

COUNTY OF FRESNO
ADDENDUM NUMBER: ONE (1)
RFP NUMBER: 910-5456
JANITORIAL SERVICES - PLAZA COMPLEX

Issue Date: March 15, 2016

IMPORTANT: SUBMIT PROPOSAL IN SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

COUNTY OF FRESNO, PURCHASING
4525 EAST HAMILTON AVENUE, 2nd Floor
FRESNO, CA 93702-4599

CLOSING DATE OF PROPOSAL WILL BE AT 2:00 P.M., ON APRIL 1, 2016.

PROPOSALS WILL BE CONSIDERED LATE WHEN THE OFFICIAL PURCHASING TIME CLOCK READS 2:00 P.M.

All proposal information will be available for review after contract award.

Clarification of specifications is to be directed to: **Shannon W. Kirby**,
phone (559) 600-7116 or e-mail CountyPurchasing@co.fresno.ca.us.

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS OF REQUEST FOR PROPOSAL NUMBER: 910-5456 AND INCLUDE THEM IN YOUR RESPONSE. PLEASE SIGN IN BLUE INK AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL.

- **Remove the following sections of RFP 910-5456, and replace them with the "Revised" pages provided with this Addendum.**
- **OVERVIEW**
 - **SPECIFICATIONS/SCOPE OF WORK**
 - **EXHIBIT A - Building Cleaning Specifications**
 - **EXHIBIT B - Cost Proposal**

ACKNOWLEDGMENT OF ADDENDUM NUMBER One (1) TO RFP 910-5456

COMPANY NAME: _____ (PRINT)

SIGNATURE (In Blue Ink): _____

NAME & TITLE: _____ (PRINT)

Purchasing Use: SWK:ssj

ORG/Requisition: 8935 / 1321601122

REVISED OVERVIEW

INTRODUCTION

The County of Fresno is requesting proposals from qualified vendors to provide Janitorial Services in and for its **Plaza Complex** and **Crocker Building** in downtown Fresno. The contract will awarded to one successful bidder who will provide all labor, material, equipment, supplies, taxes, insurance etc. to perform the services as specified in this RFP.

The County provides janitorial services in and for the majority of County owned and leased buildings. In recent years, janitorial services have been provided by a private contractor for the Plaza Complex and the Crocker Building.

This RFP articulates the required routine and periodic cleaning services, tasks, standards, requirements, and frequencies for the included buildings.

Bidders should assume that all buildings are completely occupied during normal daytime business hours.

All square footage figures stated within this RFP are estimated. Bidders are responsible for verifying at the prebid site inspection/vendor conference.

Population data (i.e. number of employees and public users) data for these buildings is not available, nor are the quantities or costs of materials used by the current janitorial contractor serving these buildings.

The bidders shall submit information pertaining to their ability to perform the specified services in a reliable, practical, cost effective manner, while maintaining the highest standards regardless of the day or time. The County has specified its requirements for Janitorial Services in this RFP. The bidder's proposal shall meet such requirements.

SPECIFICATIONS / SCOPE OF WORK

JANITORIAL SERVICES – COUNTY OF FRESNO

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JANITORIAL AND MOVING SERVICES

INTRODUCTION

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DELIVERY REQUIREMENTS

The County of Fresno, Internal Services Department: Facility Services will be responsible for the administration of the work requested under this Request for Proposal (RFP), and shall be the County's primary designee for all work performed under the terms of any contract resulting from this RFP.

The contractor shall provide a dedicated core of individuals for each facility as many County facilities and departments have special training requirements. **At a minimum, the contractor shall have adequate personnel to assign the same individuals to the assigned facility for one month at a time.** This provides continuity for County for services in specific locations.

Definitions, Terms, and Abbreviations used in this Agreement

- **County Contract Administrator (CCA)** – The County will appoint a CCA, who will be authorized to administer the Contract/Agreement.
- **County Contractor Coordinator (CCC)** – The County will identify a number of CCCs who will be responsible for on-site coordination of the Contract, logistics, communication, and quality control inspections.
- **County Contract Team (CCT)** – The CCA and CCCs will function together as the County Contract Team (CCT).
- **Contractor's On-Site Representative (COSR)** – The COSR is the individual who has been authorized by the Contractor to act on their behalf regarding day-to-day implementation and execution of this Agreement.

RESPONSIBILITIES OF THE COUNTY

Access to County Facilities

The County shall provide access for the Contractor to the facilities that are to be serviced under the terms of this RFP. See section on **Security, Keys, and Alarms**.

Contract Administration/Management

The County of Fresno shall designate a County Contract Administrator (CCA) who shall act on the behalf of the County with respect to this Contract. The CCA will oversee the work as it progresses as well as to inspect materials which are used in the work. The CCA shall have authority to require the Contractor to comply with all provisions of this Contract. The CCA's decision upon all questions, claims and disputes will be final and conclusive upon the parties of the Agreement.

The CCA will initiate and chair regular Contractor progress meetings and will coordinate County's Agreement administrative functions. The CCA is designated to receive and approve Contractor invoices for payment, audit and inspect records, inspect Contractor services, and provide other technical guidance as required. The CCA is not authorized to change any terms and conditions of this Agreement. Only the Contracting Authority (County Administrative Officer), by issuing a properly executed amendment to this Agreement, may make changes to the scope of work or total price.

The CCA will shall designate one or more County Contract Coordinators (CCC) who shall provide hands-on, daily monitoring, quality control inspections, and oversight of the Contractor's performance and compliance with the terms of this Agreement. The CCCs will also handle any coordination and communication issues between the Contractor and building occupants.

The CCA and CCCs shall function together as a County Contract Team (CCT) in providing leadership and oversight of the Contract. The primary goal of the CCT is **to assure that the Contractor is successful in meeting the County's goals, objectives, and requirements.**

The CCC's shall report any deviations from the specifications to the CCA who shall have the authority to stop the work pending a decision by the County. It will be the right of the County at any time to stop defective work or to stop the entire work by the contractor if he is not complying with the rules, specifications and contract entered into between the County of Fresno and Contractor.

The County under advisement by the CCA shall have the right to require the Contractor to remove at anytime any employee of the Contractor who shall be employed on this job and who appears to be incompetent, who acts in a disorderly, unsafe or improper manner, or fails to follow established protocols, including County rules and regulations and such person shall not again be put to work on this job without written consent of the County.

The overall Contract Authority may at his/her discretion, and upon reviewing the requirements of the contract, cancel any and all services as specified within the contract due to negligence, incompetence, or failure to abide by the obligations within the contract. By definition, the overall Contract Authority is delegated to the County Administrative Officer.

Electricity, Lighting and Water

The County will supply to the Contractor light, power, and water for the cleaning of the facilities under the terms of this contract.

Garbage and Recycling Service

The County will provide designated spaces, bins, cans or locations where the vendor will deposit trash and recycled materials. Disposal of trash and recycled materials from these designated locations will be the responsibility of the County. All trash and recycled materials shall remain the property of the County until they are hauled away by the designated/authorized vendor.

Storage/Janitorial Closets

The County shall provide lockable spaces for Contractor's supplies and equipment. The County shall not be responsible for the Contractor's supplies, materials or personal belongings that may be damage, lost or stolen. The Contractor shall keep these storage areas organized and clean at all times. The Contractor shall provide the County access to consumable supplies that may need to be replenished during the daytime shift when the Contractor is not on-site.

Responsibilities of the Contractor

Contractor shall, in good and workmanlike manner and in accordance with the highest professional standards, at its own cost and expense, furnish all of the labor, technical, administrative, professional and all other personnel, all supplies and materials, equipment, printing, transportation, facilities, and all other means whatsoever, except as herein otherwise expressly specified to be furnished by County, necessary or proper to perform and complete the work and provide the services required of Contractor by this Agreement.

Communication

Regular communication between the Contractor and the County is fundamental to the success of this relationship.

The Contractor shall immediately notify the CCA if there is a deficiency in any assigned area pertaining to the Contractor being unable to fill any requirement of the contract.

Contractor shall attend and actively participate in all communication meetings scheduled by the County.

Telephone and Paging Service

The Contractor shall provide a telephone paging service and paging or cell phone device. The Contractor shall provide the COSR a pager or cell phone, which shall be worn at all times during the performance of the Service. Contractor shall assure that that they have a means (at all times) for contacting and being contacted by their employees who are deployed to various locations. Contractor shall provide the pager or cell phone number to the CCA and County Security

Contractor's Response Time

The Contractor shall maintain a 24-hour business phone and/or telephone answering service. Phone answering machines are not acceptable. Contractor shall also maintain an active e-mail account. Contractor shall respond to all phone or e-mail messages regarding incomplete or defective work before the expiration of the next County workday (8:00a.m to 5:00p.m Monday through Friday). Remedial work shall be completed within 24 hours after receiving County's notification unless otherwise stated in this RFP.

Conduct

The Contractor is responsible for the conduct of their employees. Examples of required and prohibited conduct include:

The Contractor's personnel shall:

- Be restricted to work areas to which they are assigned.
- Take rest breaks only in pre-assigned areas.
- Conduct themselves in an orderly and safe manner

The Contractor's personnel shall NOT:

- Loiter in the building.
- Smoke in County facilities or within 25 feet of any exterior building entrance.
- Use any County of Fresno telephones, copy machines, or other equipment or supplies, regardless of the purpose.
- Touch nor disturb personal items stored by County employees in their offices and work areas, break rooms, refrigerators, etc.
- Possess, use, or be under the influence of alcohol or illegal drugs while on County property
- Engage in soliciting, gambling, or any immoral or undesirable conduct on County property

Contractor's On-Site Representative (COSR)

The Contractor shall have a designated COSR on-site during all shifts. If the primary assigned COSR is absent, the Contractor shall provide a competent replacement that has the authority to carry out the terms and provisions of the Agreement.

Damage Repair and Restoration

The Contractor shall repair and restore to its original condition any County property damaged by his operations at no cost to the County. Contractor shall be responsible for damage caused by his/her staff to personal property of County employee's.

Emergencies - Deployment of Janitorial Services during Declared Emergencies

In the event of a declared emergency, the CCA shall notify the Contractor's representative to mobilize contractor's staff assigned to this Agreement to redeploy to designated facilities, as directed. It is understood that during a declared emergency, or a County of Fresno declared critical event, identified facilities may be closed and may or may not require service during the event.

Other designated facilities may become emergency control centers and may require special measures, to include up to 24-hour services. Pricing for emergency services will be at the rate stated in the pricing schedule.

English Language Fluency

Supervisors and leads provided by the Contractor must be fluent in English. Fluency will be defined as the ability to communicate (speak, read and understand) in English. The CCA may review the language skills of all persons required to be fluent in English. The criteria shall be the individual's ability to read aloud the cleaning specifications of this contract and explain the application of these requirements.

Equipment

The Contractor shall provide and use only equipment that is suitable for a commercial cleaning environment. The contractor shall not use any equipment or products which may be injurious or damaging to the surfaces upon which they are to be applied. The contractor must furnish and maintain, in good repair, all equipment including, but not limited to mops, brooms, buffers, carpet cleaning machines, vacuums, and any other equipment necessary. Equipment found to be defective, damaged or hazardous shall be removed from County facilities.

Vacuums must be equipped with a proper filter or bag. The filters must be changed or cleaned consistent with the manufacturer's recommendations. Vacuum bags or canisters shall be inspected at least every two hours and changed or replaced when half full or when indicated by a bag sensor, if vacuum is so equipped.

No propane buffers are to be used in any Facilities which have day time service.

The contractor shall be assigned a closet(s) in the building(s) for storage of all janitorial equipment and products necessary for the cleaning the building. Contractor shall leave janitor closet clean, neat and orderly, this shall include all vacuum cleaners, buffers, mops, mop buckets, roll carts, trash containers, dust mops and brooms etc.

Organization Chart

The Contractor shall prepare, keep on file and furnish a copy to the CCA an organization chart. The organization chart shall be updated whenever changes are made, with a copy sent to the County's Contract Administrator, and shall show the assigned work area of each employee, by position and by scheduled hours of work.

Parking

Parking is the responsibility of the Contractor.

Performance Requirements/Quality Control

Purpose

It is the intent of the County to have its facilities maintained in accordance with the highest industry standards of cleanliness, subject to established best cleaning practices and the terms and conditions described herein. The Quality Control and inspection process described herein was developed specifically for this RFP, and has not been used in previous janitorial contracts.

Inspections

In order to achieve this objective, all performance (including services, materials, supplies and equipment furnished or utilized in the performance of this Agreement, and workmanship in the performance of services) shall be subject to inspection and test by the County at all times during the term of this Agreement.

Regular quality control inspections are scheduled and conducted at the discretion of the CCA according to the needs of the facility, Contractor's current and historical performance, and the frequency deemed necessary to insure the County's objectives and standards of cleanliness are being met. Inspections and the performance evaluations that result are intended to improve the Contractor's awareness of cleaning issues at the facility, identify areas of needed improvement or special attention, identify areas where additional training or supervision of Contractor's employees is indicated, and provide a quantifiable evaluation of Contractor's performance. Quality control inspections may be conducted at any time during the month, either day or night.

Contractor shall cooperate with any inspector assigned by the County to permit the inspector to determine whether Contractor's performance conforms to the requirements of this Agreement. County shall perform such inspection in a manner as not to unduly interfere with Contractor's performance.

Inspection Results – Remedies for Services that Do Not Conform to Specifications and Requirements

If any services performed by Contractor do not conform to the specifications and requirements of this Agreement, County may require Contractor to re-perform the services until they conform to said specifications and requirements, at no additional cost, and County may withhold payment for such services until Contractor correctly performs them.* When the services to be performed are of such a nature that Contractor's cannot correct its performance, the County shall have the right to (1) require the Contractor to immediately take all necessary steps to ensure future performance of services conforms to the requirements of this Agreement, and (2) reduce the Agreement price to reflect the reduced value of the services received by County**. In the event Contractor fails to promptly re-perform the services or to take necessary steps to ensure that future performance of the service conforms to the specifications and requirements of this Agreement, the County shall have the right to either (1) without terminating this Agreement, have the services performed, by Agreement or otherwise, in conformance with the specifications of this Agreement, and charge Contractor, and/or withhold from payments due to Contractor, any costs incurred by County that are directly related to the performance of such services, or (2) terminate this Agreement for default.

*Service deficiencies involving routine service are to be corrected immediately upon notification. Service deficiencies involving periodic items or special service requests are to be corrected within 10 working days from the date of notification.

**Process for determining price reductions that reflect reduced value of the services received by County

The County will use the Inspection process to verify the Contractor's level of conformance and compliance with the specifications of the Agreement. The Inspection process will utilize an Inspection Form which assesses a total number of awardable quality control points for each facility. Points are deducted for service issues noted at the time of inspection.

A quality control score (**QCS**) is determined by dividing the total score received by the total number of awardable points for the facility.

Example: If the total point value for a given facility is 100, and 85 points are retained after point deductions are made during inspection, the **QCS** for the facility would be 85/100 or 85%. Sample inspection reports for each facility to be serviced shall be provided to the contractor prior to the commencement of work.

Minimum Acceptable Rating

The minimum acceptable **QCS** for all County facilities is 90%. All facilities must meet or exceed the minimum net **QCS** in order for the Contractor to qualify for full payment on invoices submitted under this contract.

Method of Rating

The quality control scores are awarded on a "Pass/Fail" basis. A required task that is only partially complete at time of inspection shall be considered incomplete, and be subject to deduction of the assigned points for

that task. No partial points shall be awarded for incomplete tasks. Evaluation of a task's completeness or incompleteness and assessment of point deductions are at the discretion of the CCA.

Example – If the item being inspected is "Carpet Vacuuming and Spot Cleaning" and it is determined that it was done in some areas but not others, the task as a whole will be given a "Fail" grade.

Payment Reductions

Should the net **QCS** on any given facility fall below 90%, payment on outstanding invoices for the facility or group of facilities may be reduced by a corresponding payment reduction.

The CCC's recommendation is reviewed by and any payment reductions are assessed at the discretion of the CCA. The CCA may waive, reduce, or increase the payment reduction if, in his opinion, such action is warranted.

Calculation of payment reductions

Net Quality Control Score	Payment Reduction
90 – 100%	-----
85 – 89%	10%
80 – 84%	15%
75 – 79%	20%
0 – 74%	25%
90 – 100%	-----

Exceptional Payment Reductions (EPR's) Notwithstanding the above, the CCA may recommend and assess a higher payment reduction, if, in their opinion, such is deemed warranted due to consistent issues of poor performance, unresponsiveness, or egregious violations of the terms and conditions of this agreement. Exceptional payment reductions may also be assessed based upon Contractor's overall performance and responsiveness in completing corrective action required to cure service deficiencies. **EPR's** shall be assessed in increments of 5% of the total monthly contract price for the facility.

At the County's option, the required services may be secured from another source(s) deducting the actual cost of the service rendered from the amount owed the Contractor by the County.

Payment reductions will be assessed on Contractor's outstanding invoices. A cure notice may accompany payment reduction of 20% or greater.

Cure Notice

A Cure Notice is an official notice to the Contractor that the services being provided are unacceptable and that by a specific date these services are to be made acceptable. Failure to cure the unacceptable service shall result in the termination of the contract for default. Should the Contractor be terminated for default, contractor may be liable for any excess cost to the County of Fresno for re-procurement of these services

QUALITY CONTROL INSPECTION REPORT

DRAFT

SERVICE TYPE:	JANITORIAL
FACILITY NAME:	
NAME OF EVALUATOR:	

RFP		LOT NO.:	
CONTRACTOR:			
INSPECTION DATE:		TIME:	

QUALITY RATING (%):	100%
INSPECTION RESULTS:	PASS

POINTS PASSED:	425
POSSIBLE POINTS:	425

COMMENTS:	

GENERAL CLEANING	POINTS	PASS	FAIL
Elevators	15	15	
Exteriors	15	15	
Floors, Hard Surface	40	40	
Floors, Carpeted	40	40	
Furniture	20	20	
Lighting	10	10	
Maintenance Reporting	10	10	
Restrooms			
Toilets and Urinals	20	20	
Sinks/Lavatories	20	20	
Counters and other Surfaces	20	20	
Mirrors	20	20	
Dispensers and Supplies	20	20	
Baby Changing tables	5	5	
Stairways	15	15	
Surfaces			
General	20	20	
Ash Trays	5	5	
Brass, Chrome, Stainless Steel	10	10	
Chalk and White Boards	5	5	
Drinking Fountains	15	15	
Glass	20	20	
Trash and Recycling	20	20	
Windows and Window Coverings	20	20	

PERIODIC TASKS

DATE LAST COMPLETED MONTHLY (COURTS QUARTERLY)

	Scrub/Refinish all restroom floors
	Strip/Refinish areas per contract
	Shampoo areas per contract

DATE LAST COMPLETED SEMI-ANNUALLY

	Shampoo all carpeted areas completely
	Strip all tile areas completely

Date Last Completed ANNUALLY

	Wash Windows/Awnings

MISCELLANEOUS	POINTS	PASS	FAIL
Log Books and other paperwork	10	10	
Security Requirements	10	10	
Uniformed Staff	10	10	
Janitorial Closet hygiene	10	10	

ADDITIONAL INFORMATION

Inspection Type	Routine
Minimum Acceptable Rating	90%

SUBTOTALS	425	425	0
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Progress Meetings

The CCA will initiate periodic (monthly as a minimum) meetings with the Contractor to review the Agreement performance. At these meetings the CCA will apprise the Contractor of how the County views the Contractor's performance and the Contractor will apprise the County of problems, if any, being experienced. The Contractor shall also notify the CCA (in writing) of any work being performed, if any, that the Contractor considers being over and above the requirements of the Agreement. Appropriate action shall be taken to resolve outstanding issues. The minutes of these meetings will be reduced to writing and signed by the CCA and the COSR. Should the Contractor not concur with the minutes, the Contractor shall set out in writing any area of disagreement. Appropriate action will be taken to resolve any areas of disagreement.

Relief Staff for Absenteeism and Vacation

The Contractor shall provide relief personnel as necessary and work overtime as required at no additional cost to the County to ensure that the **Routine** and **Periodic** Services are performed daily as required per the contract.

If the COSR or supervisor is absent, the Contractor shall provide a competent replacement who has the authority to carry out the terms and provisions of the Contract. The Contractor must notify the CCA of any supervisory changes.

Safety

The Contractor shall be responsible for complying with all applicable safety and health regulations, including, but not limited to, California Code of Regulations (CCR) Title 8, Section 3202, and General Industry Safety Orders.

Illness and Injury Prevention Plan (IIPP) - Such orders require employers to establish, implement, and maintain an effective injury and illness prevention program (IIPP). The Contractor's IIPP must contain elements that ensure compliance with CCR Title 8, Section 5193, "Blood Borne Pathogens," and Section 5194, "Hazard Communication." The Contractor's IIPP must be included in the Contractor's Written Plan of Action, which must be submitted to the CCA on or before the first contract progress meeting.

Asbestos Awareness Training - Contractor's staff working in designated County facilities known to contain asbestos must have asbestos awareness training in accordance with CCR Title 8, Section 5208 and 1529. Training shall be consistent with EPA training requirements for local education agency maintenance and Janitorial staff as set forth in Code 40 of the Federal Regulations (CFR) 763.92(a)(1). Documentation verifying the completion of Asbestos Awareness by Contractor's employees must be included in the Contractor's Written Plan of Action, which must be submitted to the CCA on or before the first contract progress meeting.

Safe Cleaning Processes and Procedures - The Contractor's staff shall not place or use mops, brooms, or any equipment in traffic areas or other locations in any manner that would create safety hazards. The Contractor's staff shall provide and place appropriate warning signs for wet or slippery floor areas, such as those caused by cleaning or floor finishing operations. General safety requirements (manufacturer's recommendations, drying methods, etc.) shall be complied with for all products and all methods used in carrying out this contract.

Personal Protective Equipment (PPE) - The Contractor assure that staff utilizes all PPE is required by law and necessary to reduce employee exposure to safety hazards.

Safe Maintenance of Equipment - All cleaning equipment (such as vacuums, buffers, cords, mops, buckets, etc.) shall be properly maintained as to promote safety. (Equipment found to be defective, damaged or hazardous shall be removed from facility).

Security, Keys, and Alarms

Security is of great concern to the County. The Contractor is advised that failure to fully comply with the security requirements of this contract is a breach of security and shall result in the termination of this contract for default.

All persons performing duties under this contract shall be acceptable to the County. This will include all owners of sole proprietorships, members of partnerships or joint ventures; principals of corporations and all others who might have access to County facilities without the supervision of a County employee.

The Contractor's employees shall be subject to and at all times conform to the County's security rules and regulations and shall cooperate with Security personnel. Any violations or disregard of these rules may be cause for denial of access to County property.

Background Investigations - Background checks are required for all contract employees before access will be permitted to County facilities/property at the beginning of specific contract service. All contract employees must obtain and maintain clearance for serving in County jail/detention facilities and other potentially sensitive and secure areas. This clearance is only granted after a successful background check, done by the County of Fresno Sheriff's Department. (It is understood that other agencies can also do Live Scan screening, all employees for this RFP must have their background checks done by the County of Fresno Sheriff's Department.)

The background checks are performed via a "Live Scan", where a full set of electronic fingerprints are taken and electronically transferred to the Department of Justice for confirmed identification and a full report back on criminal history. This process currently costs \$52 person, (\$32.00 of which goes to the Department of Justice and FBI, and \$20.00 for the Sheriff's rolling/fingerprinting and processing*).

Contractors shall submit one check covering cost for all employees payable to: Sheriff, County of Fresno. The Contractor will be notified regarding the result of background checks. Those that are acceptable will be directed to report to County of Fresno Security to have their photo taken and ID badge issued.

It takes approximately 20 minutes to gather the required information and electronic fingerprints, plus waiting time. The Live Scan process is done on a first-come, first served basis between the hours of 7 a.m. and noon, Monday-Friday. The amount of time it takes to receive the result of background checks varies from one day to a month (or longer), depending on how extensive the person's criminal history is

Individuals who are cleared through this process are entered into the Department of Justice database. Their records are flagged and the County of Fresno Sheriff's Department is notified if the person is ever arrested in the future.

All applicants shall be approved prior to their entrance into the facility and may not be approved under any of the following circumstances:

1. If they have been convicted of a felony, or any crime involving moral turpitude, or carrying or possessing a dangerous weapon.
2. If they have ever been charged with a felony or are under investigation for a felony.
3. If they are charged with or convicted of any crime committed in or at a correctional institution.
4. If they are currently on parole or probation or are a sentenced inmate at any correctional facility.
5. If they have been refused a license as a private investigator or had such license revoked.
6. If, in their application, they have fraudulently represented themselves, their credentials, their employment or their criminal or arrest record.
7. If they have made omissions or false statements on their application for admission.
8. If they have no valid business for entering the facility.
9. If their admission represents a threat to institutional security and/or staff or inmate safety.

Further information regarding the criteria for background check clearance, including an appeal process for someone who may be denied clearance, is available upon request.

Identification (ID) Badges

The Contractor's employees will be issued a Contractor badge that must be visibly worn at all times during performance of work in County buildings. The purpose of the ID badge is to immediately identify the wearer as an individual who is authorized to enter County facilities for the performance of contractual duties.

- A. ID badges will only be given to applicants successfully completing the background investigation. ID badges will be issued when the employee's photo is taken. If a contract employee is scheduled to receive electronic access to any County facility, activation of the badge may take an additional 48 hours to complete.
- B. Contractors shall pay \$11.99 per employee for identification badges by submitting one check covering the cost for all employees payable to County of Fresno, Security.
- C. Rates are established by County Auditor and fluctuate annually.
- D. County issued ID badges are to be worn at all times during the performance of duties under an existing service contract. The purpose of the ID badge is to immediately identify the wearer as an individual who is authorized to enter County facilities for the performance of contractual duties. The wearer will not escort or bring any other individuals into County facilities. County issued ID badges are for the exclusive use of the individual named and pictured on the badge.
- E. All ID badges will remain the property of the County and are returnable upon demand or upon the expiration of the contract. The contractor is responsible for collecting the ID badges and turning them in to the CCA or the County Security Office when a contract ends or when an employee leaves employment. The contractor assumes all responsibility for their employee's use of and the return of the County ID badges. The contractor shall be charged for each badge not returned. At the expiration and or termination of the contract, final payment shall be withheld until all ID badges are accounted for.
- F. The ID badges will only be issued to the individual cleared and that individual will need to present themselves in person with a valid, clean, and legible copy of a Driver's license or State issued Identification Card.
- G. All contractors shall prepare a written policy on use of County ID badges for County approval and shall provide periodic training on the policy to employees.

Access to County Facilities

Contractor access to County facilities is limited to those individuals who have received security clearance and received their I.D. and are designated to perform the Contractor's work. Contractor's staff shall not bring in children or other persons not cleared. Failure to fully comply with the security requirements of this Agreement shall be considered grounds for termination of the Agreement.

The misuse of any County issued ID, Access Control Card, keys or alarm codes by the Contractor or any of the employee's of the Contractor shall be considered as failure to fully comply with the security requirements of this Agreement and shall be considered grounds for termination of the Agreement.

Access for Weekends and Holidays must have prior approval from County Security. This includes all County facilities for which the contractor's is providing Janitorial services under this Agreement.

Keys

All County buildings are locked after hours when they are closed. Additionally, many County buildings have areas that are secured and locked during normal business hours.

The County shall provide access to the Contractor for all spaces that they are required to service under the terms of this RFP. In facilities that have County Security on-duty, the task of locking and unlocking doors for the Contractor may be done by Security. Otherwise, the procedure for granting access to the Contractor will be as follows:

COSR or Supervisor shall meet with a CCC or other County representative at a designated location at the beginning of the daily work shift. The County will issue required keys to the Contractor, who will issue them to their staff, as needed. At the end of the shift, the Contractor shall inventory these keys and return them back to the County representative. The Contractor will be responsible for all of the keys while in his possession.

These keys are to be used for the purpose of accessing Contractor's staff to the facilities for the performance of contracted services only. Any other use is expressly prohibited.

All keys issued to a Contractor will remain the property of the County and shall be returned upon demand or at the termination of the Agreement.

Lost Keys

Should the Contractor lose or have stolen any keys issued to them, they must immediately notify the CA, in writing, of the loss identifying the facility for which the keys were lost, who lost the key, where they were lost, date and time loss was discovered; and what actions the Contractor has taken to prevent future losses.

The Contractor shall be responsible for all costs associated with lost or stolen keys. These costs may include changing locks or keys to the building, rooms, or other assigned areas accessible by the lost or stolen key, and will be deducted from the Contractor's monthly invoice to the County for the Services performed under this Agreement.

UNAUTHORIZED DUPLICATION OF KEYS TO COUNTY FACILITIES IS A MISDEMEANOR UNDER CHAPTER 3, SECTION 469 OF THE CALIFORNIA PENAL CODE."

General Building Security

When the Contractor is working after normal business hours, they shall prevent all unauthorized persons from entering the buildings and shall keep the buildings locked while the Contractor and the Contractor's personnel are on the premises.

When the Contractor and/or the Contractor's personnel leave the building, the Contractor shall lock all doors and turn off lights. In addition, if the building contains other security systems(s), the Contractor shall contact County Security to activate the system(s) in order to protect the security of the buildings.

Alarm Systems

The County maintains security alarm systems in numerous facilities. In some instances these are multiple systems within a facility. These alarm systems will be managed and controlled by County Security. The Contractor will not be issued alarm codes.

The Contractor will receive an orientation regarding the policies and procedures for activating and deactivating alarms as well as the standard schedule. Generally, alarms are activated only when facilities are closed for normal business.

The Contractor shall be responsible for contacting County Security prior to entering an actively alarmed building in order to have the alarms deactivated. Additionally, the Contractor shall contact County Security to re-activate alarms when they are leaving the building at the end of the shift.

The Contractor shall be responsible for any and all false alarm response charges that were prompted by their actions or negligence.

The contractor shall be responsible for securing all doors and windows before leaving the facilities.

Sign-In and Periodic Service Logs

Sign-In Log – The Contractor shall provide and maintain a sign-in log book in each facility. The sign-in log shall include typed or legibly written names of all employees and a place for their signature. This Log shall note the time of arrival and departure of all Contractor's staff. All entries are to be legible. The logbooks are to be kept neat/orderly and are not to be removed from facility or altered.

Service Log – County will provide and the Contractor shall maintain a Service Log book that documents all periodic tasks and is used to verify their completion.

The Contractor shall keep a copy of the Agreement, as a point of reference, with the log books in the janitorial closet.

Supervision

Contractor shall provide and maintain supervision of all janitorial staff in all facilities. The Contractor must notify the CCA of any supervisory changes.

Contractor's employees shall have immediate access to a Supervisor within the Contractor's company. The Supervisor shall be immediately available to respond within a 15 minute response time in emergency situations. Supervision shall be provided during all hours of services. Contractor's staff shall be dispatched by the Contractor, or provided with other means of immediate notification in emergency situations.

The County of Fresno shall be provided with a telephone number that can be used on a 24-hour, 7 day a week basis (including weekends and holidays) to call for immediate responses for any janitorial emergencies.

Supervision shall consist of, but not be limited to the following:

1. Supervisors shall plan, schedule and assign work to all Janitors.
2. Supervisors shall make inspections to review work in progress, and inspect to ensure work is completed satisfactorily and in compliance with the standards articulated in the RFP.
3. Supervisors shall ensure security of facility/facilities are met and comply with safety regulations.
4. Supervisors shall direct various cleaning methods such as dusting, trash pickup, vacuuming, buffing, stripping, scrubbing, waxing, sweeping, damp mopping, dust mopping, shampooing, etc.
5. Supervisors shall enter and maintain periodic tasks in Janitorial logbook and check supply levels.
6. Supervisors shall respond to questions, complaints and requests from facility occupants.
7. Supervisors shall carry cell phone/radio and respond within 15 minutes when called by the CCA or CCC.
8. Supervisors are responsible for the critical processes of watching and directing activities of their crew(s). The Contractor shall not have supervisors performing Janitorial Services.
9. Supervisors must work with and maintain a positive working relationship with the County's staff, the tenants of the building, and the general public.
10. Supervisors must ensure that the reports are submitted as required and as needed.
11. Supervisors must contact the CCA on a daily basis regarding problems and other directions.
12. Supervisors must be available to meet with the CCA between normal business hours (8:00 a.m. to 5:00 p.m.) to discuss janitorial issues.

Supplies

The Contractor shall be responsible for procurement, storage, distribution of all cleaning products and supplies necessary to perform the services required herein. The following list of cleaning products and supplies, while not exhaustive, illustrates many of the typical cleaning products and supplies that are required.

Air Sanitizer	Graffiti Remover - (E.G. Knock Out)
Batteries For Air Sanitizers, And Other Uses	Hand Cleaner
Broom	Hand Soap, Anti-Bacterial
Broom, Angled	Insect Spray
Broom, Push	Lamps; Various Sizes
Brush, Counter	Mop Bucket/Wringer
Brush, Long Handled	Mop Handles
Brush, Tile	Mop Heads
Caddy Bag	Pad Locks
Carpet Cleaner/Shampoo	Pads (Various) For Floor Machines
Carpet De-Foamer	Paper Towels, Rolls (E.G. Enmotion Dispensers)
Carpet Deodorizer	Paper Towels; Multi-Fold

Carpet Spotter	Polish, Metal
Cleaner, All Purpose	Polish, Wood
Cleaner, Bleach	Polishing And Scouring Pads, Floor Machines
Cleaner, Degreaser	Power Cord Sensors
Cleaner, Disinfectant (E.G. Rejuvenal)	Rags
Cleaner, Glass	Safety Equipment
Cleaner, Multi-Purpose	Safety Signs; Wet Floor, Etc.
Cleaner, Stainless Steel	Sanitary Napkin Disposal Bags
Cleanser	Sanitary Napkins
Deodorizer, Metered	Scouring Pads
Dispenser, Hand Soap	Scrapers
Dispenser, Multi-Fold Towel	Soap, Liquid Hand Soap
Dispenser, Sanitary Napkins	Sponges
Dispenser, Toilet Set Covers	Spray Bottles
Dispenser, Toilet Paper	Squeegee
Dust Pans	Stripping Pads
Electrical Cords	Toilet Bowl Cleaner
Feather Duster	Toilet Bowl Mop
Floor Finish - (E.G. Pioneer)	Toilet Paper
Floor Sealer	Toilet Plunger
Floor Stripper	Toilet Seat Sanitary Protective Cover
Furniture Polish	Towels
Garbage Bags, Various Sizes	Trash Can Liners, Various Sizes
Gloves, Latex	Urinal Scented Blocks/Screens
Vacuum Bags	

Refer to Cleaning Standards and Requirements, section of this RFP for more information regarding the Contractor's responsibilities for furnishing supplies.

TRAINING

The Contractor shall provide each employee with adequate training to completely perform all services specified within this RFP. The Contractor must not assign any work to any employee for which they have not been trained.

The Contractor shall maintain a training record for each employee. The training record shall show, as a minimum, the employee's name, date of employment, type and date of each training received and the instructor. The Contractor shall present such records for inspection twice a year upon request by the CCA.

As a minimum, the Contractor shall provide each employee with instructions in the following subject areas within the first four weeks of employment and again during each six-month period during the employee's tenure. Documentation of these training sessions shall be sent to the CCA.

1. Orientation to custodial operations
2. Tools & Equipment – proper use and care
3. Cleaning Chemicals – proper use and dilution
4. Restroom Cleaning and Disinfecting
5. Floor Care- Shampooing, Stripping and Waxing Procedures
6. Office and Related Area Cleaning
7. Common and Public use Area Cleaning
8. Common Cleaning Mistakes

9. Safety Procedures for all situations typically encountered in the cleaning process, including exposure to lead, mold, asbestos, etc.
10. Sexual Harassment
11. Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rules compliance
12. Quality Assurance and Inspection Techniques (for Supervisor).

The training time that each employee spends attending a training class shall not be applied to any minimum number of hours required for the performance of the service.

Additionally, the Contractor shall provide quarterly safety training meetings which are designed to refresh employee knowledge regarding workplace safety issues and practices. Documentation of these training sessions shall be sent to the CCA.

Uniforms

The Contractor shall insure that all employees are clean, neat and appropriately dressed in uniforms at all times during the performance of the services.

The Contractor shall provide each employee performing the services under this Agreement with a clean laundered uniform each day. The uniform shall consist of pants and a shirt or smock with an attached badge or logo identifying the Contractor's name. A name badge identifying the first name of the employee, in a font size large enough to be seen from a distance, shall be attached to the shirt. The Employees must wear shoes that cover the entire foot (shoes or slippers with open toe or exposed heel are not acceptable).

The Contractor shall supply, launder and maintain employee uniforms at no cost to the employee. The uniforms must meet the approval of the CCA.

Vehicles

The Contractor shall provide and be responsible for all costs associated with vehicles that are required to perform the services identified in this RFP.

Written Plan of Operation

At the time of the first contract progress meeting, the Contractor shall provide a written plan of operation. The plan of operation shall be typed and contained in a three ring binder with the Company name on the spine of the binder.

The plan shall contain the following information, organized into the following sections:

1. Table of Contents.
2. Facilities to be serviced
3. Staff's names pager numbers, addresses, and assignments
4. Name, phone number, pager number and home address of the individual who will function as the Contractor's On-Site Representative [COSR] for the firm. This section will include a document which articulates the [COSR]'s authority to contractually bind the firm with respect to monitoring and training of staff, and authority over staff.
5. Product lists with MSDS (Material Safety Data Sheets) forms for all products to be used.
6. Emergency Procedures
7. Injury and Illness Prevention Program (IIPP)
8. Detailed schedules for the performance of all Routine and Periodic services required under this contract.
9. Photograph of the company uniform.

GENERAL INFORMATION

County Holidays

The County observes 11 holidays as identified under Item No. 24 of the GENERAL CONDITIONS section of this RFP. With the exception of facilities that operate 24 hours a day/7 days per week, **Routine** Janitorial Services (as defined in this RFP) will not be required on County holidays. The County will not pay for services on days where they are not required or requested by the County, and this shall be reflected in the Contractor's monthly bill. This should be factored into the Contractor's cost proposal.

Periodic services (as defined in this RFP) may be completed on County holidays.

Energy Conservation

The Contractor shall comply with all energy conservation practices of the County.

- Turn off lights and equipment when not in use.
- Work within County energy management policies which call for thermostats to be set to warm up to 68° in the winter and cool down to 78° in the summer.

Extra Services

The County without invalidating the contract, may order **extra services** or make changes by altering, adding to, or deducting from the work only by written orders, initiated by the Contract Administrator, and properly approved and authorized and setting forth the amount of money to be added or deducted. The requirements and conditions specified herein are subject to change and are dependent on each individual user Department's needs at the time. The County may increase and decrease service requirements with written notice to the Contractor authorized by the Department and enacted by the Contract Administrator.

Example of extra service:

- Cleaning requested by the County that is above and beyond that which is specified in this RFP.

Any Extra Services shall be billed at the rates specified in your bid.

Laws and Regulations

Contractor shall at all times perform its obligations hereunder in compliance with all applicable federal, State, and County laws and regulations.

Note: The provisions of the Displaced Janitor Opportunity Act (Labor Code Section 1060 et seq.), effective January 1, 2002, including specifically Labor Code Section 1061 (b) (1), must be complied with by successful bidder during the term of any agreement resulting from this Request for Proposal.

Office Space

Office space for the Contractor is not provided or included in the scope of this RFP, but is available for rent or lease.

CLEANING STANDARDS AND REQUIREMENTS

It is the intent of the County that County facilities be maintained at a high standard of cleanliness. These specifications are intended to establish an acceptable level of service. Cleaning frequencies are established as minimums. All items not specifically included but found to be necessary to properly clean the buildings, shall be included as though written into this Statement of Work.

The term "clean" includes, but is not limited to, the complete removal of trash, dirt, dust, lint, webs, marks, stains, spots, spillages, graffiti, odors, film, gum, grease, tar, paint, etc. or cleaning product residue.

Hours of Service

Cleaning of County facilities is to be done with as little hindrance of the County staff and clients as possible. In this context, the Contractor must be flexible to work around the scheduling needs of building occupants.

Except as otherwise specified in this Agreement, all work under this Agreement shall be performed between the hours of 4:00 p.m. and 1:00 a.m. Monday through Friday. (Remedial work done to correct deficiencies shall be done during daytime working hours, when required by the County)

The Contractor's employees will sign daily the Log books at each work location where they pick up keys. The COSR shall provide a copy of the weekly cleaning schedule to the CCA for approximate location of personnel at all times every Monday of each week

All periodic tasks that are normally done after hours may be performed during the day on County holidays Agreement.

Cleaning Requirements

This section defines the general cleaning components, standards and requirements that apply to all buildings. In addition, there are some unique cleaning requirements which may exceed and supplement these general standards due to the nature of a building, the clients they serve and the services provided. Those site-specific cleaning requirements are defined in the **Exhibit A**.

Frequency (examples)

D-Daily

W-Weekly

M-Monthly

Q-Quarterly

SA-Semi-Annually

A-Annually

#D - # Days Per Week (e.g. 3D = 3 days per week)

MON, TUE, WED, THU, FRI - one day per week on a specific day

AN - As Needed (as determined by the County)

AR - As Requested

Routine and Periodic

The minimum required frequency for each task is defined in the specific task sheets for each facility.

Routine - Cleaning tasks are ones that occur in the range of multiple times per day to weekly.

Periodic - Cleaning tasks occur less frequently and are done at intervals such as monthly, quarterly, semi-annually or annually.

Periodic tasks required advanced scheduling with the CCA. This assures that building tenants will have ample time to prepare for the service. It also gives building tenants the opportunity to identify any particular problem areas that should be addressed. Contractor shall submit a written schedule showing the exact date of all monthly, quarterly, semi-annual and annual work to the CCA.

Periodic tasks also must be logged into the periodic service log book as they are completed and signed off by the CCA verifying their satisfactory completion.

Unless otherwise noted, **Periodic** Tasks shall be completed after normal business hours.

All Periodic Tasks shall be completed a minimum of once within the first 60 days of the Contract, and then according to the frequencies for each building documented in **Exhibit A**.

Elevators

Routine - Clean and vacuum elevator tracks on all floors to remove debris. Vacuum carpeted floor; sweep and damp mop hard surface floors. Clean elevator doors (on all floors) and walls with the appropriate cleaner for the surface material (e.g. stainless steel cleaner for stainless steel, wood cleaner for wood surfaces, general purpose cleaner for other surfaces.) Dry with a clean dry cloth. Remove any graffiti with graffiti remover and a damp cloth. Rinse with water and dry. Post wet floor sign, when needed.

Periodic -

Exterior

Routine - Sweep the exterior entrance area to within 15' from entrance. Remove trash. Remove all graffiti that can be removed with janitorial cleaners and processes. Report other graffiti to the CCC who will refer the work to County Facility Services.

Patios and courtyards that are within the perimeter of the building should be swept and cleaned regularly

Periodic - Hose down cob webs and dirt from eaves, awnings, and corners of facility with a high pressure hose, where needed. Post wet floor signs. Mop up any puddled water.

Floors

Hard Surface Floors

Contractor shall maintain all floors in such a manner as to promote longevity and safety upon completion of work; all floors shall be left in a clean, high luster shine, orderly and safe condition at all times.

The Contractor shall remove and replace furniture as required to perform the work, exercising necessary safety practices to prevent damage to County property and return to its proper place.

Contractor shall post sufficient safety signs indicating slip hazards and/or wet floor when buffing, damp mopping, stripping and waxing.

Routine - Resilient and Hard Tile:

Contractor shall sweep to remove loose dirt and other material on all service days.

Contractor shall spot clean all hard surface floors for (Spillages, stains, gum, candy, etc.) on all service days.

Contractor shall dust mop floors with a wide, treated dust mop, keeping the dust mop head on the floor at all times. Pick up soil from floor with a dustpan. Periodically shake out mop head into a plastic bag. When mop head gets soiled, put in a container marked dirty mop heads and replace with a clean mop head.

Contractor shall damp mop all surface hard tile (concrete, ceramic, resilient, wood, quarry, terrazzo, linoleum, etc) on all service days.

Upon completion of these tasks, floors shall be left in a clean, orderly, safe condition and free of all scuff marks, dirt, dust, soil, spots, stains, deposits, oil, grease, gum, finish residue buildup, etc.

Periodic - Contractor shall clean all baseboards and floor drains. Cleaning requires the removal of grime, dirt, wax build up, cleaning compound and finish residue, which builds up on the baseboards, corners, edges and grout.

Contractor shall spray-buff floor, using a floor machine equipped with a buffing pad, to a high luster. Apply a new coat of finish as needed or as requested by the CCA.

Contractor shall machine scrub restroom floors with a disinfecting detergent cleaner.

Contractor shall strip and refinish all resilient tile with 2 coats of skid-proof wax according to the periodic cleaning schedule or when requested by the CCA. Finish shall be applied only to appropriate areas free of residual dirt and build-up (i.e. swept, spot cleaned, and damp mopped) Floors are not to be left unfinished after stripping/scrubbing.

Contractor shall scrub/strip and refinish all hard surface floors within the first 60 days of the Agreement and then according to the frequencies for each building as articulated in Exhibit A.

Finish Requirements:

1. Removability
2. Slip Resistance
3. Durability
4. Gloss
5. Clear and no discoloration
6. Dry within 30 minutes.
7. Non- foaming wax
8. Non - powdering
9. Stability
10. Recoatability
11. Buffable

Carpeting

Routine -

Completely vacuum all high traffic areas.

Completely vacuum non-high traffic areas such as offices. This includes underneath desks, chairs, between walls and filing cabinets, behind doors and in comers and edges of carpet and wall. Move furniture as needed.

Spot clean to remove stains such those caused by spilled beverages, candy, gum, etc. Use stain and gum remover for carpets.

Periodic - Contractor shall deep clean all hard carpeted floors within the first 60 days of the Agreement and then according to the frequencies for each building as articulated in Exhibit A.

Contractor shall deep clean all carpets with spin bonnet or hot water extraction equipment. At a minimum of every fourth cleaning, hot water extraction cleaning is required in order to deep clean.

Proper carpet cleaning shall result in a carpet free from all types of airborne soil, dry dirt, spots, spills, stains, smudges and water/petroleum soluble soils. A cleaned carpet shall be uniform in appearance when dry and vacuumed.

Carpet extraction is to be done according to the periodic schedule. In addition, it shall be done when requested by the CCA.

Furniture

Furniture includes, but is not limited to desks, tables, reading tables, conference room tables, interview room tables, chairs, windows, and reception area partitions.

Routine – Dust and spot clean furniture. Clean employee desktops only if they have been cleared of papers.

Set-up conference rooms when requested by building occupants.

Periodic - Vacuum/spot clean all fabric stationary and movable chairs, benches, couches, partitions, etc. Clean counters and cabinets, moldings, door frames, furniture legs, arms rest. Note: personnel desks are not to be disturbed and or touched unless cleared by the occupant with a note left instructing that it be cleaned. Contractor shall restore all furniture, wastepaper baskets, etc., to their original position.

Maintenance

The County depends upon the Contractor and others to be vigilant and notice and report any maintenance issues immediately so that they may be addressed and corrected. Contractor shall report all maintenance-related problems to the CCA. Examples include, but are not limited to:

1. Burned-out lighting
2. Dripping or running faucets.
3. Leaking fixtures (such as toilets and urinals).
4. Continuously or long-running flush-o-meters.
5. Inadequate or non-flushing flush-o-meters.
6. Carpet tears that pose a trip hazard.
7. Loosened floor tiles.
8. Cracked or broken windows.
9. Door locking problems.
10. Pests (e.g. spiders, ants, roaches, mice)

Miscellaneous

Routine/As Needed - The Contractor is responsible for a variety of miscellaneous tasks that don't fit into other categories. They include, but are not limited to:

- Changing batteries in automated air sanitizers, automated paper towel dispensers and other similar items, as needed

Restrooms

The Contractor shall clean and disinfect all restrooms in the buildings at the frequencies identified in Exhibit A. For purposes of restroom requirements, "clean" shall be defined as disinfecting, polishing, and removing all water spots. Disinfectant must be a "hospital" grade disinfectant that kills fungus, virus, and bacteria and has organic soil tolerance.

Routine - Contractor shall clean all toilets, toilet seats, urinals. This includes removing any encrustation, stains, scale, deposits, and build-up.

Contractor shall clean and polish all exposed fixtures and piping, lavatories, counters, changing tables, dispensers, mirrors, partitions, doors, walls, moldings, ceiling and wall vents, shelves, furniture, trim, baseboards, etc., in restrooms and adjacent lounge areas using a germicidal detergent.

Deodorant urinal screens shall be used in urinals only. Highly scented disinfectants, objectionable or odoriferous cleaners shall not be used

In many buildings, restrooms must be checked and touched up or re-cleaned multiple times throughout a normal workday. Since the Contractor only works after normal working hours, this will be the responsibility of the County.

Restroom Floors - Contractor shall clean restroom floors according to the flooring standards, schedule, and protocol described in the flooring section.

Stairways/Stairwells

Routine - Contractor shall sweep stairwells and remove all trash. Contractor shall damp mop stairs and remove any stains, gum, etc.

Contractor shall scrub and sanitize hand rails.

Periodic -

Supplies

The contractor shall agree and understand that the County shall have the right to approve/disapprove the use of any product used in the performance of the services required herein.

The Contractor shall be responsible for procurement, storage, distribution and supply of plastic wastebasket liners, toilet tissue, paper towels, liquid hand soap, disposable liners for sanitary napkin cans, blood and bodily fluid cleanup kits, and all cleaning products necessary to perform the services required herein.

The Contractor must provide access to any consumable supplies that the County may need to replenish during normal working hours.

Contractor shall utilize and maintain supply dispensers that are currently installed. Contractor shall change batteries in paper towel dispensers where they exist, when needed.

Item	County currently uses	Notes for Contractor
Blood spill and body fluid kits	<u>Sorb-It</u> Absorbent	Same or equal
Carpet Cleaner	Reclaim Heavy Duty Carpet Cleaner	Same or equal
Floor Finish	Pioneer Stay Brite Finish	Same or equal
Floor Sealer	Pioneer Envirostar 2000	Same or equal
Floor Stripper	Pioneer Formula X Heavy Duty Stripper	
Lamps - Replacement Lamps/light bulbs -	The majority of lamps to be replaced are fluorescent T-8's, with some T-12's, in sizes ranging from 18" to 4' (41k). There are also some compact fluorescent and incandescent bulbs.	Same
Liquid Hand Soap	Generic antibacterial	Same or equal
Paper towels	Georgia Pacific White Multifold Towel 20389 Preference 16 Packs/case Scott rolled towels for Envision automated paper towel dispensers	Same or equal
Sanitary Napkins	Various	
Toilet Paper	Unbleached or non-chlorine bleached, must fit dispensers installed in the building, and should contain a minimum of 40% post-consumer recycled paper (Georgia Pacific, Scott, or equal). Jumbo Toilet Paper - 13728, "Acclaim" 8 rolls/case Georgia Pacific White 1ply Toilet Paper" Envision" 14580-01 80/case	Should
Toilet Seat Covers	Georgia Pacific White 1/2 Fold Seat Cover "Safe T Guard" 47046 20/case	Same or equal

Item	County currently uses	Notes for Contractor
Trash Can Liners	manufactured using 30% recycled materials and of good grade Liners, Can small 24 x 23 .30 mil black CS/1000 Liners, Can Medium 30 x 36 .74 mil black CS/250 Liners, Can Medium 40 x 46 .8 mill black CS/250	Same or equal
Urinal Deodorant Screens	Various	
Walk Off Mats	Various locations	Same or equal

Stocking Dispensers

1. Dispensers are to be refilled and cleaned daily
2. No refill/extra supplies shall be stocked in the area of dispensers
3. All dispensers found to be less than half filled will be considered insufficient.
4. Contractor shall maintain ten (10) day's stock of restroom supplies in the Janitorial closets at all facilities for the term of the contract. (Note: Some facilities may not have a closet or room that can accommodate a 10 day supply. In those cases the items shall be stored in the nearest County facility that can accommodate the supplies).
5. Contractor is responsible for stocking the sanitary napkin/tampon dispensers and is entitled to the revenue deposited in these dispensers.

Material Safety Data Sheets (MSDS) - Prior to the contractor's use of any product/chemical in the building, the contractor shall provide a Material Safety Data Sheet for each such product/chemical. The contractor must maintain a file of the Material Safety Data Sheets in each janitorial closet where materials area stored.

Surfaces

General Surfaces - Contractor shall dust and clean all surfaces including, but not limited to the following, to remove dust, finger marks, smudges, graffiti, gum, dirt buildup, and/or accumulation:

- baseboards
- ceiling and wall vents
- ceiling or shelf fans
- counters
- door frames
- door jams
- doors
- elevators
- fire extinguishers
- kick plates
- light switches (and surrounding wall area)
- metal trim
- moldings
- partitions
- picture frames
- push plates
- vending machines
- walls
- window blinds

General Surface cleaning requirements include:

- **Ash Trays** - Empty and Clean outside ashtrays, if applicable
- **Brass and Chrome** – Polish (brass, chrome, etc.) doorknobs, handrails, kick plates and push plates on doors or other pieces of door trim. Use a cloth and polish, wipe film dry.
- **Chalkboards and Whiteboards** - Chalkboards and white boards should only be cleaned upon request and with appropriate cleaner provided by the user department. Trays should be cleaned with a suitable cleaner.

- **Drinking Fountains** - Clean drinking fountains with germicidal detergent to sanitize. Remove calcium deposits with an environmental stain remover. Wipe off with a dry cloth, then polish and wipe dry. If drinking fountain drain is slow, report it to maintenance.
- **Glass** - Clean both sides of entrance door glass, clean door glass frames and accompanying glass panels including transoms (inside and outside), removing all fingerprints and dirt. Spot clean all interior glass. Contractor shall clean all interior glass partitions, inside exterior glass, display cases, mirrors,

Periodic

- **Ceilings and Corners** – Remove cobwebs from all ceilings, doors, and corners within the building
- **Light fixtures** - Clean light fixtures, as needed, to remove insects, dirt, etc., in and on the fixtures.
- **Vents, Grills and Diffusers** - Clean/vacuum all supply and return air diffusers and any other vents on walls or ceilings.

Trash and Recycling

Trash Pick-Up and Removal

Routine - Empty all waste receptacles, including wastebaskets, trash cans, and boxes (if labeled "trash", etc.) Deposit the trash into appropriate waste disposal containers. Empty boxes, papers, magazines, etc.; outside of trash receptacles not labeled trash are not to be removed.

Contractor shall ensure all waste receptacles are maintained in a clean and odor-free condition. Wash wastebaskets and replace plastic liners, as needed.

Contractor shall remove all trash and waste to a designated on-site dumpster or compactor) for disposal. If in doubt, set aside material and ask for direction from the CCA.

Remove all trash and sweep sidewalks for ten feet (10') from all entrances/exits to the building.

Recycling

Routine - Transport all recyclables such as mixed paper, plastic/glass and aluminum containers from bins inside County offices to designated location containers. Note that some buildings have extensive quantities of materials that must be recycled.

Empty large shredders and transport shredded paper to recycle locations. Empty small, "personal" shredders only upon request from building occupants.

All cardboard is to be broken down before emptying into the appropriate on-site container (i.e. compactor, recycle bin).

Walk-Off Mats – Provide clean walk-off mats at all times in locations where they currently exist.

Windows and Window Coverings

Routine - See "Surfaces" section regarding general glass cleaning.

Periodic – Periodic window glass cleaning is **done by a window cleaning contractor**.

Clean/dust all window coverings.

Plaza Complex

The Plaza Complex is located at 2220 Tulare Street, Fresno, CA 93721. The Plaza Complex is primarily comprised of County offices and includes lobbies, hallways, conference rooms, and restrooms. The County has established its standard level of cleaning to provide both a sanitary and attractive work environment and ensure the health, welfare and safety of people who work at, conduct business, and visit the public facility..

Janitorial Services are to be provided to all areas as described in the RFP specifications, and according to the minimum frequencies documented in Exhibit A.

A County of Fresno, Facility Services' Janitor is available to respond to the Plaza Complex Building during weekdays to respond to emergency clean-ups and replenish consumable supplies. The Contractor will need to allow the County Janitor access to their consumable restroom supplies in the event that restocking is required during the day.

The County Janitor is not expected to perform cleaning tasks that are within the Contractor's scope of work. If the Contractor fails to perform their cleaning tasks, they will be contacted to remedy the situation at their expense. If it becomes necessary for the County Janitor to perform any of those cleaning tasks that are defined in the Contractor's scope of work, the cost will be deducted from the Contractor's invoice.

The Plaza Complex consists of the Plaza Tower and surrounding buildings (Child Support Services, Child Support Services Annex, Public Works, Elections and Probation).

Minimum Staffing Requirements – The Contractor shall provide the following, minimum, staffing requirements 8 hours per day, 5 days per week:

- **Supervisor – 1**
- **Janitors - 8**

Plaza Tower

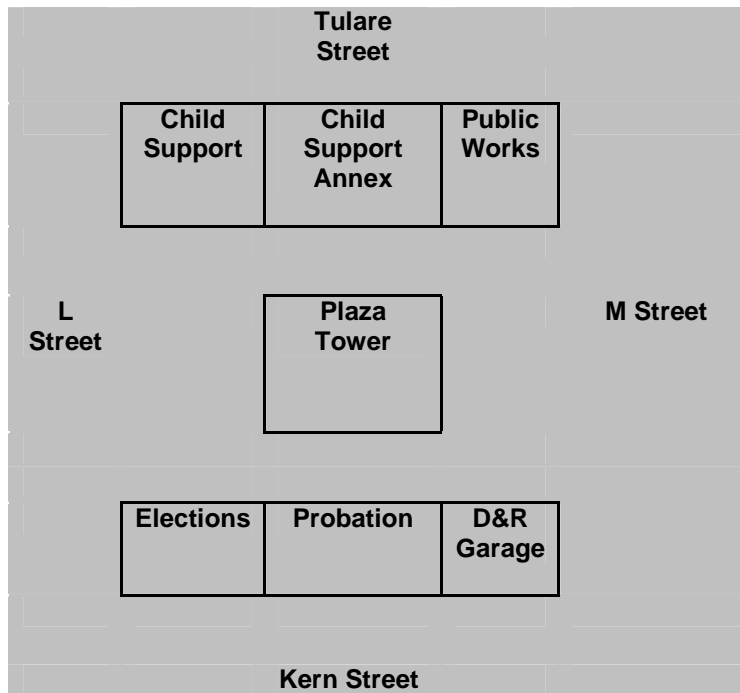
Floors		Estimated Square Feet
Lower Lobby		9,505
Main Lobby		5,506
Floor 3		7,737
Floor 4		9,500
Floor 5		9,500
Floor 6		9,500

Floor 7		9,500
Floor 8		9,500
Floor 9		9,500
Floor 10		9,500
Floor 11		9,500
Floor 12		9,500
Floor 14		9,200
Floor 15		9,200
Floor 16		9,200
Floor 17		9,200
Floor 18		9,200
Floor 19		9,200
Floor 20		9,200
Floor 21		9,200

Surrounding Buildings:

Elections		7,737
Probation		3,868
Child Support Services	Upper level	9,122
	Lower level	9,206
Child Support Services Annex	Upper level	1,853
	Lower level	1,776
Public Works	Upper level	8,033
	Lower level	7,822

Total Estimated SF		231,265
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Building Name	610-PLAZA COMPLEX						
Area	Sub Area	Summary of task(s); refer to Scope of Work for details	"R" (regular) or "P" (periodic)	Entry Ways, Lobbies, Corridors, and High Traffic Areas	Offices, conference rooms, lounges	Restrooms	Comments
Elevators		Clean, vacuum, sweep, mop, etc.	R	MWF			
Exterior		Sweep, remove trash, etc.	R	D			
Exterior		Hose down cob webs, dirt, etc.	P	Q			
Flooring	Hard Surface Floors	Sweep, spot clean, dust mop, wet mop, etc.	R	D	MWF	D	
Flooring	Hard Surface Floors	Machine scrub/Spray buff	P	W	W	M	
Flooring	Hard Surface Floors	Strip and Wax	P	Q	Q		
Flooring	Carpeting	Vacuum and spot clean	R	D	W		
Flooring	Carpeting	Spin-bonnet clean/buff	P	W	W		
Flooring	Carpeting	Hot water extraction	P	Q	Q		
Furniture		Dust and spot clean	R	W	W		
Furniture		Vacuum fabric, polish wood, etc.	P	M	M		
Maintenance		Report maintenance issues	R	D	D	D	
Restrooms		Thoroughly clean, sanitize and polish all surfaces	R			D	
Restrooms		replenish all consumable supplies				D	
Restrooms		delime toilets and urinals				W	
Stairs/Stairwells		Sweep; remove trash; scrub and polish handrails; Vacuum carpeted stairs; damp mop hard surface floors	R	W			
Surfaces	General	Dust and spot clean all surfaces	R	D	MWF	D	
Surfaces	Ash Trays	Empty and Clean outside ashtrays, if applicable	R	W			
Surfaces	Brass and Chrome	Polish (brass, chrome, etc.) doorknobs, handrails, kick plates and push plates on doors or other pieces of door trim. Use a cloth and polish, wipe film dry.	R	W	W	D	
Surfaces	Chalkboards and Whiteboards	Clean board and trays. Use a damp cloth and carefully wipe tray and board.	R		MWF		
Surfaces	Drinking Fountains	Clean drinking fountains with germicidal detergent to sanitize. Remove calcium deposits with an environmental stain remover. Wipe off with a dry cloth, then polish and wipe dry	R	D	MWF	D	
Surfaces	Sinks and other fixtures		R	MWF	MWF	D	
Surfaces	Glass	Clean both sides of entrance door glass, clean door glass frames and accompanying glass panels including transoms (inside and outside), removing all fingerprints and dirt. Spot clean all interior glass. Contractor shall clean all interior glass partitions, inside exterior glass, display cases, mirrors	R	D	MWF	D	

Area	Sub Area	Summary of task(s); <u>refer to Scope of Work for details</u>	"R" (regular) or "P" (periodic)	Entry Ways, Lobbies, Corridors, and High Traffic Areas	Offices, conference rooms, lounges	Restrooms	Comments
Surfaces	Ceilings and Corners	Remove cobwebs from all ceilings, doors, and corners within the building	P	M	M	M	
Surfaces	Light fixtures	Clean light fixtures, as needed, to remove insects, dirt, etc., in and on the fixtures.	P	AN	AN	AN	
Surfaces	Vents, Grills and Diffusers	Clean/vacuum all supply and return air diffusers and any other vents. This includes those mounted on ceilings	P	AN	AN	AN	
Trash and Recycling		Empty all waste receptacles, including wastebaskets, trashcans, and boxes (if labeled "trash", etc.) Deposit the trash into appropriate waste disposal containers. Empty boxes, papers, magazines, etc; outside of trash receptacles not labeled trash are not to be removed.	R	D	MWF	D	
Trash and Recycling		Transport of all recyclables	R	D	AN	D	
Trash and Recycling		clean concrete ara around compactor	R	FR			
Windows		Clean first floor exterior windows that are accessible from the ground floor	P				Done by window cleaning contractor
Windows		Clean/dust all window coverings.	P	M	M		
	D-Daily						
	W-Weekly						
	M-Monthly						
	Q-Quarterly						
	SA-Semi-Annually						
	A-Annually						
	#D - # Days Per Week (e.g. 3D = 3 days per week)						
	MON, TUE, WED, THU, FRI - one day per week on a specific day						
	AN - As Needed (according to the County)						
	AR - As Requested						

Crocker Building

The Crocker Building is located at 2135 Fresno Street, Fresno, CA 93721. The Crocker Building is occupied by the County Department of Social Services. There are approximately 63,300 square feet of office space, conference rooms, lobbies, hallways and restrooms. The County has established its standard level of cleaning to provide both a sanitary and attractive work environment and ensure the health, welfare and safety of people who work at, conduct business, and visit the public facility.

Janitorial Services are to be provided to all areas as described in the RFP specifications, and according to the minimum frequencies documented in Exhibit A.

A County of Fresno, Facility Services' Janitor is available to respond to the Crocker Building during weekdays to respond to emergency clean-ups and replenish consumable supplies. The Contractor will need to allow the County Janitor access to their consumable restroom supplies in the event that restocking is required during the day.

The County Janitor is not expected to perform cleaning tasks that are within the Contractor's scope of work. If the Contractor fails to perform their cleaning tasks, they will be contacted to remedy the situation at their expense. If it becomes necessary for the County Janitor to perform any of those cleaning tasks that are defined in the Contractor's scope of work, the cost will be deducted from the Contractor's invoice.

All floors include a combination of hallways, office space, conference rooms and restrooms.

FLOOR	Total AREA (sf)	Cleaning SF
Basement	19,800	0
First Floor	16,500	16,500
Second Floor less light well	15,600	15,600
Third Floor less light well	15,600	15,600
Fourth Floor less light well	15,600	15,600
Total S.F.	83,100	63,300

Minimum Staffing Requirements – The Contractor shall provide the following, minimum, staffing requirements 8 hours per day, 5 days per week:

- **Supervisor** – Supervision is provided by a supervisor who is responsible for multiple downtown contracts and who stops by Crocker frequently to check on employees.
- **Janitors** - (current Agreement has 2 janitors, 7 hours per day, 5 days per week)

Building Name	864 - Crocker Bldg								
Area	Sub Area	Summary of task(s); refer to Scope of Work for details	"R" (regular) or "P" (periodic)	Entry Ways, Lobbies, Corridors, and High Traffic Areas	Offices, conference rooms, lounges	Eating Areas	Restrooms	Comments	
Elevators		Clean, vacuum, sweep, mop, etc.	R	D					
Exterior		Sweep, remove trash, etc.	R	D					
Exterior		Hose down cob webs, dirt, etc.	P	Q					
Flooring	Hard Surface Floors	Sweep, spot clean, dust mop, wet mop, etc.	R	D	D	D	D		
Flooring	Hard Surface Floors	Machine scrub/Spray buff	P	W	W	W	W		
Flooring	Hard Surface Floors	Strip and Wax	P	Q	Q	Q	Q		
Flooring	Carpeting	Vacuum and spot clean	R	D	D	D			
Flooring	Carpeting	Spin-bonnet clean/buff	P	M	Q	Q			
Flooring	Carpeting	Hot water extraction	P	A	A	A			
Furniture		Dust and spot clean	R	W	W	W			
Furniture		Vacuum fabric, polish wood, etc.	P	M	M	M			
Maintenance		Report maintenance issues	R	D	D	D	D		
Restrooms		Thoroughly clean, sanitize and polish all surfaces	R				D		
Restrooms		replenish all consumable supplies			D		D		
Restrooms		delime toilets and urinals					W		
Stairs/Stairwells		Sweep; remove trash; scrub and polish handrails; Vacuum carpeted stairs; damp mop hard surface floors	R	W					
Surfaces	General	Dust and spot clean all surfaces	R	D	D	D	D		
Surfaces	Ash Trays	Empty and Clean outside ashtrays, if applicable	R	D					
Surfaces	Brass and Chrome	Polish (brass, chrome, etc.) doorknobs, handrails, kick plates and push plates on doors or other pieces of door trim. Use a cloth and polish, wipe film dry.	R	D	D	D	D		
Surfaces	Chalkboards and Whiteboards	Clean board and trays. Use a damp cloth and carefully wipe tray and board.	R		AN				
Surfaces	Drinking Fountains	Clean drinking fountains with germicidal detergent to sanitize. Remove calcium deposits with an environmental stain remover. Wipe off with a dry cloth, then polish and wipe dry	R	D	D	D	D		
Surfaces	Sinks and other fixtures		R	D	D	D	D		
Surfaces	Glass	Clean both sides of entrance door glass, clean door glass frames and accompanying glass panels including transoms (inside and outside), removing all fingerprints and dirt. Spot clean all interior glass. Contractor shall clean all interior glass partitions, inside exterior glass, display cases, mirrors	R	D	D	D	D		
Surfaces	Ceilings and Corners	Remove cobwebs from all ceilings, doors, and corners within the building	P	W	W	W	W		

Area	Sub Area	Summary of task(s); <u>refer to Scope of Work for details</u>	"R" (regular) or "P" (periodic)	Entry Ways, Lobbies, Corridors, and High Traffic Areas	Offices, conference rooms, lounges	Eating Areas	Restrooms	Comments
Surfaces	Light fixtures	Clean light fixtures, as needed, to remove insects, dirt, etc., in and on the fixtures.	P	AN	AN	AN	AN	
Surfaces	Telephones	Clean and Sanitize		W	W	W		
Surfaces	Vents, Grills and Diffusers	Clean/vacuum all supply and return air diffusers and any other vents. This includes those mounted on ceilings	P	AN	AN	AN	AN	
Trash and Recycling		Empty all waste receptacles, including wastebaskets, trashcans, and boxes (if labeled "trash", etc.) Deposit the trash into appropriate waste disposal containers. Empty boxes, papers, magazines, etc; outside of trash receptacles not labeled trash are not to be removed.	R	D	D	D	D	
Trash and Recycling		Transport of all recyclables	R	D	D	D	D	
Windows		Clean first floor exterior windows that are accessible from the ground floor	P					Done by window cleaning contractor
Windows		Clean/dust all window coverings.	P	M	M	M	M	
	D-Daily							
	W-Weekly							
	M-Monthly							
	Q-Quarterly							
	SA-Semi-Annually							
	A-Annually							
	#D - # Days Per Week (e.g. 3D = 3 days per week)							
	MON, TUE, WED, THU, FRI - one day per week on a specific day							
	AN - As Needed (according to the County)							
	AR - As Requested							