

**Frequency:**            **Seven Days a Week + holidays (parking garage cleaning rounds start at 6am).**

**Type of Service:**    Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:**            Two Times Annually

**Facility:** **CITY HALL PARKING GARAGE**

**Location:** **250 Webster St.**

**Total Square Feet:** **251,508**

**Type of Service:** **Garage Areas**

Sweep and mop floors (with proper disinfectant cleaner) and remove cobwebs in all stairwells, landings, elevator platforms, and elevators. Wipe down the elevator walls with proper disinfectant cleaner. Remove any trash found in these areas. Empty and replace liners in all trash containers. Remove trash from complete facility including parking areas, sidewalks, and ledges, around bike lockers and in storage areas. Clean, sanitize, and deodorize any area that may have urine, human waste, blood or vomit. Sweep and remove trash from plaza, sidewalk, and around facility.

**Frequency:** **Seven Days a Week + holidays (parking garage cleaning rounds start at 6am).**

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Two Times Annually

**Facility:** **SHERMAN AVE GARAGE**

**Location:** **350 Sherman Ave.**

**Total Square Feet:** **213,800**

**Type of Service:** **Garage Areas**

Sweep and mop floors (with proper disinfectant cleaner) and remove cobwebs in all stairwells, landings, elevator platforms, and elevators. Wipe down the elevator walls with proper disinfectant cleaner. Remove any trash found in these areas. Empty and replace liners in all trash containers. Remove trash from complete facility including parking areas, sidewalks, and ledges, around bike lockers and in storage areas. Clean, sanitize, and deodorize any area that may have urine, human waste, blood or vomit. Sweep and remove trash from sidewalk and around facility. Clean the alley between facility and businesses.

**Frequency:** **Seven Days a Week + holidays (parking garage cleaning rounds start at 6am).**

**Type of Service:** Entire Facility  
Strip and refinish all tiled and linoleum floor areas.

**Frequency:** Two Times Annually

## **EXHIBIT C SCHEDULE OF FEES**

### ☒ **ALTERNATIVE 2. Compensation based upon task (for Basic Services)**

CONTRACTOR shall perform the tasks as described and budgeted below. CITY's Project Manager may approve in writing the transfer of budget amounts between any of the tasks or categories listed below provided the total compensation for the Services including reimbursable expenses, does not exceed the amounts set forth in Sections 5 and 6 of the Agreement. Any services provided or hours worked for which payment would result in a total exceeding the maximum amount of compensation set forth herein shall be at no cost to CITY.

Bid pricing is for complete janitorial services including labor, supplies, materials, and equipment.

<b>A. Base Bid: First Year</b>					
<b>Bid Item</b>	<b>Facility</b>	<b>Estimated Quantity</b>	<b>Unit</b>	<b>Unit Price (in dollars)</b>	<b>Extension Price (in dollars)</b>
1	Airport	12	Month	\$4,110.22	\$49,322.64
2	Arastra Gateway	12	Month	\$1,159.05	\$13,908.60
3	Art Center	12	Month	\$10,407.18	\$124,886.16
4	Baylands Int. Center	12	Month	\$1,563.16	\$18,757.92
5	Children's Library	12	Month	\$5,493.21	\$65,918.52
6	Children's Theater	12	Month	\$3,840.45	\$46,085.40
7	City Hall	12	Month	\$42,324.83	\$507,897.96
8	College Terrace Library	12	Month	\$2,892.36	\$34,708.32
9	Community Theater	12	Month	\$4,824.36	\$57,892.32
10	Development Center	12	Month	\$4,213.06	\$50,556.72
11	526 Bryant	12	Month	\$1,091.48	\$13,097.76
12	Downtown Library	12	Month	\$4,361.18	\$52,334.16
13	Foothills Park	12	Month	\$4,339.98	\$52,079.76
14	Jr. Museum	12	Month	\$8,430.85	\$101,170.20
15	Landfill Office & Toll Booth	12	Month	\$1,091.48	\$13,097.76
16	New Police Station	12	Month	\$29,882.73	\$358,592.76
17	Rinconada Library	12	Month	\$12,392.96	\$148,715.52
18	Mitchell Park Library	12	Month	\$26,867.84	\$322,414.08
19	Mitchell Park Community Center	12	Month	\$3,921.55	\$47,058.60
20	MSC Buildings (A, B, C, & SCADA)	12	Month	\$22,905.74	\$274,868.88
21	Rinconada Park	12	Month	\$1,704.96	\$20,459.52
22	Rinconada Park II	12	Month	\$1,704.96	\$20,459.52
23	Mitchell Park	12	Month	\$3,827.92	\$45,935.04
24	Peers Park	12	Month	\$1,704.96	\$20,459.52
25	El Camino Park	12	Month	\$2,412.61	\$28,951.32
26	Greer Park	12	Month	\$2,412.61	\$28,951.32
27	Baylands Park	12	Month	\$1,704.96	\$20,459.52
28	Byxbee Park	12	Month	\$1,704.96	\$20,459.52
29	Hoover Park	12	Month	\$1,704.96	\$20,459.52
30	Stanford Fields	12	Month	\$3,120.27	\$37,443.24
31	Seale park	12	Month	\$1,704.96	\$20,459.52
32	Briones Park	12	Month	\$1,704.96	\$20,459.52
33	Cubberley Field	12	Month	\$2,412.61	\$28,951.32
34	Ramos Park	12	Month	\$1,704.96	\$20,459.52
35	Boulware Park	12	Month	\$1,704.96	\$20,459.52
36	Rinconada Pool	12	Month	\$8,500.64	\$102,007.68
37	Roth Building	12	Month	\$1,704.96	\$20,459.52
38	Utility Offices (1005 & 1007 Elwell)	12	Month	\$6,400.74	\$76,808.88
39	Water Quality Buildings (Admin, Lab, Maint Bldgs)	12	Month	\$8,287.46	\$99,449.52
40	Parking Lot Q	12	Month	\$2,624.91	\$31,498.92
41	Parking Lot R	12	Month	\$3,767.04	\$45,204.48
42	Parking Lot S/L	12	Month	\$5,182.35	\$62,188.20
43	Parking Lot J	12	Month	\$2,978.74	\$35,744.88
44	City Hall Garage	12	Month	\$2,978.74	\$35,744.88
45	Sherman Garage	12	Month	\$4,394.04	\$52,728.48
46	A: Base Bid Total				\$3,290,026.92



<b>B. Base Bid: Second Year</b>					
<b>Bid Item</b>	<b>Facility</b>	<b>Estimated Quantity</b>	<b>Unit</b>	<b>Unit Price (in dollars)</b>	<b>Extension Price (in dollars)</b>
1	Airport	12	Month	4,371.62	\$52,459.44
2	Arastra Gateway	12	Month	1,229.16	\$14,749.92
3	Art Center	12	Month	11,063.72	\$132,764.64
4	Baylands Int. Center	12	Month	1,660.32	\$19,923.84
5	Children's Library	12	Month	5,836.53	\$70,038.36
6	Children's Theater	12	Month	4,077.20	\$48,926.40
7	City Hall	12	Month	45,017.64	\$540,211.68
8	College Terrace Library	12	Month	3,071.61	\$36,859.32
9	Community Theater	12	Month	5,128.18	\$61,538.16
10	Development Center	12	Month	4,477.46	\$53,729.52
11	526 Bryant	12	Month	1,158.23	\$13,898.76
12	Downtown Library	12	Month	4,631.51	\$55,578.12
13	Foothills Park	12	Month	4,608.57	\$55,302.84
14	Jr. Museum	12	Month	8,956.34	\$107,476.08
15	Landfill Office & Toll Booth	12	Month	1,158.23	\$13,898.76
16	New Police Station	12	Month	31,695.39	\$380,344.68
17	Rinconada Library	12	Month	13,173.92	\$158,087.04
18	Mitchell Park Library	12	Month	28,582.13	\$342,985.56
19	Mitchell Park Community Center	12	Month	4,170.78	\$50,049.36
20	MSC Buildings (A, B, C, & SCADA)	12	Month	24,364.56	\$292,374.72
21	Rinconada Park	12	Month	1,809.73	\$21,716.76
22	Rinconada Park II	12	Month	1,809.73	\$21,716.76
23	Mitchell Park	12	Month	4,067.48	\$48,809.76
24	Peers Park	12	Month	1,809.73	\$21,716.76
25	El Camino Park	12	Month	2,562.31	\$30,747.72
26	Greer Park	12	Month	2,562.31	\$30,747.72
27	Baylands Park	12	Month	1,809.73	\$21,716.76
28	Byxbee Park	12	Month	1,809.73	\$21,716.76
29	Hoover Park	12	Month	1,809.73	\$21,716.76
30	Stanford Fields	12	Month	3,314.90	\$39,778.80
31	Seale park	12	Month	1,809.73	\$21,716.76
32	Briones Park	12	Month	1,809.73	\$21,716.76
33	Cubberley Field	12	Month	2,562.31	\$30,747.72
34	Ramos Park	12	Month	1,809.73	\$21,716.76
35	Boulware Park	12	Month	1,809.73	\$21,716.76
36	Rinconada Pool	12	Month	9,037.87	\$108,454.44
37	Roth Building	12	Month	1,809.73	\$21,716.76
38	Utility Offices (1005 & 1007 Elwell)	12	Month	6,795.33	\$81,543.96
39	Water Quality Buildings (Admin, Lab, Maint Bldgs)	12	Month	8,803.70	\$105,644.40
40	Parking Lot Q	12	Month	2,788.09	\$33,457.08
41	Parking Lot R	12	Month	3,997.51	\$47,970.12
42	Parking Lot S/L	12	Month	5,502.68	\$66,032.16
43	Parking Lot J	12	Month	3,164.38	\$37,972.56
44	City Hall Garage	12	Month	3,164.38	\$37,972.56
45	Sherman Garage	12	Month	4,669.55	\$56,034.60
46	B: Base Bid Total				\$3,495,995.16

<b>C. Base Bid: Third Year</b>					
<b>Bid Item</b>	<b>Facility</b>	<b>Estimated Quantity</b>	<b>Unit</b>	<b>Unit Price (in dollars)</b>	<b>Extension Price (in dollars)</b>
1	Airport	12	Month	4,617.64	\$55,411.68
2	Arastra Gateway	12	Month	1,295.27	\$15,543.24
3	Art Center	12	Month	11,682.52	\$140,190.24
4	Baylands Int. Center	12	Month	1,752.15	\$21,025.80
5	Children's Library	12	Month	6,160.66	\$73,927.92
6	Children's Theater	12	Month	4,301.27	\$51,615.24
7	City Hall	12	Month	47,551.81	\$570,621.72
8	College Terrace Library	12	Month	3,241.09	\$38,893.08
9	Community Theater	12	Month	5,414.62	\$64,975.44
10	Development Center	12	Month	4,726.90	\$56,722.80
11	526 Bryant	12	Month	1,221.50	\$14,658.00
12	Downtown Library	12	Month	4,887.11	\$58,645.32
13	Foothills Park	12	Month	4,860.68	\$58,328.16
14	Jr. Museum	12	Month	9,452.69	\$113,432.28
15	Landfill Office & Toll Booth	12	Month	1,221.50	\$14,658.00
16	New Police Station	12	Month	33,369.78	\$400,437.36
17	Rinconada Library	12	Month	13,910.12	\$166,921.44
18	Mitchell Park Library	12	Month	30,194.61	\$362,335.32
19	Mitchell Park Community Center	12	Month	4,405.38	\$52,864.56
20	MSC Buildings (A, B, C, & SCADA)	12	Month	25,737.18	\$308,846.16
21	Rinconada Park	12	Month	1,908.21	\$22,898.52
22	Rinconada Park II	12	Month	1,908.21	\$22,898.52
23	Mitchell Park	12	Month	4,291.85	\$51,502.20
24	Peers Park	12	Month	1,908.21	\$22,898.52
25	El Camino Park	12	Month	2,702.75	\$32,433.00
26	Greer Park	12	Month	2,702.75	\$32,433.00
27	Baylands Park	12	Month	1,908.21	\$22,898.52
28	Byxbee Park	12	Month	1,908.21	\$22,898.52
29	Hoover Park	12	Month	1,908.21	\$22,898.52
30	Stanford Fields	12	Month	3,497.30	\$41,967.60
31	Seale park	12	Month	1,908.21	\$22,898.52
32	Briones Park	12	Month	1,908.21	\$22,898.52
33	Cubberley Field	12	Month	2,702.75	\$32,433.00
34	Ramos Park	12	Month	1,908.21	\$22,898.52
35	Boulware Park	12	Month	1,908.21	\$22,898.52
36	Rinconada Pool	12	Month	9,544.06	\$114,528.72
37	Roth Building	12	Month	1,908.21	\$22,898.52
38	Utility Offices (1005 & 1007 Elwell)	12	Month	7,168.79	\$86,025.48
39	Water Quality Buildings (Admin, Lab, Maint Bldgs)	12	Month	9,291.37	\$111,496.44
40	Parking Lot Q	12	Month	2,941.12	\$35,293.44
41	Parking Lot R	12	Month	4,214.34	\$50,572.08
42	Parking Lot S/L	12	Month	5,803.43	\$69,641.16
43	Parking Lot J	12	Month	3,338.39	\$40,060.68
44	City Hall Garage	12	Month	3,338.39	\$40,060.68
45	Sherman Garage	12	Month	4,927.48	\$59,129.76
46	C: Base Bid Total				\$3,689,514.72

<b>D. Base Bid: Fourth Year</b>					
<b>Bid Item</b>	<b>Facility</b>	<b>Estimated Quantity</b>	<b>Unit</b>	<b>Unit Price (in dollars)</b>	<b>Extension Price (in dollars)</b>
1	Airport	12	Month	4,850.85	\$58,210.20
2	Arastra Gateway	12	Month	1,359.38	\$16,312.56
3	Art Center	12	Month	12,269.97	\$147,239.64
4	Baylands Int. Center	12	Month	1,839.55	\$22,074.60
5	Children's Library	12	Month	6,468.89	\$77,626.68
6	Children's Theater	12	Month	4,514.90	\$54,178.80
7	City Hall	12	Month	49,953.89	\$599,446.68
8	College Terrace Library	12	Month	3,402.52	\$40,830.24
9	Community Theater	12	Month	5,686.64	\$68,239.68
10	Development Center	12	Month	4,963.93	\$59,567.16
11	526 Bryant	12	Month	1,281.91	\$15,382.92
12	Downtown Library	12	Month	5,130.54	\$61,566.48
13	Foothills Park	12	Month	5,104.30	\$61,251.60
14	Jr. Museum	12	Month	9,924.94	\$119,099.28
15	Landfill Office & Toll Booth	12	Month	1,281.91	\$15,382.92
16	New Police Station	12	Month	35,054.10	\$420,649.20
17	Rinconada Library	12	Month	14,609.17	\$175,310.04
18	Mitchell Park Library	12	Month	31,722.24	\$380,666.88
19	Mitchell Park Community Center	12	Month	4,627.79	\$55,533.48
20	MSC Buildings (A, B, C, & SCADA)	12	Month	27,038.01	\$324,456.12
21	Rinconada Park	12	Month	2,003.48	\$24,041.76
22	Rinconada Park II	12	Month	2,003.48	\$24,041.76
23	Mitchell Park	12	Month	4,508.29	\$54,099.48
24	Peers Park	12	Month	2,003.48	\$24,041.76
25	El Camino Park	12	Month	2,838.42	\$34,061.04
26	Greer Park	12	Month	2,838.42	\$34,061.04
27	Baylands Park	12	Month	2,003.48	\$24,041.76
28	Byxbee Park	12	Month	2,003.48	\$24,041.76
29	Hoover Park	12	Month	2,003.48	\$24,041.76
30	Stanford Fields	12	Month	3,673.36	\$44,080.32
31	Seale park	12	Month	2,003.48	\$24,041.76
32	Briones Park	12	Month	2,003.48	\$24,041.76
33	Cubberley Field	12	Month	2,838.42	\$34,061.04
34	Ramos Park	12	Month	2,003.48	\$24,041.76
35	Boulware Park	12	Month	2,003.48	\$24,041.76
36	Rinconada Pool	12	Month	10,024.45	\$120,293.40
37	Roth Building	12	Month	2,003.48	\$24,041.76
38	Utility Offices (1005 & 1007 Elwell)	12	Month	7,524.83	\$90,297.96
39	Water Quality Buildings (Admin, Lab, Maint Bldgs)	12	Month	9,755.42	\$117,065.04
40	Parking Lot Q	12	Month	3,088.90	\$37,066.80
41	Parking Lot R	12	Month	4,424.24	\$53,090.88
42	Parking Lot S/L	12	Month	6,094.12	\$73,129.44
43	Parking Lot J	12	Month	3,506.37	\$42,076.44
44	City Hall Garage	12	Month	3,506.37	\$42,076.44
45	Sherman Garage	12	Month	5,176.25	\$62,115.00
46	D: Base Bid Total				\$3,875,058.84

<b>E. Base Bid: Fifth Year</b>					
<b>Bid Item</b>	<b>Facility</b>	<b>Estimated Quantity</b>	<b>Unit</b>	<b>Unit Price (in dollars)</b>	<b>Extension Price (in dollars)</b>
1	Airport	12	Month	5,078.23	\$60,938.76
2	Arastra Gateway	12	Month	1,422.45	\$17,069.40
3	Art Center	12	Month	12,843.38	\$154,120.56
4	Baylands Int. Center	12	Month	1,925.05	\$23,100.60
5	Children's Library	12	Month	6,770.15	\$81,241.80
6	Children's Theater	12	Month	4,724.08	\$56,688.96
7	City Hall	12	Month	52,295.85	\$627,550.20
8	College Terrace Library	12	Month	3,560.47	\$42,725.64
9	Community Theater	12	Month	5,952.22	\$71,426.64
10	Development Center	12	Month	5,195.45	\$62,345.40
11	526 Bryant	12	Month	1,341.12	\$16,093.44
12	Downtown Library	12	Month	5,368.73	\$64,424.76
13	Foothills Park	12	Month	5,343.25	\$64,119.00
14	Jr. Museum	12	Month	10,386.67	\$124,640.04
15	Landfill Office & Toll Booth	12	Month	1,341.12	\$16,093.44
16	New Police Station	12	Month	36,719.22	\$440,630.64
17	Rinconada Library	12	Month	15,291.63	\$183,499.56
18	Mitchell Park Library	12	Month	33,211.06	\$398,532.72
19	Mitchell Park Community Center	12	Month	4,844.66	\$58,135.92
20	MSC Buildings (A, B, C, & SCADA)	12	Month	28,306.10	\$339,673.20
21	Rinconada Park	12	Month	2,097.00	\$25,164.00
22	Rinconada Park II	12	Month	2,097.00	\$25,164.00
23	Mitchell Park	12	Month	4,720.27	\$56,643.24
24	Peers Park	12	Month	2,097.00	\$25,164.00
25	El Camino Park	12	Month	2,971.43	\$35,657.16
26	Greer Park	12	Month	2,971.43	\$35,657.16
27	Baylands Park	12	Month	2,097.00	\$25,164.00
28	Byxbee Park	12	Month	2,097.00	\$25,164.00
29	Hoover Park	12	Month	2,097.00	\$25,164.00
30	Stanford Fields	12	Month	3,845.85	\$46,150.20
31	Seale park	12	Month	2,097.00	\$25,164.00
32	Briones Park	12	Month	2,097.00	\$25,164.00
33	Cubberley Field	12	Month	2,971.43	\$35,657.16
34	Ramos Park	12	Month	2,097.00	\$25,164.00
35	Boulware Park	12	Month	2,097.00	\$25,164.00
36	Rinconada Pool	12	Month	10,493.24	\$125,918.88
37	Roth Building	12	Month	2,097.00	\$25,164.00
38	Utility Offices (1005 & 1007 Elwell)	12	Month	7,873.47	\$94,481.64
39	Water Quality Buildings (Admin, Lab, Maint Bldgs)	12	Month	10,209.16	\$122,509.92
40	Parking Lot Q	12	Month	3,233.75	\$38,805.00
41	Parking Lot R	12	Month	4,630.42	\$55,565.04
42	Parking Lot S/L	12	Month	6,379.26	\$76,551.12
43	Parking Lot J	12	Month	3,670.96	\$44,051.52
44	City Hall Garage	12	Month	3,670.96	\$44,051.52
45	Sherman Garage	12	Month	5,419.81	\$65,037.72
46	E: Base Bid Total				\$4,056,591.96

Base Bid Total by Year				Extension Price (in dollars)
A. Base Bid Total - First Year				\$3,290,026.92
B. Base Bid Total - Second Year				\$3,495,995.16
C. Base Bid Total - Third Year				\$3,689,514.72
D. Base Bid Total - Fourth Year				\$3,875,058.84
E. Base Bid Total - Fifth Year				\$4,056,591.96
Grand Total of the Base Bid Items A through E				\$18,407,187.60

☒ **ALTERNATIVE 3. Compensation based upon fee schedule (For Additional Services)**

CITY shall pay CONTRACTOR according to the following rate schedule. The maximum amount of compensation to be paid to CONTRACTOR, including both payment for services and reimbursable expenses, shall not exceed the amounts set forth in Sections 5 and 6 of the Agreement. Any services provided or hours worked for which payment would result in a total exceeding the maximum amount of compensation set forth herein shall be at no cost to CITY.

**SCHEDULE OF LABOR BILLING RATES BY LABOR CLASSIFICATION**

<b>YEAR 1</b>		
<b>Job Class/Title</b>	<b>Pay Rate Type</b>	<b>Billable Hourly Rate (\$/hr)</b>
Custodian	Straight	\$44.09
Custodian	Overtime	\$39.82
Parking Garage Custodian	Straight	\$47.25
Parking Garage Custodian	Overtime	\$44.21
Parks Custodian	Straight	\$47.25
Parks Custodian	Overtime	\$44.21
Utility Worker	Straight	\$45.98
Utility Worker	Overtime	\$48.64
Police Custodian	Straight	\$56.75
Police Custodian	Overtime	\$57.41

<b>YEAR 2</b>		
<b>Job Class/Title</b>	<b>Pay Rate Type</b>	<b>Billable Hourly Rate (\$/hr)</b>
Custodian	Straight	\$46.94
Custodian	Overtime	\$41.76
Parking Garage Custodian	Straight	\$50.25
Parking Garage Custodian	Overtime	\$46.36
Parks Custodian	Straight	\$50.25
Parks Custodian	Overtime	\$46.36
Utility Worker	Straight	\$47.47
Utility Worker	Overtime	\$51.01
Police Custodian	Straight	\$60.23
Police Custodian	Overtime	\$60.22

<b>YEAR 3</b>		
<b>Job Class/Title</b>	<b>Pay Rate Type</b>	<b>Billable Hourly Rate (\$/hr)</b>
Custodian	Straight	\$49.60
Custodian	Overtime	\$43.37
Parking Garage Custodian	Straight	\$53.05
Parking Garage Custodian	Overtime	\$48.16
Parks Custodian	Straight	\$53.05
Parks Custodian	Overtime	\$48.16
Utility Worker	Straight	\$50.10
Utility Worker	Overtime	\$52.99
Police Custodian	Straight	\$63.43
Police Custodian	Overtime	\$62.57

<b>YEAR 4</b>		
<b>Job Class/Title</b>	<b>Pay Rate Type</b>	<b>Billable Hourly Rate (\$/hr)</b>
Custodian	Straight	\$52.13
Custodian	Overtime	\$45.48
Parking Garage Custodian	Straight	\$55.75
Parking Garage Custodian	Overtime	\$50.51
Parks Custodian	Straight	\$55.75
Parks Custodian	Overtime	\$50.51
Utility Worker	Straight	\$52.68
Utility Worker	Overtime	\$55.59
Police Custodian	Straight	\$66.65
Police Custodian	Overtime	\$65.65

<b>YEAR 5</b>		
<b>Job Class/Title</b>	<b>Pay Rate Type</b>	<b>Billable Hourly Rate (\$/hr)</b>
Custodian	Straight	\$54.59
Custodian	Overtime	\$47.68
Parking Garage Custodian	Straight	\$58.39
Parking Garage Custodian	Overtime	\$52.96
Parks Custodian	Straight	\$58.39
Parks Custodian	Overtime	\$52.96
Utility Worker	Straight	\$55.26
Utility Worker	Overtime	\$58.28
Police Custodian	Straight	\$69.82
Police Custodian	Overtime	\$68.84

## ADDITIONAL SERVICES BILLABLE RATE SHEET

Pressure Washing (for additional jobs not included in Basic Services Scope of Work)

Pressure Washing	Cost per Hour (\$/hr)
Year 1	\$ 48.64
Year 2	\$ 51.01
Year 3	\$ 52.99
Year 4	\$ 55.59
Year 5	\$ 58.28

Carpet Cleaning (hot water extraction only)	Cost per Square Foot (\$/sf)
Year 1	\$ 0.20
Year 2	\$ 0.22
Year 3	\$ 0.24
Year 4	\$ 0.25
Year 5	\$ 0.26

Upholstery Cleaning (hot water extraction only)	Unit Price (\$) for Year 1
Sofa	\$ 18.00
Love Seat	\$ 36.00
Side Chair	\$ 18.00
Ottoman	\$ 18.00
Office Chair	\$ 18.00

Upholstery Cleaning (hot water extraction only)	Unit Price (\$) for Year 2
Sofa	\$ 18.90
Love Seat	\$ 37.80
Side Chair	\$ 18.90
Ottoman	\$ 18.90
Office Chair	\$ 18.90

Upholstery Cleaning (hot water extraction only)	Unit Price (\$) for Year 3
Sofa	\$ 19.85
Love Seat	\$ 39.69
Side Chair	\$ 19.85
Ottoman	\$ 19.85
Office Chair	\$ 19.85



Upholstery Cleaning (hot water extraction only)	Unit Price (\$) for Year 4
Sofa	\$ 20.84
Love Seat	\$ 41.67
Side Chair	\$ 20.84
Ottoman	\$ 20.84
Office Chair	\$ 20.84

Upholstery Cleaning (hot water extraction only)	Unit Price (\$) for Year 5
Sofa	\$ 21.88
Love Seat	\$ 43.76
Side Chair	\$ 21.88
Ottoman	\$ 21.88
Office Chair	\$ 21.88

## EXHIBIT D INSURANCE REQUIREMENTS

CONTRACTORS TO THE CITY OF PALO ALTO (CITY), AT THEIR SOLE EXPENSE, SHALL FOR THE TERM OF THE CONTRACT OBTAIN AND MAINTAIN INSURANCE IN THE AMOUNTS FOR THE COVERAGE SPECIFIED BELOW, **AFFORDED BY COMPANIES WITH AM BEST'S KEY RATING OF A-VII, OR HIGHER, LICENSED OR AUTHORIZED TO TRANSACT INSURANCE BUSINESS IN THE STATE OF CALIFORNIA.**

AWARD IS CONTINGENT ON COMPLIANCE WITH CITY'S INSURANCE REQUIREMENTS, AS SPECIFIED, BELOW:

REQUIRED	TYPE OF COVERAGE	REQUIREMENT	MINIMUM LIMITS	
			EACH OCCURRENCE	AGGREGATE
YES YES	WORKER'S COMPENSATION EMPLOYER'S LIABILITY	STATUTORY STATUTORY		
YES	GENERAL LIABILITY, INCLUDING PERSONAL INJURY, BROAD FORM PROPERTY DAMAGE BLANKET CONTRACTUAL, AND FIRE LEGAL LIABILITY	BODILY INJURY	\$2,000,000	\$2,000,000
		PROPERTY DAMAGE	\$2,000,000	\$2,000,000
		BODILY INJURY & PROPERTY DAMAGE COMBINED.	\$2,000,000	\$2,000,000
YES	AUTOMOBILE LIABILITY, INCLUDING ALL OWNED, HIRED, NON-OWNED	BODILY INJURY	\$1,000,000	\$1,000,000
		- EACH PERSON	\$1,000,000	\$1,000,000
		- EACH OCCURRENCE	\$1,000,000	\$1,000,000
		PROPERTY DAMAGE	\$1,000,000	\$1,000,000
		BODILY INJURY AND PROPERTY DAMAGE, COMBINED	\$1,000,000	\$1,000,000
NO	PROFESSIONAL LIABILITY, INCLUDING, ERRORS AND OMISSIONS, MALPRACTICE (WHEN APPLICABLE), AND NEGLIGENT PERFORMANCE			
		ALL DAMAGES	\$1,000,000	
YES	THE CITY OF PALO ALTO IS TO BE NAMED AS AN ADDITIONAL INSURED: <b>CONTRACTOR, AT ITS SOLE COST AND EXPENSE, SHALL OBTAIN AND MAINTAIN, IN FULL FORCE AND EFFECT THROUGHOUT THE ENTIRE TERM OF ANY RESULTANT AGREEMENT, THE INSURANCE COVERAGE HEREIN DESCRIBED, INSURING NOT ONLY CONTRACTOR AND ITS SUBCONSULTANTS, IF ANY, BUT ALSO, WITH THE EXCEPTION OF WORKERS' COMPENSATION, EMPLOYER'S LIABILITY AND PROFESSIONAL INSURANCE, NAMING AS ADDITIONAL INSURED CITY, ITS COUNCIL MEMBERS, OFFICERS, AGENTS, AND EMPLOYEES.</b>			

I. INSURANCE COVERAGE MUST INCLUDE:

A CONTRACTUAL LIABILITY ENDORSEMENT PROVIDING INSURANCE COVERAGE FOR CONTRACTOR'S AGREEMENT TO INDEMNIFY CITY.

II. CONTACTOR MUST SUBMIT CERTIFICATES(S) OF INSURANCE EVIDENCING REQUIRED COVERAGE.

III. ENDORSEMENT PROVISIONS, WITH RESPECT TO THE INSURANCE AFFORDED TO "ADDITIONAL INSURED"

A. PRIMARY COVERAGE

WITH RESPECT TO CLAIMS ARISING OUT OF THE OPERATIONS OF THE NAMED INSURED, INSURANCE AS AFFORDED BY THIS POLICY IS PRIMARY AND IS NOT ADDITIONAL TO OR CONTRIBUTING WITH ANY OTHER INSURANCE CARRIED BY OR FOR THE BENEFIT OF THE ADDITIONAL INSUREDS.

B. CROSS LIABILITY

THE NAMING OF MORE THAN ONE PERSON, FIRM, OR CORPORATION AS INSUREDS UNDER THE POLICY SHALL NOT, FOR THAT REASON ALONE, EXTINGUISH ANY RIGHTS OF THE INSURED AGAINST ANOTHER, BUT THIS ENDORSEMENT, AND THE NAMING OF MULTIPLE INSUREDS, SHALL NOT INCREASE THE TOTAL LIABILITY OF THE COMPANY UNDER THIS POLICY.

C. NOTICE OF CANCELLATION

1. IF THE POLICY IS CANCELED BEFORE ITS EXPIRATION DATE FOR ANY REASON OTHER THAN THE NON-PAYMENT OF PREMIUM, THE ISSUING COMPANY SHALL PROVIDE CITY AT LEAST A THIRTY (30) DAY WRITTEN NOTICE BEFORE THE EFFECTIVE DATE OF CANCELLATION.
2. IF THE POLICY IS CANCELED BEFORE ITS EXPIRATION DATE FOR THE NON-PAYMENT OF PREMIUM, THE ISSUING COMPANY SHALL PROVIDE CITY AT LEAST A TEN (10) DAY WRITTEN NOTICE BEFORE THE EFFECTIVE DATE OF CANCELLATION.

**NOTICES SHALL BE MAILED TO:**

**PURCHASING AND  
CONTRACT ADMINISTRATION  
CITY OF PALO ALTO  
P.O. BOX 10250  
PALO ALTO, CA 94303**

**EXHIBIT E  
BONDS**

**CONTRACTOR'S PERFORMANCE SURETY BOND**

WHEREAS, the City Council of the City of Palo Alto, State of California ("City") and \_\_\_\_\_, ("Principal") have entered into an agreement dated \_\_\_\_\_, and identified as \_\_\_\_\_, which is hereby referred to and made a part hereof whereby Principal agrees to install and complete certain designated public improvements; and

WHEREAS, Principal is required under the terms of said agreement to furnish a surety bond for the faithful performance of said agreement.

NOW, THEREFORE, Principal and \_\_\_\_\_, as Surety, incorporated under the Laws of the State of \_\_\_\_\_, and duly authorized to transact business as an admitted surety, under the Laws of the State of California, are held and firmly bound unto City in the penal sum of \_\_\_\_\_ dollars (\$ \_\_\_\_\_), for the payment whereof Principal and Surety bind themselves, their heirs, executors, administrators, successors, and assigns, jointly and severally, firmly by these presents.

The condition of this obligation is such that if the Principal, Principal's heirs, executors, administrators, successors, or assigns shall promptly and faithfully keep and perform the covenants, conditions, and provisions of the above-mentioned agreement and any alteration thereof, with or without notice to the Surety, and if Principal shall satisfy all claims and demands incurred under such agreement and shall fully protect, indemnify, defend, and hold harmless City, its officers, agents, and employees from all claims, demands, or liabilities which may arise by reason of Principal's failure to do so, and shall reimburse and repay City all outlay and expenses which City may incur in making good any default, then this obligation shall be null and void; otherwise, it shall remain in full force and effect.

As part of the obligations secured hereto, and in addition to the face amount specified therefore, there shall be included costs and reasonable expenses and fees, including reasonable attorney's fees incurred by City in successfully enforcing such obligations, all to be taxed as costs and included in any judgment rendered. Surety shall be liable for any liquidated damages for which the Principal may be liable under its agreement with the City, and such liquidated damages shall be part of the obligations secured hereto, and in addition to the face amount specified therefore.

The Surety hereby stipulates and agrees that no change, extension of time, alteration, or addition to the terms of the agreement or to the work to be performed thereunder or the specifications accompanying the same, shall in any way affect its obligations on this security, and it does hereby waive notice of any such change, extension of time, alteration, or addition to the terms of the agreement or to the work or to the specifications. Surety hereby waives the provisions of California Civil Code Section 2845 and 2849. The City is the principal beneficiary of this bond and has all rights of a party hereto.

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IN WITNESS WHEREOF, this instrument has been duly executed by the Principal Surety above named on \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Name of Surety Phone Number: \_\_\_\_\_

\_\_\_\_\_  
Signature of Surety

By: \_\_\_\_\_ Its: \_\_\_\_\_  
Typed or Printed Name Title

\_\_\_\_\_  
Name of Contractor/Principal

\_\_\_\_\_  
Signature of Contractor/Principal

By: \_\_\_\_\_ Its: \_\_\_\_\_  
Typed or Printed Name Title

**CERTIFICATE OF ACKNOWLEDGMENT**  
(Civil Code § 1189)

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document

STATE OF \_\_\_\_\_)

COUNTY OF \_\_\_\_\_)

On \_\_\_\_\_, before me, \_\_\_\_\_, a notary public in and for said County, personally appeared \_\_\_\_\_, who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under penalty of perjury under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

\_\_\_\_\_  
(Seal)

## CONTRACTOR'S PAYMENT (LABOR AND MATERIALS) SURETY BOND

WHEREAS, the City Council of the City of Palo Alto, State of California ("City") and \_\_\_\_\_, ("Principal"), have entered into an agreement dated \_\_\_\_\_, and identified as \_\_\_\_\_ ("Agreement"), which is hereby referred to and made a part here of, whereby Principal agrees to install and complete certain designated public improvements; and

WHEREAS, under the terms of said agreement, Principal is required before entering upon the performance of the work to file a good and sufficient payment surety bond with City to secure the claims to which reference is made in Titles 1 and 3 (commencing with Section 8000) of Part 6 of Division 4 of the Civil Code of the State of California.

NOW, THEREFORE, Principal and \_\_\_\_\_, as Surety, incorporated under the laws of the State of \_\_\_\_\_, and duly authorized to transact business as an admitted surety, under the Laws of the State of California, are held and firmly bound unto City in the penal sum of \_\_\_\_\_ dollars (\$ \_\_\_\_\_), this amount being not less than one hundred percent of the total amount payable by the terms of the Agreement per Civil Code section 9554, for the payment whereof Principal and Surety bind themselves, their heirs, executors, administrators, successors, and assigns, jointly and severally, firmly by these presents.

The condition of this obligation is such that if Principal, Principal's subcontractors, heirs, executors, administrators, successors, or assigns shall fail to pay any of the persons, companies, or corporations, referred to in Section 9100 of the California Civil Code, as amended, with respect to any work of labor performed or materials supplied by any such persons, companies, or corporations, which work, labor, or materials are covered by the above-mentioned agreement and any amendments, changes, change order, additions, alterations, or modifications thereof, or any amounts due under the California Unemployment Insurance Code with respect to such work or labor, or for any amounts required to be deducted, withheld, and paid over to the Employment Development Department from the wages of employees of the Principal and its subcontractors pursuant to Section 13020 of the Unemployment Insurance Code, as amended, with respect to such work and labor, the Surety will pay for the same, in an amount not exceeding the sum herein above specified, and also, in case suit is brought upon this bond, the Surety will pay reasonable attorney's fees in an amount to be fixed by the court.

It is hereby expressly stipulated and agreed that this surety bond shall inure to the benefit of any and all persons, companies, and corporations entitled named in Section 9100 of the California Civil Code, as amended, so as to give a right of action to them or their assigns in any suit brought upon this surety bond.

The Surety hereby stipulates and agrees that no amendment, change, change order, addition, alteration, or modification to the terms of the agreement of the work to be performed thereunder or the specifications accompanying the same, shall in any way affect its obligations on this surety bond, and it does hereby waive notice of any such amendment, change, change order, addition, alteration, or modification to the terms of the agreement or to the work performed thereunder or to the specifications accompanying the same. Surety hereby waives the provisions of California Civil Code Sections 2845 and 2849.

IN WITNESS WHEREOF, this instrument has been duly executed by the Surety and Principal above named on\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Name of Surety Phone Number: \_\_\_\_\_

\_\_\_\_\_  
Signature of Surety

By: \_\_\_\_\_ Its: \_\_\_\_\_  
Typed or Printed Name Title

\_\_\_\_\_  
Name of Contractor/Principal

\_\_\_\_\_  
Signature of Contractor/Principal

By: \_\_\_\_\_ Its: \_\_\_\_\_  
Typed or Printed Name Title

### CERTIFICATE OF ACKNOWLEDGMENT

(Civil Code § 1189)

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document

STATE OF \_\_\_\_\_)

COUNTY OF \_\_\_\_\_)

On\_\_\_\_\_, before me,\_\_\_\_\_, a notary public in and for said County, personally appeared\_\_\_\_\_, who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under penalty of perjury under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

\_\_\_\_\_ (Seal)

## **EXHIBIT F LIQUIDATED DAMAGES**

THE PARTIES HERETO AGREE THAT IT WOULD BE IMPRACTICAL AND EXTREMELY DIFFICULT TO DETERMINE THE ACTUAL DAMAGE TO THE CITY IF CONTRACTOR WERE TO TERMINATE THIS AGREEMENT PRIOR TO EXPIRATION OR OTHERWISE BREACH. IN ADDITION TO THE SERVICES PROVIDED, CITY EXPECTS TO RECEIVE OTHER BENEFITS FROM CONTRACTOR'S SERVICES. THE PARTIES MUTUALLY AGREE THAT LIQUIDATED DAMAGES SET FORTH IN BELOW ARE ACCEPTABLE TO EACH PARTY AND ARE A REASONABLE ESTIMATE OF CITY'S LOSS IF CONTRACTOR FAILS TO COMPLETE SERVICES IN ACCORDANCE WITH THE SCHEDULE OF PERFORMANCE AND/OR FAILS TO MEET THE PERFORMANCE STANDARDS. CITY'S ACCEPTANCE OF ANY LIQUIDATED DAMAGES AS A RESULT OF A PERFORMANCE STANDARD BREACH SHALL NOT PREVENT CITY FROM EXERCISING ANY OTHER RIGHT OR REMEDY FOR DEFAULT AVAILABLE TO CITY UNDER THIS AGREEMENT.

Liquidated Damages (LDs) shall be incurred if Contractor fails to meet the performance standards and specifications as set forth in Exhibit A, Contractor Requirements and Exhibits B and B-1 (Schedule of Performance and Services by Location). The City will allow three (3) verified complaints for below standard cleaning service of any City facilities per month. (A "verified complaint" shall mean an observation of a cleaning deficiency by or confirmed by City Staff.) If a fourth verified complaint occurs, \$250 will be deducted from the monthly price under the contract. Each additional complaint will result in an additional assessment of \$150 per complaint to be deducted until the end of the month.

- a. CONTRACTOR shall respond to emergency calls related to feces, vomit, urine cleanup and to corrective actions calls for deficiency of service categorized as a major problem by correcting the deficiency within one (1) hour of the placement of the call when CONTRACTOR has scheduled staff on-site and within two (2) hours of the call when no scheduled staff is on-site. Examples of major problems are toilets and showers not being cleaned, overflowing waste receptacles, not stocking sufficient supplies, large amount of floor debris, etc. Minor problems that don't require immediate attention shall be responded to and corrected by CONTRACTOR during the next day's normal clean up. Examples of minor problems include but are not limited to: a partially full waste receptacle not emptied, a small area not vacuumed. Failure to correct a reported problem within the applicable time frame will result in one additional verified complaint.
- b. CONTRACTOR shall correct all items identified as deficiencies in CITY'S daily and weekly inspections within 24 hours of notification. Failure to resolve the items in the report within 24 hours will result in one additional verified complaint per item for each 24 hour period that the items remain unresolved.



- c. CONTRACTOR'S supervisor(s) or designee shall respond to calls from CITY staff within 30 minutes while on their scheduled shift and within one (1) hour when they are outside their normal shift. Each failure to respond within this timeframe will result in one additional

## EXHIBIT G – PRODUCT SUPPLY LIST

### Product Supply List 2022

Contractor is to supply industrial and institutional cleaning products and supplies that are environmentally preferable.

The City defines environmentally preferable cleaning products and supplies as those that are BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice Certified.

Cleaning chemicals, liquid hand soap, and routine floor care cleaning products must be certified through at least one of the following sustainable standards and certifications – BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice. Disinfectants, toilet bowl cleaner, and floor strippers are excluded.

Product Category	Mfg	Mfg P/n	Description
Chemical	Betco	53747	Disinfectant Cleaner
Chemical	Betco	32912-00	Peroxide Cleaner
Chemical	Betco	53547-00	Glass Cleaner
Chemical	Betco	53647-00	Daily Floor Cleaner
Chemical	Betco	54104-00	Floor Stripper
Chemical	Betco	54704-00	Floor Finish & Sealer
Supply	Betco	783304-00	Liquid Hand Soap
Supply	BioTuff	Y4832YE R01	Liner, Compost, 13 gal, 24x32, 1mil thick
Supply	BioTuff	Y6039SE R01	Liner, Compost, 30 gal, 30x29, 1.2ml thick
Supply	Borax	CM0220200	Hand Soap powdered
Chemical	Comet	3U55702255	Toilet Bowl Cleaner
Supply	Georgia-Pacific	13102	Toilet Paper, Jumbo Roll
Supply	Gojo	GJ-1865-04	Liquid Hand Soap
Supply	Health Guard	Green-5000	Toilet Seat Covers
Supply	ProLink	RR202	Toilet Tissue
Supply	Rubbermaid	FG4013131	Lotion Soap
Chemical	Scrubs Dymon	90218	Polishing Brass/Stainless
Chemical	Sealed Air	94240626	Neutral Cleaner
Chemical	Spartan	3239-03	Glass Cleaner
Supply	SupplyWorks	260095	Liner, Trash, 24x32, 0.6 mil thick
Supply	SupplyWorks	260350	Liner, Trash, 40x47, 1.3 mil thick
Supply	SupplyWorks	260823	Liner, Trash, 24x23, 0.6 mil thick
Supply	Tork	290088	Hand Towels ( Roll )

## EXHIBIT H MONTHLY INVOICING

CONTRACTOR shall submit invoices monthly. Monthly invoices are to be itemized showing the monthly cost for each facility. Monthly costs for each facility to be determined from annual cost for each facility.

Monthly costs and amounts used of itemized chemicals and supplies are to be reported on an Excel spreadsheet along with each monthly invoice.

A sample of an itemized facility listing for invoicing is shown below.

DESCRIPTION	MONTHLY AMOUNT
Janitorial Services for the Month of February 2023	
Airport	\$ monthly cost
Arastra Gateway	\$ monthly cost
Art Center	\$ monthly cost
Baylands Int. Center	\$ monthly cost
Children's Library	\$ monthly cost
Children's Theater	\$ monthly cost
City Hall	\$ monthly cost
College Terrace Library	\$ monthly cost
Community Theater	\$ monthly cost
Development Center	\$ monthly cost
Downtown Library	\$ monthly cost
Foothills Park	\$ monthly cost
Jr. Museum	\$ monthly cost
Landfill Office & Toll Booth	\$ monthly cost
Rinconada Library	\$ monthly cost
Mitchell Park Library	\$ monthly cost
Mitchell Park Community Center	\$ monthly cost
MSC Buildings (A, B, C, SCADA)	\$ monthly cost
Rinconada Park	\$ monthly cost
Mitchell Park	\$ monthly cost
Peers Park	\$ monthly cost
El Camino Park	\$ monthly cost
Greer Park	\$ monthly cost
Baylands Park	\$ monthly cost
Byxbee Park	\$ monthly cost
Hoover Park	\$ monthly cost
Stanford Fields	\$ monthly cost
Seale Park	\$ monthly cost
Briones Park	\$ monthly cost
	<b>Total</b>