

**AGREEMENT FOR SERVICES
BETWEEN THE
CITY OF SANTA CLARA, CALIFORNIA,
AND
IMPEC GROUP, LLC**

PREAMBLE

This Agreement is entered into between the City of Santa Clara, California, a chartered California municipal corporation (City) and Impec Group, a limited liability company, (Contractor). City and Contractor may be referred to individually as a “Party” or collectively as the “Parties” or the “Parties to this Agreement.”

RECITALS

- A. City desires to secure the services more fully described in this Agreement, at Exhibit A, entitled “Scope of Services”;
- B. Contractor represents that it, and its subcontractors, if any, have the professional qualifications, expertise, necessary licenses and desire to provide certain goods and/or required services of the quality and type which meet objectives and requirements of City; and,
- C. The Parties have specified herein the terms and conditions under which such services will be provided and paid for.

The Parties agree as follows:

AGREEMENT TERMS AND CONDITIONS

1. AGREEMENT DOCUMENTS

The documents forming the entire Agreement between City and Contractor shall consist of these Terms and Conditions and the following Exhibits, which are hereby incorporated into this Agreement by this reference:

Exhibit A1 – Scope of Services

Exhibit A2 – Site Service Frequency

Exhibit A3 – Site List with Addresses

Exhibit B1 – Schedule of Fees

Exhibit B2 – Fee Breakdown by Site

Exhibit C – Insurance Requirements

Exhibit D – Labor Compliance Addendum

Exhibit E – Notice of Exercise of Option to Extend Agreement

This Agreement, including the Exhibits set forth above, contains all the agreements, representations and understandings of the Parties, and supersedes and replaces any previous agreements, representations and understandings, whether oral or written. In the event of any inconsistency between the provisions of any of the Exhibits and the Terms and Conditions, the Terms and Conditions shall govern and control.

2. TERM OF AGREEMENT

- A. Unless otherwise set forth in this Agreement or unless this paragraph is subsequently modified by a written amendment to this Agreement, the term of this Agreement shall begin on April 19, 2023 and terminate on June 30, 2028.
- B. After the Initial Term, the City reserves the right, at its sole discretion, to extend the term of this Agreement for up to three (3) additional one-year term through June 30, 2031 (“Option Periods”), subject to the appropriation of funds. See Exhibit E for Notice of Exercise to Option to Extend Agreement Form.

3. SCOPE OF SERVICES & PERFORMANCE SCHEDULE

Contractor shall perform those Services specified in Exhibit A1 – A2 within the time stated in Exhibit A1 – A2. Time is of the essence.

4. WARRANTY

Contractor expressly warrants that all materials and services covered by this Agreement shall be fit for the purpose intended, shall be free from defect and shall conform to the specifications, requirements and instructions upon which this Agreement is based. Contractor agrees to promptly replace or correct any incomplete, inaccurate or defective Services at no further cost to City when defects are due to the negligence, errors or omissions of Contractor. If Contractor fails to promptly correct or replace materials or services, City may make corrections or replace materials or services and charge Contractor for the cost incurred by City.

5. QUALIFICATIONS OF CONTRACTOR - STANDARD OF CARE

Contractor represents and maintains that it has the expertise in the professional calling necessary to perform the Services, and its duties and obligations, expressed and implied, contained herein, and City expressly relies upon Contractor’s representations regarding its skills and knowledge. Contractor shall perform such Services and duties in conformance to and consistent with the

professional standards of a specialist in the same discipline in the State of California.

6. COMPENSATION AND PAYMENT

In consideration for Contractor's complete performance of Services, City shall pay Contractor for all materials provided and Services rendered by Contractor in accordance with Exhibit B, entitled "SCHEDULE OF FEES." The maximum compensation of this Agreement is set forth in Section 1 of Exhibit B1, subject to budget appropriations, which includes all payments that may be authorized for Services and for expenses, supplies, materials and equipment required to perform the Services. All work performed or materials provided in excess of the maximum compensation shall be at Contractor's expense. Contractor shall not be entitled to any payment above the maximum compensation under any circumstance.

7. TERMINATION

- A. Termination for Convenience. City shall have the right to terminate this Agreement, without cause or penalty, by giving not less than Thirty (30) days' prior written notice to Contractor.
- B. Termination for Default. If Contractor fails to perform any of its material obligations under this Agreement, in addition to all other remedies provided by law, City may terminate this Agreement immediately upon written notice to Contractor.
- C. Upon termination, each Party shall assist the other in arranging an orderly transfer and close-out of services. As soon as possible following the notice of termination, but no later than ten (10) days after the notice of termination, Contractor will deliver to City all City information or material that Contractor has in its possession.

8. ASSIGNMENT AND SUBCONTRACTING

City and Contractor bind themselves, their successors and assigns to all covenants of this Agreement. This Agreement shall not be assigned or transferred without the prior written approval of City. Contractor shall not hire subcontractors without express written permission from City.

Contractor shall be as fully responsible to City for the acts and omissions of its subcontractors, and of persons either directly or indirectly employed by them, as Contractor is for the acts and omissions of persons directly employed by it.

9. NO THIRD PARTY BENEFICIARY

This Agreement shall not be construed to be an agreement for the benefit of any third party or parties and no third party or parties shall have any claim or right of action under this Agreement for any cause whatsoever.

10. INDEPENDENT CONTRACTOR

Contractor and all person(s) employed by or contracted with Contractor to furnish labor and/or materials under this Agreement are independent contractors and do not act as agent(s) or employee(s) of City. Contractor has full rights to manage its employees in their performance of Services under this Agreement.

11. CONFIDENTIALITY OF MATERIAL

All ideas, memoranda, specifications, plans, manufacturing procedures, data, drawings, descriptions, documents, discussions or other information developed or received by or for Contractor and all other written information submitted to Contractor in connection with the performance of this Agreement shall be held confidential by Contractor and shall not, without the prior written consent of City, be used for any purposes other than the performance of the Services nor be disclosed to an entity not connected with performance of the Services. Nothing furnished to Contractor which is otherwise known to Contractor or becomes generally known to the related industry shall be deemed confidential.

12. OWNERSHIP OF MATERIAL

All material, which shall include, but not be limited to, data, sketches, tracings, drawings, plans, diagrams, quantities, estimates, specifications, proposals, tests, maps, calculations, photographs, reports, designs, technology, programming, works of authorship and other material developed, collected, prepared or caused to be prepared under this Agreement shall be the property of City but Contractor may retain and use copies thereof. City shall not be limited in any way or at any time in its use of said material. However, Contractor shall not be responsible for damages resulting from the use of said material for work other than Project, including, but not limited to, the release of this material to third parties.

13. RIGHT OF CITY TO INSPECT RECORDS OF CONTRACTOR

City, through its authorized employees, representatives or agents shall have the right during the term of this Agreement and for four (4) years from the date of final payment for goods or services provided under this Agreement, to audit the books and records of Contractor for the purpose of verifying any and all charges made by Contractor in connection with Contractor compensation under this Agreement, including termination of Contractor. Contractor agrees to maintain sufficient books and records in accordance with generally accepted accounting principles to establish the correctness of all charges submitted to City. Any expenses not so recorded shall be disallowed by City. Contractor shall bear the

cost of the audit if the audit determines that there has been a substantial billing deviation in excess of five (5) percent adverse to the City.

Contractor shall submit to City any and all reports concerning its performance under this Agreement that may be requested by City in writing. Contractor agrees to assist City in meeting City's reporting requirements to the State and other agencies with respect to Contractor's Services hereunder.

14. HOLD HARMLESS/INDEMNIFICATION

- A. To the extent permitted by law, Contractor agrees to protect, defend, hold harmless and indemnify City, its City Council, commissions, officers, employees, volunteers and agents from and against any claim, injury, liability, loss, cost, and/or expense or damage, including all costs and attorney's fees in providing a defense to any such claim or other action, and whether sounding in law, contract, tort, or equity, in any manner arising from, or alleged to arise in whole or in part from, or in any way connected with the Services performed by Contractor pursuant to this Agreement – including claims of any kind by Contractor's employees or persons contracting with Contractor to perform any portion of the Scope of Services – and shall expressly include passive or active negligence by City connected with the Services. However, the obligation to indemnify shall not apply if such liability is ultimately adjudicated to have arisen through the sole active negligence or sole willful misconduct of City; the obligation to defend is not similarly limited.
- B. Contractor's obligation to protect, defend, indemnify, and hold harmless in full City and City's employees, shall specifically extend to any and all employment-related claims of any type brought by employees, contractors, subcontractors or other agents of Contractor, against City (either alone, or jointly with Contractor), regardless of venue/jurisdiction in which the claim is brought and the manner of relief sought.
- C. To the extent Contractor is obligated to provide health insurance coverage to its employees pursuant to the Affordable Care Act ("Act") and/or any other similar federal or state law, Contractor warrants that it is meeting its obligations under the Act and will fully indemnify and hold harmless City for any penalties, fines, adverse rulings, or tax payments associated with Contractor's responsibilities under the Act.

15. INSURANCE REQUIREMENTS

During the term of this Agreement, and for any time period set forth in Exhibit C, Contractor shall provide and maintain in full force and effect, at no cost to City, insurance policies as set forth in Exhibit C.

16. WAIVER

Contractor agrees that waiver by City of any one or more of the conditions of performance under this Agreement shall not be construed as waiver(s) of any other condition of performance under this Agreement. Neither City's review, acceptance nor payments for any of the Services required under this Agreement shall be constructed to operate as a waiver of any rights under this Agreement or of any cause of action arising out of the performance of this Agreement.

17. NOTICES

All notices to the Parties shall, unless otherwise requested in writing, be sent to City addressed as follows:

City of Santa Clara Department of Public Works
Attention: Ken Winland, Facilities Division
1500 Warburton Avenue
Santa Clara, CA 95050
and by e-mail at kwinland@santaclaraca.gov

And to Contractor addressed as follows:

Impec Group, LLC
Attn: Richard Peterson
3350 Scott Blvd, Bldg. 8
Santa Clara, CA 95054
and by e-mail at rpeterson@impecgroup.com

The workday the e-mail was sent shall control the date notice was deemed given. An e-mail transmitted after 1:00 p.m. on a Friday shall be deemed to have been transmitted on the following business day.

18. COMPLIANCE WITH LAWS

Contractor shall comply with all applicable laws and regulations of the federal, state and local government, including but not limited to "The Code of the City of Santa Clara, California" ("SCCC"). In particular, Contractor's attention is called to the regulations regarding Campaign Contributions (SCCC Chapter 2.130), Lobbying (SCCC Chapter 2.155), Minimum Wage (SCCC Chapter 3.20), Business Tax Certificate (SCCC section 3.40.060), and Food and Beverage Service Worker Retention (SCCC Chapter 9.60), as such Chapters or Sections may be amended from time to time or renumbered. Additionally Contractor has read and agrees to comply with City's Ethical Standards (<http://santaclaraca.gov/home/showdocument?id=58299>).

19. CONFLICTS OF INTEREST

Contractor certifies that to the best of its knowledge, 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 is familiar with the provisions of California Government Code section 87100 and following, and certifies that it does not know of any facts which would violate these code provisions. Contractor will advise City if a conflict arises.

20. FAIR EMPLOYMENT

Contractor shall not discriminate against any employee or applicant for employment because of race, sex, color, religion, religious creed, national origin, ancestry, age, gender, marital status, physical disability, mental disability, medical condition, genetic information, sexual orientation, gender expression, gender identity, military and veteran status, or ethnic background, in violation of federal, state or local law.

21. NO USE OF CITY NAME OR EMBLEM

Contractor shall not use City's name, insignia, or emblem, or distribute any information related to services under this Agreement in any magazine, trade paper, newspaper or other medium without express written consent of City.

22. GOVERNING LAW AND VENUE

This Agreement shall be governed and construed in accordance with the statutes and laws of the State of California. The venue of any suit filed by either Party shall be vested in the state courts of the County of Santa Clara, or if appropriate, in the United States District Court, Northern District of California, San Jose, California.

23. SEVERABILITY CLAUSE

In case any one or more of the provisions in this Agreement shall, for any reason, be held invalid, illegal or unenforceable in any respect, it shall not affect the validity of the other provisions, which shall remain in full force and effect.

24. AMENDMENTS

This Agreement may only be modified by a written amendment duly authorized and executed by the Parties to this Agreement.

25. COUNTERPARTS

This Agreement may be executed in counterparts, each of which shall be deemed to be an original, but both of which shall constitute one and the same instrument.

The Parties acknowledge and accept the terms and conditions of this Agreement as evidenced by the following signatures of their duly authorized representatives.

CITY OF SANTA CLARA, CALIFORNIA
a chartered California municipal corporation

Approved as to Form: _____

Dated: _____

GLEN R. GOOGINS
City Attorney

Office of the City Manager
City of Santa Clara
1500 Warburton Avenue
Santa Clara, CA 95050
Telephone: (408) 615-2210
Fax: (408) 241-6771

“CITY”

IMPEC GROUP, INC.
a California corporation

Dated: _____

By (Signature): _____

Name: Richard Peterson

Title: Senior Director of Customer Solutions

Principal Place of Business Address: 3350 Scott Blvd., Bldg. 8

Santa Clara, CA 95054

Email Address: rpeterson@impecgroup.com

Telephone: (650) 421-5054

Fax: N/A

“CONTRACTOR”

EXHIBIT A1 SCOPE OF SERVICES

The Services to be performed for the City by the Contractor under this Agreement are set forth below.

1. OVERVIEW

Contractor will furnish all labor, tools, equipment, materials, transportation, and supervision to perform janitorial services citywide in support of the Department of Public Works Facilities Division (Facilities) as specified herein. Contractor will:

- 1.1. Engage in business reviews as requested by the City to discuss performance and business issues.
- 1.2. Render services in accordance with the following guidelines:
 - 1.2.1. Effective and efficient staffing
 - 1.2.2. Systemized, professional, and consistent processes
 - 1.2.3. Reliable and responsive services
 - 1.2.4. Health, safety, and environmental focus
 - 1.2.5. Positive customer experience
 - 1.2.6. Transparent pricing and billing
 - 1.2.7. Innovation
- 1.3. “Consumables” and “Supplies” shall include, but not be limited to, all cleaning supplies, disinfectants, paper towels, toilet paper, hand soap, seat cover paper products, etc. required for cleaning and restocking City facilities as described herein.
- 1.4. “Equipment” shall include, but not be limited to, cleaning rags, wet floor signage, barricades, cleaning equipment, mops, brooms, vacuum cleaners, carpet cleaning machines, buffers, etc. required for the performance of work as described herein.
- 1.5. The City reserves the right to add or remove sites throughout the term of the agreement(s) at its own discretion.
- 1.6. City Contact Structure:
 - 1.6.1. The City’s Facilities Manager will be the main point of contact for any overall changes to the scope of services or contract discussions, excluding Commerce and Peddler’s Plaza.
 - 1.6.2. Each site will have one City contact (“City Site Contact”) that the Contractor will coordinate with on a daily basis.

1.6.3. The City will provide contact information upon execution of the agreement.

1.7. Refer to Exhibit A3 for site Addresses.

2. GENERAL REQUIREMENTS

2.1. All Contractor's employees shall be fully trained and qualified to perform the services specified in this agreement.

2.2. The City assumes no responsibility for loss or damage to equipment owned or operated by Contractor, its agents, or employees.

2.3. Contractor shall assign an account service/support representative who shall be responsible for managing services as specified herein, including escalation management as may be applicable.

2.4. All work shall be performed on the days and frequencies as indicated in Exhibit A2, Site Service Frequency. The City periodically may reschedule the work as required to maintain the maximum cleaning level of its facilities.

2.5. Contractor shall provide a list of all employees assigned to each site. All site supervisors shall be available by cell phone during work hours.

2.6. City reserves the right to conduct background checks on all employee's assigned to the City.

2.6.1. Additionally, there will be a separate background check for Contractor's employees assigned to sites for the Santa Clara Police Department (SCPD). This background check will be conducted by SCPD.

2.7. Employee Appearance: Contractor's employees shall wear uniforms that clearly identify Contractor's logo. Uniforms must consist of a top with Contractor's logo, pants, closed toe shoes that are industry standard for non-slip. If jackets or sweaters are worn, they must coordinate with the uniform and clearly display Contractor's logo. Uniforms shall be clean, groomed and neat, and free from tears, holes, frayed edges, and body odor. Employees shall project a professional, neat, and clean appearance always.

2.8. Upon City's request, Contractor shall promptly replace its employees for reasons including, but not limited to misconduct and poor performance.

2.9. Contractor's staff is prohibited from using tobacco products, illegal drugs, or alcohol on City premises. Smoking is permitted 25 feet or more from City property or within areas designated for smoking.

- 2.10. Contractor's Account Manager and On-site Supervisor shall meet with the City's Facilities Maintenance Manager, as needed, to review work sites to ensure compliance with contract specifications.
- 2.11. Contractor shall be responsible to obtain all necessary permits and licenses, etc. required for performance of this project, give all necessary notices, pay all fees required by law, and comply with all laws, ordinances, rules and regulations relating to the work and to the preservation of the public health and safety.

3. CONSUMABLES AND ENVIRONMENTAL PREFERRED PRODUCTS

- 3.1. Consumables, including but not limited to toilet paper, hand soap, paper towels, seat covers, wet floor signage, barricades, cleaning supplies, etc., are to be stocked at each janitorial closet daily by Contractor, where janitorial closets are designated by the City for such purposes. Currently products such as toilet paper, hand soap and paper towels are stocked at the City's warehouse located at 1705 Martin Avenue. Contractor is required to deliver such products to each specific site on a regular basis by Contractor.
- 3.2. Contractor shall provide the City with a target inventory of supplies for each storage closet or location and ensure the actual inventory is kept current. It is the Contractor's responsibility to ensure the consumable inventory at each site is kept at sufficient levels to meet service requirements.
- 3.3. Contractor may be requested to procure and furnish all consumables at the City's discretion during the term of the contract.
- 3.4. Environmentally Preferable Products: To the extent possible any consumables provided by Contractor shall follow the City's Environmental Preferable Procurement Policy, with particular focus on the product content, extended producer responsibility, and environmental product standards elements of the policy. Please refer to <https://www.santaclaraca.gov/our-city/departments-a-f/finance/purchasing/sustainable-purchasing-policy#!/>.
 - 3.4.1. All products are subject to City review and approval.
 - 3.4.2. Contractor shall provide the City with a list of products and the percentage of recycled material these products contain, upon City's request. Also, the Contractor shall provide the City with manufacturer's contact information including persons and phone numbers.

4. BUILDING SECURITY

- 4.1. Keys to City building/sites requiring janitorial service will be provided to Contractor as necessary. Contractor shall guarantee that the buildings/sites are securely locked at all times during and after work is performed. Lost keys shall be immediately reported to the designated City Site Contact.

- 4.2. Contractor's employees shall not prop open building doors. If a situation requires a door to be propped open (i.e., delivery of equipment, etc.) then Contractor must supervise the open door at all times.
- 4.3. Contractor shall lock all doors and windows that provide access to the facility or office when cleaning is completed.

5. SAFETY AND TRAINING

- 5.1. Contractor shall accomplish all work in accordance with these specifications and in conformance with all applicable Occupational Safety and Health Administration (OSHA) standards, rules, regulations, and orders established by the federal government, State of California, County of Santa Clara, and the City of Santa Clara.
- 5.2. Contractor shall provide ongoing comprehensive training for its employees. All Contractor's employees shall be trained in methods and materials for general cleaning such as restroom care, carpet care, hard surface floor care, and special area cleaning. Training programs shall include, but not limited to, workplace safety, material safety data sheets, Cal-OSHA (California Occupational Safety and Health Administration) regulations, bio-hazard cleanup, and all other applicable safety regulations. Upon request, Contractor shall provide the City a report showing the training provided for janitorial staff assigned to the City. Contractor:
 - 5.2.1. Must provide any required Personal Protective Equipment (PPE) to employees and must ensure that all PPE is used and maintained in a sanitary and reliable condition.
 - 5.2.2. Must utilize cleaning methodologies and PPE to prevent/minimize cross contamination.
 - 5.2.3. Contractor's employees must be trained in biohazard cleaning and methodology (i.e. needles, blood, etc.) as required.
 - 5.2.4. Will develop, implement, and maintain an operations and maintenance safety plan. This plan shall be subject to review and approval by the City Facilities Manager.
 - 5.2.5. Will provide Material Safety Data Sheets (MSDS) to the City for review and approval of all cleaning products and substances that will be used by the Contractor on the job site. Contractor shall change any unapproved products or substances used as directed by the City Facilities Manager at no additional cost to City. MSDS sheets shall also be placed in janitorial closets.

6. HAZARDOUS WASTE

- 6.1. As used herein "hazardous materials" shall mean any and all (a) substances, products, byproducts, waste, or other materials of any nature or kind

whatsoever which is or becomes listed, regulated or addressed under any environmental laws, and (b) any materials, substances, products, by-products, waste, or other materials of any nature or kind whatsoever whose presence in and of itself or in combination with other materials, substances, products, by-products, or waste may give rise to liability under any environmental law or any statutory or common law theory based on negligence, trespass, intentional tort, nuisance, strict or absolute liability or under any reported decisions of any state or federal court; and (c) any substance, product, by-product, waste or any other material which may be hazardous or harmful to the air, water, soil, environment or affect industrial hygiene, occupational, health, safety and/or general welfare conditions, including without limitation, petroleum and/or asbestos materials, products, by-products, or waste.

- 6.2. "Environmental laws" shall mean and include all federal, state, and local laws, statutes, ordinances, regulations, resolutions, decrees, and/or rules now or hereinafter in effect, as may be amended. from time to time, and all implementing regulations, directives, orders, guidelines, and federal or state court decisions, interpreting, relating to, regulating or imposing liability (including, but not limited to, response, removal, remediation and damage costs) or standards of conduct or performance relating to industrial hygiene, occupational, health, and/or safety conditions, environmental conditions, or exposure to, contamination by, or clean-up of, any and all hazardous materials, including without limitation, all federal or state superfund or environmental clean-up statutes.
- 6.3. Contractor shall not store, use, or dispose of hazardous materials on City property, nor cause, permit or allow any officer, agent, employee, contractor, permittee, or invitee of Contractor to store, use or dispose of hazardous materials on City property. Contractor shall immediately notify City of any hazardous material release which occurs on City property, regardless of whether the release was caused by or results from Contractor's activities or is in a quantity that would otherwise be reportable to a public agency.

7. CLEANING REQUIREMENTS AND STANDARDS

7.1. Definitions

- 7.1.1. Auto Scrubbing – Using a machine to clean hard floor surfaces or other related hard surfaces. Auto scrubbing is satisfactorily performed when all surfaces are without embedded dirt, cleaning solution, film, debris, stains and marks, or standing water, and floor has a uniformly clean appearance.
- 7.1.2. Clean – The act of removing dirt and other impurities from a surface, if required.
- 7.1.3. Damp Mop – Using a moist mop to remove all dirt, dust, spots, streaks, stains, smudges, litter, gum, hard water deposits and other

extraneous matter from a floor or similar surface. A satisfactorily damp mopped floor is free of dirt, dust, marks, film, streaks, debris, and/or standing water. The Contractor will provide enough barricades, traffic cones and proper slip hazard signs for each floor area being cleaned to adequately protect public and/or passersby. Water to be renewed/changed when changing between areas.

- 7.1.4. Dispenser – A mechanical device attached to a restroom wall or partition which is used to dispense soap, towels, feminine hygiene products, toilet paper, toilet seat covers, etc.
- 7.1.5. Disinfect – Cleaning in a manner that destroys harmful micro-organisms by the application of an approved “green” chemical agent.
- 7.1.6. Dust Mop – Using a dry mop to pick up and remove loose contamination and soil from the surface of a hard floor or similar surface. A satisfactorily dust mopped floor is free of all dirt, dust, lint and debris. Contractor shall use appropriate tools and methods to mitigate air borne contaminants.
- 7.1.7. Fixture – Toilets, urinals, sinks (including faucets), counters and backsplashes or any other device attached to a restroom wall, floor or ceiling.
- 7.1.8. Hard Surface - Brick, terrazzo, ceramic tile, marble, etc.
- 7.1.9. Partition – A barrier between restroom stalls and walls or dividers within a facility which do not touch the ceiling.
- 7.1.10. Sanitize – To bring to a state of cleanliness.
- 7.1.11. Scrub – Vigorous cleaning performed by a machine or by hand with a scrub brush. Scrubbing is satisfactorily performed when all surfaces are without embedded dirt, cleaning solution, film, debris, stains and marks, or standing water, and floor has a uniformly clean appearance. For floor care, the scrubbing method used must be sufficient to clean all grout and/or uneven floor surfaces.
- 7.1.12. Wet and Dry Spills – Must be cleaned, sanitized, and dried immediately. Wet floor signage shall be placed around the area while cleaning is in progress.
- 7.1.13. Spot Clean – Cleaning areas that contain dirty spots, fingerprints, stains, smudges, etc., with an approved “green” cleaner without causing discoloration, staining, or damage.
- 7.1.14. Spray Buff – A method of touching up areas of flooring where the finish has worn. Using a floor polishing machine, synthetic fiber pad and spray equipment, worn areas are sprayed with a fine mist of 50% water and 50% floor finish and immediately buffed.

- 7.1.15. Wet Mop – Same as “damp mop” except that the mop is soaked with water to remove gum, tar, and similar substance on a floor or similar surface.
 - 7.1.16. Wipe – Using a damp cloth, wipe designated surface to remove all dirt, dust, lint, spots, smudges, etc.
 - 7.1.17. Vacuum – Completely removing lint, dust, loose soil, and debris from a surface using an industrial vacuum cleaner.
- 7.2. Surface Cleaning Standards – Contractor shall clean City Facilities in accordance with the following cleaning standards.
- 7.2.1. Dusting: A properly dusted surface is free of all dirt and dust, streaks, lint, and cobwebs. Dusting shall be accomplished with properly treated cloths and apparatuses. All surfaces shall be dusted. All sensitive and electronic surfaces shall be avoided. No personal or individual office equipment or supplies will be moved or disturbed.
 - 7.2.2. Plumbing Fixtures and Dispenser Cleaning: Plumbing fixtures (i.e. toilets, sink basins, urinals, faucets, etc.) and dispensers are clean when free of all deposits and stains so that the item is left without dust, streaks, film, odor, or stains and has a bright and uniform appearance. Care shall be taken to ensure that cleaning chemicals do not harm, dull, or mar chrome finishes and do not scratch porcelain fixtures and do not harm or stain finishes of walls or stalls.
 - 7.2.3. Porcelain Cleaning: All stains from porcelain fixtures shall be cleaned with a pumice stone or white/green scouring pads.
 - 7.2.4. Metal Cleaning: All cleaned metal surfaces are with without deposits or tarnish and with a uniformly bright appearance, free from spots, fingerprints, smudges, and streaks. All auto tracks, thresholds, jabs shall be cleaned. Oil may never be used on stainless steel to clean.
 - 7.2.5. Glass Cleaning: Glass is clean when all glass surfaces are without streaks, film, deposits, and stains, and have a uniformly bright appearance and adjacent surface including mullions and windowsills have been wiped clean. Dark or tinted glass is to be included in cleaning services.
 - 7.2.6. Spot Cleaning Fabrics: All stains, gum, food debris, sticky substances, vomit, trash, biohazards spills, and other substances shall be removed from the fabric on chairs, benches, and other surfaces as necessary, using proper cleaning products that do harm the fabric fibers and ensure complete spot removal and cleaning of cushions, underneath, in-between.
 - 7.2.7. Drinking Fountains, Checkpoint Liquid Drain Stations, and Hydration Stations/Surfaces: Drinking fountains and bottle filling

stations shall be free of streaks, stains, spots, smudges, scale, and other removable soil, and present a uniformly bright appearance. Clean and disinfect all polished metal surfaces including the orifices and drain. Care shall be taken to prevent overspray or damage to other surrounding finishes or walls. Surrounding walls, floors, and other surfaces shall be kept clean and free of streaks, water spots and stains.

7.2.8. Public and Courtesy Telephones/Surfaces: Public telephones and surrounding areas shall present a clean appearance free of dust, dirt stains, debris, graffiti, and smudges. Telephones shall be cleaned and sanitized and left with a uniformly bright appearance.

7.3. Floor Care Cleaning Standards: The following standards are not to be construed as complete. Any items not specifically included but found necessary to properly care for all floor surfaces, shall be included as though written into these specifications. Deep cleaning of floors shall be completed once a year.

7.3.1. Flooring shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition.

7.3.2. All floor cleaning shall include space under and behind all furniture, waste receptacles, machines, etc. Stanchions shall be moved and placed back in the same configuration after work is completed. Contractor is responsible for moving and replacing all furniture and small items in the areas to be cleaned and for ensuring the items are returned to the original positions after cleaning.

7.3.3. If auto scrubbing is utilized, the method must be sufficient to clean all grout and uneven floor surfaces. Contractor shall incorporate detail mopping of corners, edges, around furniture, plants etc. and removal of any water left behind from the machine.

7.3.4. Concrete Floor Areas: Concrete floor areas are to be swept free of all dirt and dust, litter and debris removed, and spot cleaned as required. Scrub coated concrete floor surfaces as needed to maintain surfaces free of embedded soiling, film, removable stains, gum, marks, and standing water. Trash and, seating and other movable items will be shifted for complete cleaning of floor surface and returned to original positions. Floor shall have a uniformly clean appearance. Dust and clean all ledges, edges and maintain walls, railings, and windows per standards listed herein.

7.3.5. Carpet Floor Surface Standards: Carpets shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition. Upon completion of routine work, carpet shall be free of debris, soil, and dust and shall present a uniform and bright appearance when dry. Practices shall be implemented to prevent damage to carpet fibers. All carpets are to be maintained

utilizing means and methods that are in accordance with manufacturers recommendations. Utilization of cleaning and care methods prohibited by manufacturers is forbidden.

- 7.3.5.1. Contractor is responsible for the appropriate care and cleaning the interior and exterior walk-off mats. After service, the mats shall be free of all visible lint, litter, and soil. Soil underneath entrance mats shall be removed, rubber backing shall be cleaned to prevent mats from shifting or "walking," and clean mats returned to their normal location.
- 7.3.5.2. Contractor is responsible for moving and replacing all furniture, seating, waste receptacles, and non-stationary objects in the areas to be cleaned, to ensure the entire floor surface will be cleaned. Carpet odors are to be removed, and carpet is to be left smelling fresh and clean. All carpet coverings in public traffic areas shall be dry by 4:00 a.m. Interim cleaning shall be performed as necessary to provide for carpets free of spots and accumulated dirt and grime.
- 7.3.5.3. Chairs, trash and recycling receptacles, tables, benches, and any other non-fixed items shall be tipped or moved where necessary to allow for cleaning of the whole surface and shall then be placed back into their original positions after the carpets are adequately dry.
- 7.3.6. Hard Floor Surface Standards: Hard floors shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition. The result of all hard floor cleaning procedures is to leave all surfaces free of dust, dirt soil, gum, cleaning agents, and all removable stains. Care shall be taken to avoid damaging any hard floor surface irrespective of the cleaning technique employed.
 - 7.3.6.1. Hard floor surfaces which have been swept, mopped, or cleaned with an auto scrubber shall present a uniformly clean appearance with no evidence of surface spoilage or spotting.
 - 7.3.6.2. Floors shall be dry prior to any metal objects being placed back on the floor so as not to allow any rust to form on the floor. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items.
 - 7.3.6.3. Contractor is responsible for moving and replacing all furniture and small items in the area to be cleaned.
 - 7.3.6.4. All finished floor areas will be polished with non-skid

products to a high sheen with an acceptable floor buffer or burnisher as needed to sufficiently maintain maximum gloss on flooring that does not have an intended matte finish. All residual dust from this process will be removed from the floor, edges, and baseboards, and surrounding surfaces will be buffed.

7.3.7. Annual Floor Cleaning Services:

- 7.3.7.1. Work shall be scheduled in such a way that it does not disrupt the functions and normal day-to-day operations of City facilities
- 7.3.7.2. The City's Facilities Department staff will assist in moving furniture for annual floor cleaning.
- 7.3.7.3. Chairs, trash and recycling receptacles, tables, benches, and any other non-fixed items shall be tipped or moved where necessary to allow for cleaning of the whole surface and shall then be placed back into their original positions after floor are adequately dry.
- 7.3.7.4. Carpet: Shampooing/Deep cleaning of carpets shall be performed to remove embedded dirt and grime, to lift carpet pile, and to return carpets to a clean, bright, and uniform appearance. Ensure proper drying of carpets.
- 7.3.7.5. Hard Floor: Stripping and waxing of hard floors shall be performed to provide a clean, sanitary hard surface removed of all dirt, grime, and stains. All finished floor areas shall be polished with non-skid products to a high sheen with an acceptable floor buffer or burnisher as needed to sufficiently maintain maximum gloss on flooring that does not have an intended matte finish.

8. AS-NEEDED SUPPLEMENTAL SERVICES:

- 8.1. The City may require Contractor to perform additional janitorial services on an as- needed basis. Supplemental services shall not be utilized for any core services that were unsatisfactorily performed, which Contractor shall address at no additional cost.
- 8.2. As-needed supplemental services shall include City events as requested by the City.
- 8.3. Contractor shall not begin any requested as-needed supplemental service until Contractor has received approval from the City Site Contact.
- 8.4. Labor rates for supplemental services shall be fully burdened inclusive of labor, equipment, and profit margin. There shall be no additional "mark-up" on labor costs. If some or all of the supplemental services are subcontracted

to a subcontractor pre-approved by the City, billing for the supplemental services shall be submitted to the City by the Contractor.

- 8.5. Consumables (if applicable) shall be provided by the Contractor at cost.
- 8.6. Contractor shall invoice separately for all supplemental work and provide back-up for the labor hours and consumables used.
- 8.7. Contractor shall furnish the City's Site Contact with completed supplemental work reports no later than seven calendar days following completion of the supplemental work.
- 8.8. The City Site Contact shall compare Contractor's invoices and completed supplemental work reports and, if necessary, make adjustments. When agreed upon by both the City's Site Contact and Contractor, this shall be the basis of payment for the supplemental work performed.

9. TRANSITION PLAN

- 9.1. Contractor shall provide a thorough transition plan for systematically phasing in equipment and services with minimal service disruptions. The implementation control schedule must detail the process, dates, and locations to complete implementation by July 1, 2023. During transition Contractor shall keep the City's Facilities Manager aware of the status of the transition.
- 9.2. The implementation process shall be coordinated and executed in adherence to City approval of the implementation control schedule. Implementation project elements shall include, but not be limited to; determine service requirements, forecast/order/ship supplies and equipment, supply control documents and identify open issues.
- 9.3. Contractor shall cooperate fully with the City in the transition of management, maintenance, and operational services from the prior contractor, if different.
- 9.4. The City's Worker Retention Ordinance applies to this contract. The ordinance can be found at: <https://www.santaclaraca.gov/our-city/government/governance/city-initiatives/worker-retention>.

10. AGREEMENT PHASE OUT

- 10.1. Beginning on or about 90 calendar days prior to the Agreement expiration/termination, City will audit the level of maintenance and service performed.
- 10.2. Upon expiration/termination of the Agreement or discontinuance of employment of any of Contractor's employee's working on the Agreement, all keys (clearly marked bysite), security badging, and all other City-issued

equipment, office space, vehicles, computers, radios, etc. shall be surrendered to the City.

11. CONTRACT PERFORMANCE

- 11.1. Performance Standards: Where a performance standard has been specified, that standard shall apply. Where none has been specified, the services shall be performed to a commercially reasonable standard as determined by the City.
- 11.2. Service Deficiencies: Contractor shall be notified by phone or email when work has not been completed as per the scope defined herein and in other related exhibits. If Contractor has not responded to make required corrections within twenty-four (24) hours after notification, the City's Representative shall have the authority to perform the work necessary to bring the facility to a proper condition and the Contractor will be charged for the cost of the services.

12. SPECIFIC SERVICE REQUIREMENTS FOR SANTA CLARA CONVENTION CENTER COMPLEX

In addition to the requirements specified in Sections 1- 11 herein, Section 31 of Exhibit A2, Site Service Frequency, Contractor shall adhere to the following requirements specified to the Santa Clara Convention Center Complex District (Convention Center Complex).

- 12.1. For this site the City has an agreement with a property management company that is responsible for the day to day operations of the exterior of the Convention Center Complex. Services for this site shall be coordinated through the City's Property Manager contact.
- 12.2. Contractor's employees assigned to this site must attend the Contractor's training program on the District's facilities, unique features, public relations etiquette, complaint procedures, care and use of uniforms, etc. Contractor's employees who have not received this training shall not be permitted to work on this site.
- 12.3. Work Schedule:
 - 12.3.1. Contractor shall maintain a consistent site presence seven (7) days a week, including holidays (except Thanksgiving and Christmas).
 - 12.3.2. Hours may change or additional hours may be added as-needed
 - 12.3.3. High pressure water washing services shall be coordinated between the City's Property Manager and Contractor (restrictions may apply).
 - 12.3.4. All work shall be performed on the frequencies and service times indicated in Exhibit A2, Site Service Frequency.

- 12.4. On an as-needed basis, Contractor shall perform high pressure water washing services for granite, concrete, exposed aggregate, bomanite, sidewalk and patio surfaces, interior and exterior trash receptacles, pedestrian bridge and garage structure elevator bays and stairwells. Hardscape pressure washing requirements are as follows:
- 12.4.1. Professional 3000-PSI hot water power washing equipment or other equipment approved by City's property manager shall be used to pressure wash entryways and main walkways.
 - 12.4.2. Hardscape areas shall be cleaned of dirt, stains, gum, oil, tar, and residue.
 - 12.4.3. Accumulated water remaining after the cleaning shall be removed completely so that no puddling exists.
 - 12.4.4. Until dry, the areas, where practical, shall be barricaded or otherwise isolated.
 - 12.4.5. Clean all areas up to the entrance doors of each building. This includes, but not limited to, steps, handicap ramps, side entrances, etc.
 - 12.4.6. Only uncontaminated potable water may flow into surface drains. No cleaning agents or water contaminated from petroleum waste or any other hazardous waste may be allowed to flow into the surface drains. Contractor shall comply with all National Pollutant Discharge Elimination System requirements and other legal requirements regarding containment of discharge into the storm drain system. Commercial Best Management Practices for surface cleaning are to be followed and Contractor must be certified by the Bay Area Stormwater Management Agencies Association.
 - 12.4.7. All trash, debris, tar, freestanding oil, grease, liquids, "green waste," food, cigarette butts, stains, liquids, blood, bird defecation, broken glass, and other materials, substances, and contaminants shall be removed from hardscapes prior to cleaning operations.
 - 12.4.8. At the beginning of cleaning operations, Contractor shall place approved signage and/or barricades at appropriate locations to alert patrons that cleaning is taking place and that the walkways may be slippery. At all times Contractor shall safe guard the public from conditions made unsafe by Contractor's operations.
 - 12.4.9. During cleaning operations, if Contractor notices a hazardous condition, Contractor shall make the area safe by barricading the area and notify the City's property manager immediately. It shall be the City's responsibility to remedy the unsafe condition unless the Contractor created the condition.
 - 12.4.10. The nozzle pressure of equipment shall not be so great as to dislodge tile/paver grout or cause damage to hardscapes.

- 12.4.11. If the nozzle pressure of equipment used to loosen and clean hardscapes is insufficient to thoroughly wash the surface, scrub brushes and cleaners may be required to remove the materials and produce a thoroughly clean surface.
- 12.4.12. All cleaned surfaces shall be rinsed and no fine grit or grime shall be allowed to remain.
- 12.4.13. Glass surfaces, which may get wet as a result of cleaning operations, shall be hand-dried immediately after the conclusion of the operation.
- 12.4.14. All materials/debris generated by the pressure washing shall be collected and placed in Contractor's onsite trash container or removed from the site.

EXHIBIT A2
SITE SERVICE FREQUENCY

1. GENERAL INFORMATION

- 1.1. Contractor will perform services per the frequency specified within this document. Any changes to frequency of service must be approved by the City representative.
- 1.2. Unless otherwise noted, Contractor shall perform services five days per week after normal business hours.
- 1.3. Please see the table below for code descriptions for service frequency:

Code for Service Frequency	
AR	As Required
D	Daily (per visit)
EOD	Every Other Day
M	Monthly
Q	Quarterly
TM	Twice Monthly
TW	Twice Weekly
TY	Twice Yearly
W	Weekly
Y	Yearly

- 1.4. Buildings shall have windows cleaned, floors stripped and waxed, and deep carpet cleaning one (1) time per year unless otherwise noted.
- 1.5. All buildings shall have the individual trash receptacles located in offices/cubicles emptied one (1) time per week.

2. SITES REQUIRING DAY PORTER AND/OR NIGHT PORTER

The below table identifies the sites and schedule for Day Porter and Night Porter services:

Site	Day Porter	Night Porter
Central Library	Monday – Saturday: 7:00 a.m. – 3:30 p.m. (One Day Porter) Tuesday – Thursday: 3:30 p.m. – 8:30 p.m. (One Day Porter)	Not Required
Mission Library	Monday – Friday: 7:00 a.m. – 3:30 p.m. (Note that Mission Library is closed on Fridays so	Not Required

Site	Day Porter	Night Porter
	the Day Porter for this site would report to the Central Library on Fridays)	
Northside Library	Tuesday – Thursday: 9:00 a.m. – 5:30 p.m. Friday & Saturday: 7:00 a.m. – 3:30 p.m.	Not Required
Police Administration Building	- M - F: 8:00 a.m. - 4:30 p.m.	- M - F: 6:00 p.m. - 2:30 a.m. - Saturday: 2:00 p.m. - 5:00 p.m. - Sunday: 2:00 p.m. - 5:00 p.m.
City Hall & Corporation Yard Electric	- M - F: 8:00 a.m. – 5:00 p.m. (1 Day Porter to handle both sites)	Not Required
Santa Clara Convention Center Complex	<u>Monday (2 Day Porters):</u> Shift: 7:30 a.m. – 4:00 p.m. Shift: 7:00 a.m. – 3:30 p.m. <u>Tuesday (1 Day Porter):</u> Shift: 7:00 a.m. – 3:30 p.m. <u>Wednesday (2 Day Porters):</u> Shift: 7:30 a.m. – 4:00 p.m. Shift: 7:00 a.m. – 3:30 p.m. <u>Thursday (2 Day Porters):</u> Shift: 7:00 a.m. – 3:30 p.m. Shift: 12:00 p.m. – 4:00 p.m. <u>Friday (2 Day Porters):</u> Shift: 7:30 a.m. – 4:00 p.m. Shift: 7:00 a.m. – 3:30 p.m. Shift: 12:00 p.m. – 4:00 p.m. <u>Saturday (2 Day Porters):</u> Shift: 7:30 a.m. – 4:00 p.m. Shift: 8:00 a.m. – 12:00 p.m. <u>Sunday (2 Day Porters):</u> Shift: 7:30 a.m. – 4:00 p.m. Shift: 8:00 a.m. – 12:00 p.m. **Total of 96 Hours	Not Required

3. SERVICE FREQUENCY FOR CITY HALL EAST AND WEST WINGS

CITY HALL - EAST AND WEST WINGS Day Porter (See Section 2 Above for hours) and (Service after 5:00 p.m.) (Five days per week, M-F)	
General Cleaning Duties	Frequency Code
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	TW
Dust and clean doors, doorframes, and hardware	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	TW
Wet mop floors	W
Rest Rooms	Frequency Code
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
Floors	Frequency Code
Tile Floors: Buff and spot wax 50% of total area to maintain appearance	M
Tile Floors: Strip and wax	Y
Carpet cleaning	Y
Cafeteria	Frequency Code
Wet mop tile floors	D
Clean tabletops and chairs	D
Return tables and chairs to proper position	D
Dust vending machines	W

CITY HALL - EAST AND WEST WINGS Day Porter (See Section 2 Above for hours) and (Service after 5:00 p.m.) (Five days per week, M-F)	
Miscellaneous Items	Frequency Code
OPEN DOORS FOR AFTER HOURS MEETINGS	AR
LOCK ALL EXTERIOR DOORS PROMPTLY AT 5 PM	D
Return lobby furniture and equipment to proper arrangement	D
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Clean all windows - inside and out	Y
Council Chambers	Frequency Code
All General Cleaning Duties as noted above.	
Clean and dust desks, cabinets, floors, and furniture	TW
Open doors before meetings and secure them after meetings (Not responsible for securing doors for meetings beyond midnight and doors are not to be secured while a meeting is in progress)	D
Return all chairs to proper arrangement	D
Conference Rooms	Frequency Code
All General Cleaning Duties as noted above.	
Clean and dust desks, cabinets, floors, and furniture	TW
Clean chalk/white boards and trays	TW
Return all chairs to proper arrangement	D

4. SERVICE FREQUENCY FOR BERMAN BUILDING AND COURT HOUSE BUILDING

BERMAN BUILDING AND COURTHOUSE BUILDING (Service after 5:00 p.m.) (Five days per week, M-F)	
General Cleaning Duties	Frequency Code
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	TW
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	TW
Wet mop floors	W

BERMAN BUILDING AND COURTHOUSE BUILDING (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
<i>Conference Rooms</i>	<i>Frequency Code</i>
All General Cleaning Duties as noted above.	
Clean and dust desks, cabinets, floors, and furniture	TW
Clean chalk/white boards and trays	TW
Return all chairs to proper arrangement	D
Empty Trash Receptacles	D
<i>Floors</i>	<i>Frequency Code</i>
Tile Floors: Buff and spot wax 50% of total area to maintain appearance	M
Tile Floors: Strip and wax	Y
Carpet cleaning	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Return lobby furniture and equipment to proper arrangement	D
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Clean all windows - inside and out	Y

5. SERVICE FREQUENCY FOR TRITON MUSEUM

TRITON MUSEUM (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D

TRITON MUSEUM (Service after 5:00 p.m.) (Five days per week, M-F)	
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware.	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpeted	TW
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
<i>Tile Floors</i>	<i>Frequency Code</i>
Buff and spot wax 50% of total area to maintain appearance	M
Strip and wax	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Clean all windows - inside and out	Y

6. SERVICE FREQUENCY FOR HEADEN INMAN HOUSE, JAMISON-BROWN HOUSE, AND PAVILIONS

HEADEN INMAN HOUSE, JAMISON-BROWN HOUSE, AND PAVILIONS (On the grounds of the Triton Museum) (Service after 5:00 p.m.) (Service frequency listed below per site)	
HEADEN INMAN HOUSE - TUESDAY OF EACH WEEK JAMISON-BROWN HOUSE-TWICE MONTHLY PAVILIONS -FRIDAY OF EACH WEEK (Two restrooms, HI and Pavilions)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains.	W
Dust mop floors and stairwells	W
Dust and clean doors, door frames, and hardware.	W
Empty trash receptacles (common areas)	W
Spot damp mop floors	W
Sweep and clean entrance areas.	W
Vacuum carpets	TM
Wet mop floors (special care on hardwood at Jamison-Brown)	W
Clean kitchen area (Jamison-Brown)	TM
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	W
Clean and sanitize sinks, toilets, and urinals	W
Empty sanitary napkin receptacles	W
Empty trash receptacles	W
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	D
Clean shower (Jamison Brown)	D
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	W
Maintain janitorial closets in a clean and orderly condition	W
Maintain area around the dumpster in a clean condition.	W
Clean all windows - inside and out	Y
Follow alarm system procedure to secure the building	D

7. SERVICE FREQUENCY FOR CENTRAL LIBRARY

CENTRAL LIBRARY (See Section 2 above for shift hours.)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop slate and all resilient floors and stairwells	D
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles/replace liners (common areas-including 2nd floor patio)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets including elevators	EOD
Spot treat carpet to remove stains, gum, etc.	W
Dust windowsills/window coverings/furniture tops	W
Wipe down fireplace enclosure	D
Wipe down stairwell handrails/elevator walls/check out machines/coffee/kitchenette counters and sinks/queuing device	D
Dust bookshelves (rotate weekly dusting of all books)	W
Vacuum chairs/cushions and spot clean furniture	EOD
Clean interior glass on both sets of entry doors	D
Clean elevator doors/wall of fingerprints both inside and out	EOD
Spot clean all vertical services	EOD
Vacuum air grills and vents	M
Sanitize transaction top at Circulation Desk	D
<i>Slate Floors and Carpet Floors</i>	<i>Frequency Code</i>
Clean slate floors per manufacturer's recommendations	Y
Steam clean carpet areas	Y
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles/fill and clean receptacles	D
Empty trash receptacles/replace liners	D
Fill all paper dispensers/replenish soap dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	D
Clean and disinfect diaper changing area	D
Dust light fixtures	D

CENTRAL LIBRARY (See Section 2 above for shift hours.)	
Scrub floors using manufacturer's recommendations	Q
Floors	Frequency Code
Tile Floors: Buff and spot wax 50% of total area to maintain appearance	M
Tile Floors: Strip and Wax	Y
Carpet Cleaning	Y
Miscellaneous Items	Frequency Code
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps.	EOD
Clean all windows - inside and out	Y

8. SERVICE FREQUENCY FOR NORTHSIDE LIBRARY

NORTHSIDE LIBRARY (See Section 2 above for shift hours.)	
General Cleaning Duties	Frequency Code
Clean and sanitize drinking fountains	D
Dust mop slate and all resilient floors and stairwells	D
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles/replace liners (common areas-incl. 2nd fl. Patio)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets including elevators	EOD
Spot treat carpet to remove stains, gum, etc.	W
Dust windowsills/window coverings/furniture tops	W
Wipe down fireplace enclosure	D
Wipe down stairwell handrails/elevator walls/check out machines/coffee/kitchenette counters and sinks/queuing device	D
Dust bookshelves (rotate weekly dusting of all books)	W
Vacuum chairs/cushions and spot clean furniture	EOD
Clean interior glass on both sets of entry doors	D
Clean elevator doors/wall of fingerprints both inside and out.	EOD
Spot clean all vertical services	EOD

NORTHSIDE LIBRARY (See Section 2 above for shift hours.)	
Vacuum air grills and vents	M
Sanitize transaction top at Circulation Desk	D
<i>Slate Floors/Carpet</i>	<i>Frequency Code</i>
Clean slate floors per manufacturer's recommendations	Y
Steam clean carpet areas	Y
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles/fill and clean receptacles	D
Empty trash receptacles/replace liners	D
Fill all paper dispensers/replenish soap dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	D
Clean and disinfect diaper changing area	D
Dust light fixtures	D
Scrub floors using manufacturer's recommendations	Q
<i>Tile Floors</i>	<i>Frequency Code</i>
Tile Floors: Buff and spot wax 50% of total area to maintain appearance	M
Tile Floors: Strip and wax	Y
Carpet cleaning	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps.	EOD
Clean all windows - inside and out.	Y

9. SERVICE FREQUENCY FOR MISSION LIBRARY

MISSION LIBRARY (See Section 2 above for shift hours.)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	TW
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets.	TW
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
<i>Floors</i>	<i>Frequency Code</i>
Tile Floors: Buff and spot wax 50% of total area to maintain appearance	M
Tile Floors: Strip and Wax	Y
Carpet Cleaning	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps.	TW
Clean all windows - inside and out	Y

10. SERVICE FREQUENCY FOR EMERGENCY OPERATIONS CENTER/COMMUNICATIONS

EMERGENCY OPERATIONS CENTER/COMMUNICATIONS (Service after 5:00 p.m.) (One day per week)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	W
Dust mop floors and stairwells	W
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles (common areas)	W
Spot damp mop floor	W
Sweep and clean entrance areas	W
Vacuum carpets	W
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work.	W
Clean and sanitize sinks, toilets, and urinals	W
Empty sanitary napkin receptacles	W
Empty trash receptacles	W
Fill sanitary napkin dispensers	W
Fill all paper dispensers	W
Sanitize and damp mop floors	W
Spot clean walls and partitions as required	W
Clean walls and partitions.	W
<i>Floors</i>	<i>Frequency Code</i>
Tile Floors: Buff and spot wax 50% of total area to maintain appearance	M
Tile Floors: Strip and Wax	Y
Carpet Cleaning	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	W
Maintain janitorial closets in a clean and orderly condition	W
Maintain area around the dumpster in a clean condition	W
Sweep or vacuum stairwells and ramps	W
Clean all windows - inside and out	Y

11. SERVICE FREQUENCY FOR COMMUNICATIONS SHOP

COMMUNICATIONS SHOP (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	TW
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	TW
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions.	M
<i>Tile Floors</i>	<i>Frequency Code</i>
Buff and spot wax 50% of total area to maintain appearance	M
Strip and Wax	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps.	TW
Clean all windows - inside and out	Y

12. SERVICE FREQUENCY FOR POLICE ADMINISTRATION BUILDING

POLICE ADMINISTRATION BUILDING (7 Days Per Week. See Section 2 above for shift hours.)	
<i>Entrances, Lobbies and Reception Areas</i>	<i>Frequency Code</i>
Empty trash receptacles (common areas)	D
Remove trash or debris from outside area adjacent to entrance	D
Remove cigarette butts and smooth sand in ash trays	D
Dust mop and wet mop tiled areas inside and outside of lobby	EOD
Vacuum carpet areas and mats; remove gum and soil spots.	TW
Disinfect drinking fountains	D
Clean entrance door glass	D
Clean surface of counter tops	D
Reset furniture to proper position	D
Clean glass partitions, display cases, and interior door glass	M
Spot clean walls	W
Dust Furniture, fire closets, and extinguishers	W
<i>Entrances, Lobbies and Reception Areas (continued)</i>	<i>Frequency Code</i>
Restore high luster finish on non-carpeted floors	M
High dust vents, lights, pipes, venetian blinds, connecting and horizontal wall surfaces	M
Deep clean carpet using truck-mounted water injection method	Y
<i>Corridors</i>	<i>Frequency Code</i>
Remove trash	D
Dust mop and wet mop hard surface areas	EOD
Remove soil spots, heel marks, gum or food from floor surface	D
Disinfect drinking fountains	D
Clean surface of counter tops opening into corridors	D
Reset furniture to proper position	D
Clear glass partitions, display cases, door hardware and door glass	M
Spot clean walls	W
Dust furniture, pictures, and extinguishers	W
Restore high luster finish on non-carpeted floors	M
High dust vents, lights, pipes, window covering, and connecting and horizontal wall surfaces	M
<i>Restrooms and Locker Rooms</i>	<i>Frequency Code</i>
(Public Rest Rooms)	

POLICE ADMINISTRATION BUILDING (7 Days Per Week. See Section 2 above for shift hours.)	
Check cleanliness, confirm adequate supplies. Sign confirmation log	4 HR
Empty waste receptacles and change liners	D
Restock dispensers: Soap, paper towel, toilet tissue and sanitary napkins	D
Clean mirrors: clean and disinfect urinals and stools; clean basins. Polish stainless steel and chrome surfaces	D
Spot clean walls, lockers, benches and partitions	D
Dust mop and wet mop floors with disinfectant solution	D
Damp clean and polish partitions thoroughly	W
Remove graffiti	W
Pour at least one gallon of water down floor drains	W
Dust wall and ceiling vents	W
Clean doors and wall tile	W
De-scale fixtures	M
Scrub floor with floor scrubber	M
Clean windows and window ledges	M
Shower Rooms	Frequency Code
Remove foreign matter and soap	D
Clean and disinfect floors	D
Flush floor with clear water and squeegee dry	D
Disinfect shower walls	D
Clean beneath shower mats	D
Clean and disinfect mats	D
Clean handles, shower heads and other fixture hardware.	TW
Scrub and disinfect shower room walls. Remove scum from walls	TW
Clean all other room surfaces	M
Offices	Frequency Code
Dust desk lamps, bookshelves, and furniture tops that are clear	D
Clean doors, door glass, door hardware, and telephones	D
Dust mop and wet mop tiled floors	D
Vacuum and remove spots from carpeted floors	D
Empty common trash receptacles	D
High dust coat racks, clocks, window ledges, pipes, vents, hard window coverings, vertical and horizontal wall surfaces	M
Restore high luster finish on non-carpeted floors	M
Remove spots from walls, workstation partitions, fabric chairs and sofas	M

POLICE ADMINISTRATION BUILDING (7 Days Per Week. See Section 2 above for shift hours.)	
Conference Rooms	Frequency Code
Empty waste receptacles and replace liners	D
Clean chalkboards/whiteboards	D
Clean tabletop	D
Reset furniture to proper position	D
Vacuum traffic patterns on carpeted floors, remove gum and soil spots	D
Dust mop and wet mop tiled floors	D
Clean glass in doors and partitions	D
Dust furniture surfaces and damp clean tabletops	W
Vacuum carpeted areas thoroughly.	W
Clean door surfaces.	W
Restore high luster finish on non-carpeted floors	W
High dust vents, lights, pips, venetian blinds, and connecting vertical and horizontal wall surfaces	M
Deep clean carpet using truck-mounted water injection method	Y
Stairways	Frequency Code
Dust mop and wet mop steps	D
Dust handrails and windows ledges.	W
Clean risers and ledges	W
High dust vents, lights, pips, venetian blinds, and connecting vertical and horizontal wall surfaces	M
Elevators	Frequency Code
Sweep and wet mop tiled floors	D
Vacuum carpeted floors; remove gum and soil spots	D
Polish stainless steel and spot clean walls and doors	D
Restore high luster finish on non-carpeted floors	M
Vacuum door tracks and clean vents	M
Damp clean walls and doors thoroughly	M
Clean light fixtures and ceiling panels.	M
Laboratories	Frequency Code
Note: Waste receptacles containing hazardous items mixed with paper trash are not to be emptied.	
Empty waste receptacles and replace liners	D
Clean chalk boards/white boards and trays	D

POLICE ADMINISTRATION BUILDING (7 Days Per Week. See Section 2 above for shift hours.)	
Rearrange chalk/markers and erasers	D
Dust mop and wet mop floors with disinfectant solution.	TW
Clean doors, glasses, and mirrors	W
Restore high luster finish on non-carpeted floors	M
Dust vertical surfaces and vents	M
<i>Computer Rooms and Copy Rooms</i>	<i>Frequency Code</i>
Empty waste receptacles and replaces liners	D
Dust mop and wet mop tiled floors	D
Vacuum carpeted floors, remove gum and soil spots	D
Dust all horizontal furniture	W
Thoroughly vacuum vents, partitions, and under and around computers	W
Clean all door surfaces	W
High dust clocks, window ledges, pipes, venetian blinds, connecting vertical and horizontal wall surfaces	M
Restore high luster finish on non-carpeted floors	M
<i>Lunchrooms and Break Rooms</i>	<i>Frequency Code</i>
Clean tabletops with disinfectant	D
Empty waste receptacles and replace liners	D
Dust mop and wet mop tiled areas	D
Vacuum carpeted areas and mats, remove gum and soil spots	D
Disinfect drinking fountains	D
Reset furniture to proper position	D
Clean glass partitions, display cases, and interior door glass	W
Spot clean walls	W
Dust furniture, fire closets and extinguishers	W
Restore high luster finish on non-carpeted floors	W
High dust vents, lights, pipes, venetian blinds, and connecting vertical and horizontal wall surfaces	TM
Thoroughly clean furniture	M
<i>Shop Areas and Storage Areas</i>	<i>Frequency Code</i>
Empty waste receptacles and replace liners	D
Dust mop or sweep floors	D
Spot mop floors	D
Dust sills and ledges; spot clean walls	M
Mop floors with detergent.	M

POLICE ADMINISTRATION BUILDING (7 Days Per Week. See Section 2 above for shift hours.)	
<i>Kennel Area</i>	<i>Frequency Code</i>
Machine scrub with disinfectant	D
Clean offices to contract standards	D
Clean stainless steel	W
<i>Jail (Detention Area)</i>	<i>Frequency Code</i>
Wet mop floors with disinfectant. (Germicidal, bactericidal)	D
Spot clean walls and benches	D
Pour at least one gallon of water down floor drains	D
Clean mirrors; clean and disinfect urinals and stools; clean basins	D
Polish stainless steel and/or chrome surfaces	D
Clean walls, benches and cell bars with disinfectant.	W
Machine scrub floors with disinfectant.	W
<i>Jail (Non-Detention Area)</i>	<i>Frequency Code</i>
Empty waste receptacles and replaces liners	D
Dust mop and wet mop tiled floors	D
Vacuum carpeted floors, remove gum and soil spots	D
Spot clean walls and counter tops	D
Thoroughly vacuum vents, partitions, and under and around computers	W
Clean door surfaces.	W
High dust clocks, window ledges, pipes, connecting vertical and horizontal wall surfaces	M
Restore high luster finish on non-carpeted floors	M
<i>Windows</i>	<i>Frequency Code</i>
Clean all windows, inside and out	Y
<i>Hard Surface Floors</i>	<i>Frequency Code</i>
Hard Surface Floors: Strip and Wax	Y
Carpet Cleaning	Y

13. SERVICE FREQUENCY FOR PISTOL RANGE

PISTOL RANGE 2 DAYS PER WEEK SERVICE (Service after 5:00 p.m.)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	TW
Dust mop floors and stairwells	W
Dust and clean doors, door frames, and hardware	W
Empty common trash receptacles	TW
Spot damp mop floors.	TW
Sweep and clean entrance areas.	TW
Vacuum carpets	W
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	TW
Clean and sanitize sinks, toilets, and urinals	TW
Empty sanitary napkin receptacles	TW
Empty trash receptacles	TW
Fill sanitary napkin dispensers	TW
Fill all paper dispensers	TW
Sanitize and damp mop floors	TW
Spot clean walls and partitions as required	TW
Clean walls and partitions	M
<i>Tile Floors</i>	<i>Frequency Code</i>
Buff and spot wax 50% of total area to maintain appearance	M
Strip and Wax	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets.	TW
Maintain janitorial closets in a clean and orderly condition	TW
Maintain area around the dumpster in a clean condition	TW
Sweep or vacuum stairwells and ramps	W
Clean all windows - inside and out	Y

14. SERVICE FREQUENCY FOR RIVERMARK POLICE SUBSTATION

RIVERMARK POLICE SUBSTATION (Service after 5:00 p.m.) (Five days per week, M-F)	
General Cleaning Duties	Frequency Code
Clean and Sanitize Drinking Fountains	D
Dust mop floors and stairwells	TW
Dust and clean doors, door frames, and hardware	W
Empty common trash receptacles	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum any carpeting	W
Wet mop floors	W
Clean entrance door glass inside and outside	W
Rest Rooms	Frequency Code
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	W
Shower Rooms	Frequency Code
Remove foreign matter and soap	TW
Clean and disinfect floors	TW
Flush floor with clear water and squeegee dry	TW
Disinfect shower walls.	TW
Clean beneath shower mats.	TW
Clean and disinfect mats.	TW
Clean handles, shower heads and other fixture hardware	TW
Scrub and disinfect shower room walls/remove wall scum	TW
Clean all other surfaces	M
Tile Floors	Frequency Code
Buff and spot wax 50% of area to maintain appearance	M

RIVERMARK POLICE SUBSTATION (Service after 5:00 p.m.) (Five days per week, M-F)	
Strip and wax	Y
Miscellaneous	Frequency Code
Spot clean fire hose cabinet	D
Maintain janitorial closet in clean and orderly condition	D
Maintain area around dumpster in a clean condition	D
Sweep and vacuum any stairwells and/or ramps	TW
Clean all windows inside and out	Y

15. SERVICE FREQUENCY FOR STREETS DEPARTMENT TREE/SOLID WASTE OFFICES

STREETS DEPARTMENT TREE/SOLID WASTE OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
General Cleaning Duties	Frequency Code
Spot damp mop floors	D
Sweep/clean entrance areas	D
Wet mop floors	W
Remove gum and soil spots on mats	D
Clean interior and exterior door glass	D
Reset furniture if moved	D
Clean surface of counter tops	D
Restore high luster finish on non-carpeted floors	M
Clean all floor, wall, and ceiling vents	M
Empty common waste receptacles and replace liners	D
Dust mop and spot wet mop tile floors	TW
Clean all windows - inside and out.	Y
Floors	Frequency Code
Buff and spot wax 50% of total area to maintain appearance	M
Strip and Wax, Carpet Cleaning	Y
Carpet Cleaning	Y

16. SERVICE FREQUENCY FOR TRAFFIC SIGN SHOP

TRAFFIC SIGN SHOP (One day/week cleaning after 5:00 p.m.)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	W
Dust mop floors and stairwells	W
Dust and clean doors, door frames, and hardware	TM
Spot damp mop floors	W
Sweep and clean entrances	W
Vacuum carpets	TM
Remove cigarette butts and smooth sand in ashtrays	W
Remove gum and soil spots on carpets and mats	W
Clean interior and exterior glass on entrance doors	W
Reset any furniture after cleaning	W
Clean surface of countertops	W
Empty common waste receptacles and replace liners	W
Dust mop and spot wet mop tile floors	W
Clean all floor, wall and ceiling vents	M
Wet mop concrete floors	W
<i>Shop and Storage Areas</i>	<i>Frequency Code</i>
Clean and sanitize sink	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	W
Clean and sanitize sinks, toilets, and urinals	W
Empty trash receptacles and change liners	W
Fill all paper dispensers	W
Sanitize and damp mop floors	W
Spot clean walls and partitions as required	W
Clean all windows - inside and out.	Y
Fill all soap dispensers	W
Polish stainless steel and chrome surfaces	W
Pour at least one gallon of water down floor drains	W
Clean walls and partition	M
Descale fixtures	AR
Scrub floor with floor scrubber	AR

TRAFFIC SIGN SHOP (One day/week cleaning after 5:00 p.m.)	
<i>Tile Floors</i>	<i>Frequency Code</i>
Buff and spot wax 50% of area to maintain appearance	W
Wet mop floor.	W
Strip and wax	Y
<i>Break Room</i>	<i>Frequency Code</i>
Clean and sanitize tabletops	W
Empty waste receptacles and replace liners	W
Disinfect drinking fountains	W
<i>Corridors and Stairwell</i>	<i>Frequency Code</i>
Remove trash	W
Dust mop and spot wet mop hard surface areas	W
Remove soil spots, heel marks, gum and/or food from floor surface	W

17. SERVICE FREQUENCY FOR AUTOMOTIVE SERVICES OFFICES AND STREET DEPARTMENT YARD OFFICES

AUTOMOTIVE SERVICES OFFICES AND STREET DEPARTMENT YARD OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	TW
Dust and clean doors, door frames, and hardware.	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets.	TW
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D

AUTOMOTIVE SERVICES OFFICES AND STREET DEPARTMENT YARD OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls, partitions, and lockers in locker room	M
Floors	Frequency Code
Tile Floors: Buff and spot wax 50% of total area to maintain appearance	M
Tile Floors: Strip and Wax	Y
Carpet Cleaning	Y
Shower Rooms	Frequency Code
Remove foreign matter and soap	TW
Clean and disinfect floors	TW
Flush floor with clear water and squeegee dry	TW
Disinfect shower stalls	TW
Clean beneath shower mats.	TW
Clean and disinfect mats	TW
Clean handles, shower heads and other fixture hardware	TW
Scrub and disinfect shower room walls/remove wall scum	TW
Clean all other surfaces.	M
Locker Room/Break Room	Frequency Code
Wipe and sanitize tables	D
Clean all windows	Y
Miscellaneous Items	Frequency Code
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps.	TW
Clean all windows - inside and out.	Y

18. SERVICE FREQUENCY FOR FIRE HEADQUARTERS AND ANNEX BUILDING - STATION #1

FIRE HEADQUARTERS AND ANNEX BUILDING - STATION #1 (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	TW
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	D
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	
<i>Floors</i>	<i>Frequency Code</i>
Tile Floors: Buff and spot wax 50% of total area to maintain appearance	W
Tile Floors: Strip and Wax	Y
Carpet Cleaning	Y
<i>Shower Rooms</i>	<i>Frequency Code</i>
Remove foreign matter and soap	D
Clean and disinfect floors	D
Flush floor with clear water and squeegee dry	D
Disinfect shower walls	D
Clean beneath shower mats	D
Clean and disinfect mats	D
Clean handles, shower heads and other fixture hardware	TW

FIRE HEADQUARTERS AND ANNEX BUILDING - STATION #1 (Service after 5:00 p.m.) (Five days per week, M-F)	
Scrub and disinfect shower room walls. Remove wall scum	TW
Clean all other room surfaces	M
Miscellaneous Items	Frequency Code
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps	D
Clean all windows - inside and out	Y

19. SERVICE FREQUENCY FOR FIRE TRAINING CENTER/OFFICES AT FIRE STATION #2

FIRE TRAINING CENTER/OFFICES AT FIRE STATION #2 (Service after 5:00 p.m.) (Five days per week, M-F)	
General Cleaning Duties	Frequency Code
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware.	W
Empty common trash receptacles	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	D
Wet mop floors	W
Clean entrance door glass inside and outside	W
Restrooms	Frequency Code
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin receptacles	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions.	M
Shower Rooms	Frequency Code
Remove foreign matter and soap	D

FIRE TRAINING CENTER/OFFICES AT FIRE STATION #2 (Service after 5:00 p.m.) (Five days per week, M-F)	
Clean and disinfect floors	D
Flush floor with clear water and squeegee dry	D
Disinfect shower walls	D
Clean beneath shower mats	D
Clean and disinfect mats	D
Clean handles, shower heads, and other fixture hardware	TW
Scrub and disinfect shower room walls/remove wall scum.	TW
Clean all other room surfaces	M
<i>Elevators</i>	
	<i>Frequency Code</i>
Sweep and wet mop tiled floors	D
Vacuum carpeted floors; remove gum and soil spots	D
Polish stainless steel and spot clean walls and doors	D
Restore high luster finish on non-carpeted floors	M
Vacuum door tracks and clean vents	M
Damp clean walls and doors	M
Clean light fixtures and ceiling panels	M
<i>Miscellaneous Items</i>	
	<i>Frequency Code</i>
Spot clean fire hose cabinets	D
Maintain janitorial closets in a neat and orderly condition	D
Maintain area around dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps	D
Clean all windows inside and out	Y
Tile Floors: Strip and wax	Y
Carpet Cleaning	Y

20. SERVICE FREQUENCY FOR CORPORATION YARD ELECTRIC CENTER AND WATER CENTER OFFICES

CORPORATION YARD ELECTRIC AND WATER CENTER OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties - Offices and Assembly Rooms</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	D

CORPORATION YARD ELECTRIC AND WATER CENTER OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
Wet mop floors	W
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
<i>Floors</i>	<i>Frequency Code</i>
Tile Floors: Buff and spot wax 50% of total area to maintain appearance	W
Tile Floors: Strip and wax	Y
Carpet Cleaning	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps	D
Clean all windows - inside and out	Y

21. SERVICE FREQUENCY FOR CABLE SHOP (UNDERGROUND BUILDING)

CABLE SHOP (UNDERGROUND BUILDING) (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties - Offices and Assembly Rooms</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	D
Wet mop floors	W

CABLE SHOP (UNDERGROUND BUILDING) (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
<i>Tile Floors</i>	<i>Frequency Code</i>
Buff and spot wax 50% of total area to maintain appearance	W
Strip and wax	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps	D
Clean all windows - inside and out	Y

22. SERVICE FREQUENCY FOR SEWER DEPARTMENT OFFICES

SEWER DEPARTMENT OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties - Offices and Assembly Rooms</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware.	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	D
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D

SEWER DEPARTMENT OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
<i>Tile Floors</i>	<i>Frequency Code</i>
Buff and spot wax 50% of total area to maintain appearance	W
Strip and wax	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps	D
Clean all windows - inside and out	Y

23. SERVICE FREQUENCY FOR METER CALIBRATION OFFICES

METER CALIBRATION OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties - Offices and Assembly Rooms</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	D
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
<i>Tile Floors</i>	<i>Frequency Code</i>

METER CALIBRATION OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
Buff and spot wax 50% of total area to maintain appearance	W
Strip and wax	Y
<i>Miscellaneous Items</i>	<i>Frequency Code</i>
Spot clean fire hose cabinets	D
Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Sweep or vacuum stairwells and ramps	D
Clean all windows - inside and out	Y

24. SERVICE FREQUENCY FOR UTILITIES TRAILER (OFFICE/SHOWER TRAILER)

UTILITIES TRAILER (OFFICE/SHOWER TRAILER) (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware.	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	D
Wet mop floors	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
<i>Shower Rooms</i>	<i>Frequency Code</i>
Remove foreign matter and soap	D
Clean and disinfect floors	D
Flush floor with clear water and squeegee dry	D
Disinfect shower walls	D
Clean beneath shower mats	D

UTILITIES TRAILER (OFFICE/SHOWER TRAILER) (Service after 5:00 p.m.) (Five days per week, M-F)	
Clean and disinfect mats	D
Clean handles, shower heads and other fixture hardware	TW
Scrub and disinfect shower room walls. Remove scum from walls	TW
Clean all other room surfaces	M

25. SERVICE FREQUENCY FOR BERRYESSA ADOBE

BERRYESSA ADOBE (Service after 5:00 p.m.) (Two days per month)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Dust mop and vacuum floors	TM
Dust and clean doors, door frames, and hardware	TM
Empty common area trash receptacles	TM
Spot damp mop floors and wet mop	TM
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	TM
Clean and sanitize sinks, toilets, and urinals	TM
Empty sanitary napkin receptacle/replenish as required	TM
Empty trash receptacles	TM
Fill all paper dispensers	TM
Sanitize and damp mop floors	TM
Spot clean walls and partitions	TM
Thoroughly clean walls and partitions	TM
<i>Floors</i>	<i>Frequency Code</i>
Buff and spot wax 50% of total area to maintain appearance	W
Strip and wax floors	Y

26. SERVICE FREQUENCY FOR DVR POWER PLANT CONTROL ROOM/OFFICES

DVR POWER PLANT CONTROL ROOM/OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware	D
Empty common area trash receptacles	D

DVR POWER PLANT CONTROL ROOM/OFFICES (Service after 5:00 p.m.) (Five days per week, M-F)	
Spot damp mop floors & wet mop	D
Rest Rooms	Frequency Code
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacle/replenish as required	D
Empty trash receptacles	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions	D
Thoroughly clean walls and partitions	M
Floors	Frequency Code
Buff and spot wax 50% of total area to maintain appearance	W
Strip and wax floors	Y
Conference Rooms	Frequency Code
All General Cleaning Duties as described above	
Clean and dust desks, tables, cabinets, and furniture	D
Lunchroom/Break Rooms	Frequency Code
Clean tabletops with disinfectant	D
Empty waste receptacles and replace liners	D
Dust mop and wet mop floor areas	D
Shower Rooms	Frequency Code
Remove foreign matter and soap	D
Clean and disinfect floors	D
Flush floor with clear water and squeegee dry	D
Disinfect shower walls	D
Clean underneath shower mats	D
Clean and disinfect mats	D
Clean handles, shower heads, and other fixture hardware	TW
Scum and disinfect shower room walls. Remove wall scum	TW
Clean all other shower room surfaces	M

27. SERVICE FREQUENCY FOR SENIOR CENTER

SENIOR CENTER (Five Days Per Week Service: Monday – Friday) Monday and Wednesday after 7:30 pm Tuesday, Thursday, and Friday after 3:30 pm	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop vinyl floors	D
Dust mop emergency stairwells	W
Wet mop emergency stairwells	M
Wet mop vinyl floors	D
Sweep and clean entrance areas	D
Vacuum entry mats	D
Vacuum carpets/stairs	D
Maintain janitorial closets in a clean and orderly condition	D
Dust and clean doors, doorframes, and hardware	W
Clean walls	M
<i>Building Windows</i>	<i>Frequency Code</i>
Clean all interior windows - inside and out (April and Oct)	TY
<i>Floors</i>	<i>Frequency Code</i>
Vinyl/Tile Floors: Buff and spot wax 50% of total area to maintain appearance	M
Vinyl/Tile Floors: Strip and wax	Y
Carpet cleaning	Y
<i>Entry Lobbies & Reception Lounges</i>	<i>Frequency Code</i>
Wet mop tile floors.	D
Vacuum carpet flooring.	D
Vacuum entry mats.	D
Clean tabletops and chairs.	D
Return tables and chairs to proper position.	D
Dust book shelving and display cases	W
Clean floors and walls of elevators	W
Clean walls	M
<i>Offices</i>	<i>Frequency Code</i>
Vacuum carpet	D
Remove trash	D
Dust horizontal surfaces	D
Spot clean window partitions	D
Dust and clean doors, doorframes, and hardware	W

SENIOR CENTER
(Five Days Per Week Service: Monday – Friday)
Monday and Wednesday after 7:30 pm
Tuesday, Thursday, and Friday after 3:30 pm

Classroom 149		Frequency Code
Wet mop floor		D
Remove trash		D
Wipe down horizontal surfaces (window ledges, counters, sinks)		D
Rest Rooms		Frequency Code
Clean mirrors and bright work		D
Clean and sanitize sinks, toilets, and urinals		D
Empty sanitary napkin receptacles		D
Empty trash receptacles		D
Fill sanitary napkin dispensers		D
Fill all paper dispensers		D
Sanitize and wet mop floors		D
Spot clean walls and partitions as required		D
Clean walls and partition		W
Deep clean floor		M
Locker Room, Restroom, Showers, and Family Showers		Frequency Code
Clean mirrors and bright work.		D
Clean and sanitize sinks, toilets, and urinals		D
Empty sanitary napkin receptacles		D
Empty trash receptacles		D
Fill sanitary napkin dispensers		D
Fill all paper dispensers		D
Sanitize and wet mop floors		D
Spot clean walls and partitions as required		D
Sanitize shower walls and wet mop floors		D
Clean walls and partitions		W
Deep clean floor		M
Fitness Areas and Equipment		Frequency Code
Wet mop rubber floors		D
Sanitize equipment handles and seating areas		D
Clean and dust exercise equipment, machines, and furniture		W
Clean mirrors and bright work		W
Clean walls and partitions		M
Deep Clean rubber floors		W
Dust and clean doors, doorframes, and hardware		W
Coffee Bar		Frequency Code

SENIOR CENTER (Five Days Per Week Service: Monday – Friday) Monday and Wednesday after 7:30 pm Tuesday, Thursday, and Friday after 3:30 pm	
Clean and sanitize counter tops	D
Clean sink	D
Wet mop floors	D
Spot clean cabinets and wall surfaces	D
Spot clean refrigerator and freezer doors and surfaces.	D
Clean walls	M
<i>Kitchen</i>	<i>Frequency Code</i>
Sweep floor	D
Wet Mop floor	D
<i>Hallways and Corridors</i>	<i>Frequency Code</i>
Dust mop floors	D
Dust mop emergency stairwells	TW
Wet mop vinyl/tile floors	D
Vacuum carpet flooring and stairs	D
Spot clean fire house cabinets	D
Spot clean all interior windows - inside and out	M
Clean all interior windows - inside and out	TY
Clean walls and partitions	M
Dust and clean doors, doorframes, and hardware	W
SECOND FLOOR AREAS (SENIOR CENTER)	
<i>Hallways and Corridors</i>	<i>Frequency Code</i>
Dust mop emergency stairwells	TW
Vacuum carpet: flooring and stairs	D
Spot clean fire house cabinets	D
Spot clean all interior windows -inside and out	M
Clean all interior windows - inside and out (April/Oct.)	TY
Clean walls and partitions	M
Dust and clean doors, doorframes, and hardware	W
<i>Offices</i>	<i>Frequency Code</i>
Vacuum carpet	D
Remove trash	D
Dust horizontal surfaces	D
Spot clean window partitions	D
Dust and clean doors, doorframes, and hardware	W
Restroom in office 210	TW
• Clean mirrors and bright work	TW

SENIOR CENTER (Five Days Per Week Service: Monday – Friday) Monday and Wednesday after 7:30 pm Tuesday, Thursday, and Friday after 3:30 pm	
• Clean and sanitize sinks, toilets	TW
• Empty trash receptacles	TW
• Fill all paper dispensers	TW
• Sanitize and wet mop floors	TW
• Spot clean walls as required	TW
• Clean walls	TW
• Deep clean floor	M
<i>Case Management Waiting Area</i>	<i>Frequency Code</i>
Vacuum carpet	D
Clean tabletops and chair	D
Return tables and chairs to proper position	D
Dust and clean doors, doorframes, and hardware	W
<i>Classrooms 222, 232, 205</i>	<i>Frequency Code</i>
Dust mop vinyl/wood floors	D
Wet mop vinyl/wood floors	TW
Clean Mirrors	D
Remove trash	D
Dust horizontal surfaces	D
Dust and clean doors, doorframes, and hardware	D
Vacuum carpet flooring	D
Spot clean window partitions	D
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and wet mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	W
Deep clean floor	M

28. SERVICE FREQUENCY FOR HARRIS LASS HISTORIC HOUSE

HARRIS LASS HISTORIC HOUSE (1 Day Per Week Service)	
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	W
Clean and sanitize sinks, toilets, and urinals	W
Empty sanitary napkin receptacles	W
Empty trash receptacles	W
Fill sanitary napkin dispensers	W
Fill all paper dispensers	W
Sanitize and damp mop floors	W
Spot clean walls and partitions as required	W
Clean walls and partitions	W

29. SERVICE FREQUENCY FOR GEORGE F. HAINES INTERNATIONAL SWIM CENTER

GEORGE F. HAINES INTERNATIONAL SWIM CENTER (6 Days Per Week, After 10:00 p.m.)	
<i>Men's and Shower and Rest Room Area</i>	
<i>Shower Area</i>	<i>Frequency Code</i>
Clean and disinfect shower walls	D
Clean shower fixtures	D
Pick up trash	D
Clean shower room drain covers	D
Clean blue non-slip mats	D
Dust and clean all vents	Every Friday
Spot clean walls and doors	D
Wipe clean all light switches and doorknobs/handles	D
Clean and disinfect shower floors	D
Machine scrub shower room floors - machine provided by the City. (One area completed each night. Alternating between men's and women's rooms)	D
<i>Rest Rooms</i>	<i>Frequency Code</i>
Replace trash liners and empty trash	D
Clean and polish all stainless steel dispensers	D
Empty, clean, polish, and disinfect sanitary napkin receptacles	D
Fill all dispensers	D
Clean and sanitize all fixtures, fittings, toilets, and urinals	D
Clean and polish the mirror and vanity surface	D
Clean restroom partitions	D
Dust and clean all vents	Every Friday
Sweep and damp mop floor with disinfectant	D

GEORGE F. HAINES INTERNATIONAL SWIM CENTER (6 Days Per Week, After 10:00 p.m.)	
Spot clean walls and doors	D
Clean drinking fountain	D
Machine scrub shower room floors - machine provided by the City. (One area completed each night. Alternating between men's and women's rooms)	D

30. SERVICE FREQUENCY FOR SILICON VALLEY POWER ADMINISTRATIVE OFFICES

SILICON VALLEY POWER ADMINISTRATIVE OFFICES (Service After 5:00 pm) (Five days per week, M-F)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust and wet mop tile floor in lobby	D
Dust mop floors	TW
Dust and clean glass doors and hardware in lobby	D
Dust and clean doors, doorframes, and hardware	W
Clean interior office windows and glass doors	W
Empty trash receptacles and recycling (all areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Spot clean and vacuum carpets	D
Wet mop floors	W
Clean refrigerator and freezer inside, doors, and surfaces	D
Dust Blinds	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles.	D
Fill sanitary napkin dispensers (on countertop)	D
Fill all soap and paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions	D
Clean walls and partitions	M
<i>Kitchen</i>	<i>Frequency Code</i>
Wet mop VCT floor	D
Clean tabletops and chairs.	D
Return tables and chairs to proper position	D

SILICON VALLEY POWER ADMINISTRATIVE OFFICES (Service After 5:00 pm) (Five days per week, M-F)	
Dust vending machines	W
Clean microwave (inside and outside)	D
Clean refrigerator (inside and outside)	D
Replenish paper towels	D
Empty recycling and trash	D
Conference and Training Rooms	Frequency Code
All General Cleaning Duties as noted above.	
Clean and dust desks, cabinets, floors, and furniture	D
Clean chalk/white boards and trays	TW
Return all chairs to proper arrangement.	D
Additional Services	Frequency Code
Clean exterior windows	Y
Clean refrigerators outside of break room	AR
Buff and wax VCT flooring	Y
Shampoo carpets	Y
Clean interior partition glass	AR

31. SERVICE FREQUENCY FOR SANTA CLARA CONVENTION CENTER COMPLEX

SANTA CLARA CONVENTION CENTER COMPLEX (See Section 2 above for service times)	
General Cleaning Duties	Frequency Code
Clean and dust railings on stairs	W
Clean and dust railings on parking garage third floor perimeter	W
Clean elevator cabs in parking garage	W
Pick up litter from tree wells, garage, sidewalks, bridges, throughways, surface parking lots; remove gum spills, and other foreign substances	D
Empty trash receptacles/change liners. Provide the number of receptacles done daily and how many done more often. Total of 59. (receptacles by the hotel shall be cleared more frequently)	D
Clean exterior of trash containers	D
Spot mop stains	D
Brush cobwebs from ceiling light fixtures (garage) twice per day	D
Clean cobwebs from trees, signs and light fixtures	TW
Empty metal ash urns; remove debris and replenish sand in the containers with sand:	W

SANTA CLARA CONVENTION CENTER COMPLEX (See Section 2 above for service times)	
Blow debris from front entry apron of each building and from under the edges of mission city ballroom (the green building at convention center); and walkways	D
Wipe bollards	D
Clean bird droppings	D
Clean fire extinguisher boxes	W
Dust light fixtures under canopy (space frame) up to 12 feet	W
Damp wipe parking lot pole light bases and parking gate arms	W
Clear parking lot drains of debris	D

32. SERVICE FREQUENCY FOR COMMUNITY SERVICES

COMMUNITY SERVICES (BUILDING ANNEX) (After 5:00 PM Twice Weekly)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	W
Dust mop floors and stairwells	W
Dust and clean doors, door frames, and hardware	TM
Spot damp mop floors	W
Sweep and clean entrances	W
Remove cigarette butts and smooth sand in ashtrays	W
Remove gum and soil spots on carpets and mats	W
Clean interior and exterior glass on entrance doors	W
Reset any furniture after cleaning	W
Clean surface of countertops	W
Empty common waste receptacles and replace liners	W
Dust mop and spot wet mop tile floors	W
Clean all floor, wall and ceiling vents	M
Wet mop concrete floors	W
<i>Shop and Storage Areas</i>	<i>Frequency Code</i>
Clean and sanitize sink	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	W
Clean and sanitize sinks, toilets, and urinals	W
Empty trash receptacles and change liners	W

COMMUNITY SERVICES (BUILDING ANNEX) (After 5:00 PM Twice Weekly)	
Fill all paper dispensers	W
Sanitize and damp mop floors	W
Spot clean walls and partitions as required	W
Clean all windows - inside and out	Y
Fill all soap dispensers	W
Polish stainless steel and chrome surfaces	W
Pour at least one gallon of water down floor drains	W
Clean walls and partition	M
Descalc fixtures	AR
Scrub floor with floor scrubber	AR
<i>Tile Floors</i>	<i>Frequency Code</i>
Buff and spot wax 50% of area to maintain appearance	W
Wet mop floor	W
Strip and wax	Y
<i>Break Room</i>	<i>Frequency Code</i>
Clean and sanitize tabletops	W
Empty waste receptacles and replace liners	W
Disinfect drinking fountains	W
<i>Corridors and stairwell</i>	<i>Frequency Code</i>
Remove trash	W
Dust mop and spot wet mop hard surface areas	W
Remove soil spots, heel marks, gum and/or food from floor surface	W

33. SERVICE FREQUENCY COMPLIANCE TRAILER

COMPLIANCE TRAILER (Service after 5:00 pm) (Five days per week, M-F)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware.	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	D

COMPLIANCE TRAILER (Service after 5:00 pm) (Five days per week, M-F)	
Wet mop floors	W
<i>Rest Rooms</i>	
	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M

34. SERVICE FREQUENCY FOR RAYMOND BUILDING

RAYMOND BUILDING (Services after 5:00 pm) (As-Required)	
<i>General Cleaning Duties</i>	
	<i>Frequency Code</i>
Clean and sanitize drinking fountains	AR
Dust mop floors and stairwells	
Dust and clean doors, door frames, and hardware	
Empty trash receptacles (common areas)	
Spot damp mop floors	
Sweep and clean entrance areas	
Vacuum carpets	
Wet mop floors	
<i>Restrooms</i>	
	<i>Frequency Code</i>
Clean mirrors and bright work	AR
Clean and sanitize sinks, toilets, and urinals	
Empty sanitary napkin receptacles	
Empty trash receptacles	
Fill sanitary napkin dispensers	
Fill all paper dispensers	
Sanitize and damp mop floors	
Spot clean walls and partitions as required	
Clean walls and partitions	
<i>Tile Floors</i>	
	<i>Frequency Code</i>
Buff and spot wax 50% of total area to maintain appearance	AR

RAYMOND BUILDING (Services after 5:00 pm) (As-Required)	
Strip and Wax	Y
Miscellaneous Items	
Spot clean fire hose cabinets	AR
Maintain janitorial closets in a clean and orderly condition	
Maintain area around the dumpster in a clean condition	
Clean all windows - inside and out	Y

35. SERVICE FREQUENCY FOR LAWRENCE STATION COMMUNITY BUILDING

LAWRENCE STATION COMMUNITY BUILDING (Services after 5:00 pm) (Five days per week, M-F)	
General Cleaning Duties	
	Frequency Code
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	TW
Dust and clean doors, door frames, and hardware	W
Empty trash receptacles (common areas)	D
Spot damp mop floors	D
Sweep and clean entrance areas	D
Vacuum carpets	TW
Wet mop floors	W
Restrooms	
	Frequency Code
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty sanitary napkin receptacles	D
Empty trash receptacles	D
Fill sanitary napkin dispensers	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean walls and partitions	M
Tile Floors	
	Frequency Code
Buff and spot wax 50% of total area to maintain appearance	M
Strip and Wax	Y
Miscellaneous Items	
	Frequency Code
Spot clean fire hose cabinets	D

LAWRENCE STATION COMMUNITY BUILDING
(Services after 5:00 pm) (Five days per week, M-F)

Maintain janitorial closets in a clean and orderly condition	D
Maintain area around the dumpster in a clean condition	D
Clean all windows - inside and out	Y

36. SERVICE FREQUENCY FOR PURCHASING WAREHOUSE

PURCHASING WAREHOUSE
(After 5:00 PM, Five days per week, Monday - Friday)

<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	D
Dust mop floors and stairwells	D
Dust and clean doors, door frames, and hardware	TM
Spot damp mop floors	D
Sweep and clean entrances	D
Remove cigarette butts and smooth sand in ashtrays	D
Remove gum and soil spots on carpets and mats	D
Clean interior and exterior glass on entrance doors	D
Reset any furniture after cleaning	D
Clean surface of countertops	D
Empty common waste receptacles and replace liners	D
Dust mop and spot wet mop tile floors	D
Clean all floor, wall and ceiling vents	M
Wet mop concrete floors	D
<i>Shop and Storage Areas</i>	<i>Frequency Code</i>
Clean and sanitize sink	D
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	D
Clean and sanitize sinks, toilets, and urinals	D
Empty trash receptacles and change liners	D
Fill all paper dispensers	D
Sanitize and damp mop floors	D
Spot clean walls and partitions as required	D
Clean all windows - inside and out	Y
Fill all soap dispensers	D
Polish stainless steel and chrome surfaces	D

PURCHASING WAREHOUSE (After 5:00 PM, Five days per week, Monday - Friday)	
Pour at least one gallon of water down floor drains	D
Clean walls and partition	M
Descal fixtures	AR
Scrub floor with floor scrubber	AR
<i>Tile Floors</i>	<i>Frequency Code</i>
Buff and spot wax 50% of area to maintain appearance	D
Wet mop floor	D
Strip and wax	Y
<i>Break Room</i>	<i>Frequency Code</i>
Clean and sanitize tabletops	D
Empty waste receptacles and replace liners	D
Disinfect drinking fountains	D
<i>Corridors and stairwell</i>	<i>Frequency Code</i>
Remove trash	D
Dust mop and spot wet mop hard surface areas	D
Remove soil spots, heel marks, gum and/or food from floor surface	D

37. SERVICE FREQUENCY FOR SCADA SUPPORT BUILDING

SCADA SUPPORT BUILDING (After 5:00 PM Twice Weekly)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	W
Dust mop floors and stairwells	W
Dust and clean doors, door frames, and hardware	TM
Spot damp mop floors	W
Sweep and clean entrances	W
Remove cigarette butts and smooth sand in ashtrays	W
Remove gum and soil spots on carpets and mats	W
Clean interior and exterior glass on entrance doors	W
Reset any furniture after cleaning	W
Clean surface of countertops	W
Empty common waste receptacles and replace liners	W
Dust mop and spot wet mop tile floors	W

SCADA SUPPORT BUILDING (After 5:00 PM Twice Weekly)	
Clean all floor, wall and ceiling vents	M
Wet mop concrete floors	W
Shop and Storage Areas	Frequency Code
Clean and sanitize sink	W
Rest Rooms	Frequency Code
Clean mirrors and bright work	W
Clean and sanitize sinks, toilets, and urinals	W
Empty trash receptacles and change liners	W
Fill all paper dispensers	W
Sanitize and damp mop floors	W
Spot clean walls and partitions as required	W
Clean all windows - inside and out	Y
Fill all soap dispensers	W
Polish stainless steel and chrome surfaces	W
Pour at least one gallon of water down floor drains	W
Clean walls and partition	M
Descale fixtures	AR
Scrub floor with floor scrubber	AR
Tile Floors	Frequency Code
Buff and spot wax 50% of area to maintain appearance	W
Wet mop floor	W
Strip and wax	Y
Break Room	Frequency Code
Clean and sanitize tabletops	W
Empty waste receptacles and replace liners	W
Disinfect drinking fountains	W
Corridors and stairwell	Frequency Code
Remove trash	W
Dust mop and spot wet mop hard surface areas	W
Remove soil spots, heel marks, gum and/or food from floor surface	W

38. SERVICE FREQUENCY FOR SILICON VALLEY POWER ROBERTS STREET COGEN

SVP ROBERTS STREET COGEN (After 5:00 PM) (One Day Per Week)	
<i>General Cleaning Duties</i>	<i>Frequency Code</i>
Clean and sanitize drinking fountains	W
Dust mop floors and stairwells	W
Dust and clean doors, door frames, and hardware	TM
Spot damp mop floors	W
Sweep and clean entrances	W
Remove cigarette butts and smooth sand in ashtrays	W
Remove gum and soil spots on carpets and mats	W
Clean interior and exterior glass on entrance doors	W
Reset any furniture after cleaning	W
Clean surface of countertops	W
Empty common waste receptacles and replace liners	W
Dust mop and spot wet mop tile floors	W
Clean all floor, wall and ceiling vents	M
Wet mop concrete floors	W
<i>Shop and Storage Areas</i>	<i>Frequency Code</i>
Clean and sanitize sink	W
<i>Rest Rooms</i>	<i>Frequency Code</i>
Clean mirrors and bright work	W
Clean and sanitize sinks, toilets, and urinals	W
Empty trash receptacles and change liners	W
Fill all paper dispensers	W
Sanitize and damp mop floors	W
Spot clean walls and partitions as required	W
Clean all windows – inside and out	Y
Fill all soap dispensers	W
Polish stainless steel and chrome surfaces	W
Pour at least one gallon of water down floor drains	W
Clean walls and partition	M
Descale fixtures	AR
Scrub floor with floor scrubber	AR
<i>Tile Floors</i>	<i>Frequency Code</i>

SVP ROBERTS STREET COGEN (After 5:00 PM) (One Day Per Week)	
Buff and spot wax 50% of area to maintain appearance	W
Wet mop floor	W
Strip and wax	Y
<i>Break Room</i>	<i>Frequency Code</i>
Clean and sanitize tabletops	W
Empty waste receptacles and replace liners	W
Disinfect drinking fountains	W
<i>Corridors and stairwell</i>	<i>Frequency Code</i>
Remove trash	W
Dust mop and spot wet mop hard surface areas	W
Remove soil spots, heel marks, gum and/or food from floor surface	W

EXHIBIT A3
SITE ADDRESSES

Row #	Site Name	Address	Square Footage
1	Automotive Services Offices and Street Department Yard Offices	1700 Walsh Avenue	1,000
2	Berman Building	1405 Civic Center Drive	6,000
3	Berryessa Adobe	373 Jefferson Street	600
4	Cable Shop (Underground Building)	1705 Martin Avenue	2,000
5	Central Library	2635 Homestead Road	85,000
6	City Hall East and West Wings (including Day/ Night Porter)	1500 Warburton Avenue	75,000
7	Communications Shop	1705 Martin Avenue	500
8	Community Services	1500 Civic Center Drive	Approx. 3,000
9	Compliance Trailer	1715 Martin Avenue	1,500
10	Corporation Yard Electric and Water Center Offices	1705 Martin Avenue	6,000
11	DVR Power Plant Control Room/Offices	850 Duane Avenue	Approx. 4000
12	Emergency Operations Center/Communications	1990 Walsh Avenue	15,500
13	Fire Headquarters and Annex Building (Station #1)	777 Benton Avenue	5,000
14	Fire Training Center/Offices (Station #2)	1900 Walsh Avenue	1,000
15	George F. Haines International Swim Center	2625 Patricia Drive	3,925
16	Harris Lass Historic House	1889 Market Street	300
17	Headen Inman House, Jamison-Brown House, and Pavilion	1505-1509 Warburton	Headen-Inman: 3,500 Jamison-Brown House: 2,000 Pavilion: Approx. 500
18	Lawrence Station Community Building	2985 Feliz Road	3,837
19	Meter Calibration Offices	1705 Martin Avenue	500
20	Mission Library	1098 Lexington	8,000
21	Northside Library	695 Moreland Way	15,000
22	Old Courthouse Building	1675 Lincoln Street	7,200
23	Police Administration Building	601 El Camino Real	60,000
24	Police Pistol Range	1990 Walsh Avenue	500
25	Purchasing Warehouse	1705 Martin Avenue	1,500

Row #	Site Name	Address	Square Footage
26	Raymond Building (Electric)	3025 Raymond Avenue	500-1,000
27	Rivermark Police Substation	3992 Rivermark Parkway	1,000
28	Santa Clara Convention Center Complex	5001, 5101, 5201 Great America Parkway	Exterior Grounds Only (SQFT Unknown)
29	SCADA Support Building	1551 Martin Avenue	900
30	Senior Center	1303 Fremont Street	62,000
31	Sewer Department Offices	1705 Martin Avenue	500
32	Silicon Valley Power Administrative Offices	881 Martin Avenue	75,000
33	Silicon Valley Power - Roberts Street Cogen	524 Roberts Avenue	2,000
34	Streets Department Tree/Solid Waste Offices	1700 Walsh Avenue	23,300
35	Traffic Sign Shop	1700 Walsh Avenue	1,000
36	Triton Museum	1505 Warburton Avenue	23,000
37	Utilities Trailer (Office/Shower Trailer)	1705 Martin Avenue	500

**EXHIBIT B1
SCHEDULE OF FEES**

1. MAXIMUM COMPENSATION

1.1. The maximum amount payable for all products and services provided under this Agreement shall not exceed Seven Million Eight Hundred Thirty Thousand Six Hundred Eighty-Three Dollars (\$7,830,683) during the initial five-year term, subject to appropriation of funds. No additional services will be performed unless both parties execute an Amendment outlining the services requested and the compensation agreed for such services.

1.2. The compensation to be paid by the City is specified below:

Description	Amount
Initial Year 1 of 5 for Monthly Services	\$ 1,314,324
Estimated Spend for Initial Year 2 of 5 for Monthly Services	\$ 1,366,897
Estimated Spend for Initial Year 3 of 5 for Monthly Services	\$ 1,421,573
Estimated Spend for Initial Year 4 of 5 for Monthly Services	\$ 1,478,436
Estimated Spend for Initial Year 5 of 5 for Monthly Services	\$ 1,537,573
Subtotal for Initial Five-Year Term	\$ 7,118,803
Contingency (10%)	\$ 711,880
Maximum Compensation Not-to-Exceed for Initial Five-Year Term	\$ 7,830,683

2. FEES

2.1. The City will pay the Contractor for the initial term in accordance with the monthly fees listed in Exhibit B2.

2.2. Additional services shall be paid to Contractor based on the rates listed below:

Description	Rate
Additional Janitorial Services Outside of Scheduled Services (Hourly Rate)	\$45/Hour
Power Washing Services (Price per Square Foot)	\$0.10/SQFT
Additional Day Porter (Hourly Rate)	\$45.00/Hour
Additional Night Porter (Hourly Rate)	\$45.00/Hour

3. PRICING AND OPTION RENEWALS

3.1. All fees are fixed for the first year of the initial five-year term.

3.2. Price Adjustments: Annual Price adjustments may be requested sixty days prior to the anniversary date of each year during the initial term of the agreement. Price must be justified by vendor with supporting documents

(including wages and benefits information) and are subject to City's approval. If a price adjustment is approved the City will memorialize in an executed Amendment to the Agreement.

- 3.3. Option Renewals: Price adjustments may be requested prior to any one-year option to renew the agreement after the initial term. Price must be justified by vendor and are subject to City's approval.

4. INVOICING REQUIREMENTS

- 4.1. Contractor shall invoice the City on a monthly basis for services provided by Contractor during the preceding month on an invoice and in a format approved by the City and subject to verification and approval by the City. City will pay Contractor within thirty (30) days of City's receipt of an approved invoice.
- 4.2. Contractor shall submit the invoice(s) via email to the City's designated representative.
- 4.3. The City shall incur no obligation for out of scope work that was not authorized in advance in writing. These monthly invoices shall provide a breakdown of cost of the work performed and shall have an attachment itemizing the work completed. Invoices shall include at a minimum the following:
 - 4.3.1. Site;
 - 4.3.2. Description of Service;
 - 4.3.3. Monthly Service Fee;
 - 4.3.4. Quantities or hours, if applicable;
 - 4.3.5. Extended Price and Total; and
 - 4.3.6. Any other pertinent information.

5. OPTIONAL CONSUMABLES

The City may elect to have Contractor provide consumables during the term of the agreement. If the City elects then the City shall pay Contractor compensation based on a 15% cost markup for the following items:

- 5.1. Paper Products and Dispensers
- 5.2. Hand and Personal Care
- 5.3. Cleaning Chemicals
- 5.4. Odor control Chemicals and Supplies

**EXHIBIT B2
FEE BREAKDOWN BY SITE**

The below table includes the monthly recurring cost for janitorial services by site (includes cost for annual hard floor striping and waxing, annual carpet deep cleaning and annual interior and exterior window cleaning).

Site	Weekly Hours	Monthly Cost	Annual Cost
Automotive Services Offices and Street Department Yard Offices	1.25	\$233.00	\$2,796.00
Berman Building	5	\$931.00	\$11,172.00
Berryessa Adobe	0.25	\$47.00	\$564.00
Cable Shop (Underground Building)	1.25	\$233.00	\$2,796.00
Central Library (including Day Porter)	71	\$13,221.00	\$158,652.00
City Hall East and West Wings (including Day Porter shared with Corporation Yard)	80	\$14,896.00	\$178,752.00
Communications Shop	1.25	\$233.00	\$2,796.00
Community Services	1	\$187.00	\$2,244.00
Compliance Trailer	1.25	\$233.00	\$2,796.00
Corporation Yard Electric and Water Center Offices (including Day Porter shared with City Hall)	13.75	\$2,561.00	\$30,732.00
DVR Power Plant Control Room/Offices	3.75	\$699.00	\$8,388.00
Emergency Operations Center/Communications	2	\$373.00	\$4,476.00
Fire Headquarters and Annex Building (Station #1)	3.75	\$699.00	\$8,388.00
Fire Training Center/Offices (Station #2)	1.25	\$233.00	\$2,796.00
George F. Haines International Swim Center	12	\$2,235.00	\$26,820.00
Harris Lass Historic House	0.5	\$94.00	\$1,128.00
Headen Inman House, Jamison-Brown House, and Pavilion	2	\$373.00	\$4,476.00
Lawrence Station Community Building	3.75	\$699.00	\$8,388.00
Meter Calibration Offices	1.25	\$233.00	\$2,796.00
Mission Library (including Day Porter)	32	\$5,959.00	\$71,508.00
Northside Library (Including Day Porter)	32	\$5,959.00	\$71,508.00
Old Courthouse Building	7.5	\$1,397.00	\$16,764.00
Police Administration Building (including Day Porter)	40	\$7,448.00	\$89,376.00
Police Administration Building (including Night Porter)	56	\$10,428.00	\$125,136.00
Police Pistol Range	0.5	\$94.00	\$1,128.00
Purchasing Warehouse	1.25	\$233.00	\$2,796.00
Rivermark Police Substation	1.75	\$326.00	\$3,912.00

Site	Weekly Hours	Monthly Cost	Annual Cost
Santa Clara Convention Center Complex (Day Porter M-F)	72	\$13,479.00	\$161,748.00
Santa Clara Convention Center Complex (Day Porter Saturday and Sunday)	24	\$4,469.00	\$53,628.00
SCADA Support Building	0.5	\$94.00	\$1,128.00
Senior Center	40	\$7,448.00	\$89,376.00
Sewer Department Offices	1.25	\$233.00	\$2,796.00
Silicon Valley Power Administrative Offices	40	\$7,448.00	\$89,376.00
Silicon Valley Power Roberts Cogen	1.25	\$233.00	\$2,796.00
Streets Department Tree/Solid Waste Offices	15	\$2,793.00	\$33,516.00
Traffic Sign Shop	0.25	\$47.00	\$564.00
Triton Museum	15	\$2,793.00	\$33,516.00
Utilities Trailer (Office/Shower Trailer)	1.25	\$233.00	\$2,796.00
TOTAL ANNUAL AMOUNT FOR SERVICES			\$1,314,324.00

EXHIBIT C
INSURANCE REQUIREMENTS

Without limiting the Contractor's indemnification of the City, and prior to commencing any of the Services required under this Agreement, the Contractor shall provide and maintain in full force and effect, at its sole cost and expense, the following insurance policies with at least the indicated coverages, provisions and endorsements:

A. COMMERCIAL GENERAL LIABILITY INSURANCE

1. Commercial General Liability Insurance policy which provides coverage at least as broad as Insurance Services Office form CG 00 01. Policy limits are subject to review, but shall in no event be less than, the following:

\$1,000,000 Each Occurrence
\$2,000,000 General Aggregate
\$2,000,000 Products/Completed Operations Aggregate
\$1,000,000 Personal Injury

2. Exact structure and layering of the coverage shall be left to the discretion of Contractor; however, any excess or umbrella policies used to meet the required limits shall be at least as broad as the underlying coverage and shall otherwise follow form.
3. The following provisions shall apply to the Commercial Liability policy as well as any umbrella policy maintained by the Contractor to comply with the insurance requirements of this Agreement:
 - a. Coverage shall be on a "pay on behalf" basis with defense costs payable in addition to policy limits;
 - b. There shall be no cross liability exclusion which precludes coverage for claims or suits by one insured against another; and
 - c. Coverage shall apply separately to each insured against whom a claim is made or a suit is brought, except with respect to the limits of liability.

B. BUSINESS AUTOMOBILE LIABILITY INSURANCE

Business automobile liability insurance policy which provides coverage at least as broad as ISO form CA 00 01 with policy limits a minimum limit of not less than one million dollars (\$1,000,000) each accident using, or providing coverage at least as broad as, Insurance Services Office form CA 00 01. Liability coverage shall apply to all owned, non-owned and hired autos.

C. WORKERS' COMPENSATION

1. Workers' Compensation Insurance Policy as required by statute and employer's liability with limits of at least one million dollars (\$1,000,000) policy limit Bodily Injury by disease, one million dollars (\$1,000,000) each accident/Bodily Injury and one million dollars (\$1,000,000) each employee Bodily Injury by disease.
2. The indemnification and hold harmless obligations of Contractor included in this Agreement shall not be limited in any way by any limitation on the amount or type of damage, compensation or benefit payable by or for Contractor or any subcontractor under any Workers' Compensation Act(s), Disability Benefits Act(s) or other employee benefits act(s).
3. This policy must include a Waiver of Subrogation in favor of the City of Santa Clara, its City Council, commissions, officers, employees, volunteers and agents.

D. COMPLIANCE WITH REQUIREMENTS

All of the following clauses and/or endorsements, or similar provisions, must be part of each commercial general liability policy, and each umbrella or excess policy.

1. Additional Insureds. City of Santa Clara, its City Council, commissions, officers, employees, volunteers and agents are hereby added as additional insureds in respect to liability arising out of Contractor's work for City, using Insurance Services Office (ISO) Endorsement CG 20 10 11 85 or the combination of CG 20 10 03 97 and CG 20 37 10 01, or its equivalent.
2. Primary and non-contributing. Each insurance policy provided by Contractor shall contain language or be endorsed to contain wording making it primary insurance as respects to, and not requiring contribution from, any other insurance which the Indemnities may possess, including any self-insurance or self-insured retention they may have. Any other insurance Indemnities may possess shall be considered excess insurance only and shall not be called upon to contribute with Contractor's insurance.
3. Cancellation.
 - a. Each insurance policy shall contain language or be endorsed to reflect that no cancellation or modification of the coverage provided due to non-payment of premiums shall be effective until written notice has been given to City at least ten (10) days prior to the effective date of such modification or cancellation. In the event of non-renewal, written notice shall be given at least ten (10) days prior to the effective date of non-renewal.

- b. Each insurance policy shall contain language or be endorsed to reflect that no cancellation or modification of the coverage provided for any cause save and except non-payment of premiums shall be effective until written notice has been given to City at least thirty (30) days prior to the effective date of such modification or cancellation. In the event of non-renewal, written notice shall be given at least thirty (30) days prior to the effective date of non-renewal.
4. Other Endorsements. Other endorsements may be required for policies other than the commercial general liability policy if specified in the description of required insurance set forth in Sections A through D of this Exhibit C, above.

E. ADDITIONAL INSURANCE RELATED PROVISIONS

Contractor and City agree as follows:

1. Contractor agrees to ensure that subcontractors, and any other party involved with the Services who is brought onto or involved in the performance of the Services by Contractor, provide the same minimum insurance coverage required of Contractor, except as with respect to limits. Contractor agrees to monitor and review all such coverage and assumes all responsibility for ensuring that such coverage is provided in conformity with the requirements of this Agreement. Contractor agrees that upon request by City, all agreements with, and insurance compliance documents provided by, such subcontractors and others engaged in the project will be submitted to City for review.
2. Contractor agrees to be responsible for ensuring that no contract used by any party involved in any way with the project reserves the right to charge City or Contractor for the cost of additional insurance coverage required by this Agreement. Any such provisions are to be deleted with reference to City. It is not the intent of City to reimburse any third party for the cost of complying with these requirements. There shall be no recourse against City for payment of premiums or other amounts with respect thereto.
3. The City reserves the right to withhold payments from the Contractor in the event of material noncompliance with the insurance requirements set forth in this Agreement.

F. EVIDENCE OF COVERAGE

Prior to commencement of any Services under this Agreement, Contractor, and each and every subcontractor (of every tier) shall, at its sole cost and expense, provide and maintain not less than the minimum insurance coverage with the endorsements and deductibles indicated in this Agreement. Such insurance coverage shall be maintained with insurers, and under forms of policies,

satisfactory to City and as described in this Agreement. Contractor shall file with the City all certificates and endorsements for the required insurance policies for City's approval as to adequacy of the insurance protection.

G. EVIDENCE OF COMPLIANCE

Contractor or its insurance broker shall provide the required proof of insurance compliance, consisting of Insurance Services Office (ISO) endorsement forms or their equivalent and the ACORD form 25-S certificate of insurance (or its equivalent), evidencing all required coverage shall be delivered to City, or its representative as set forth below, at or prior to execution of this Agreement. Upon City's request, Contractor shall submit to City copies of the actual insurance policies or renewals or replacements. Unless otherwise required by the terms of this Agreement, all certificates, endorsements, coverage verifications and other items required to be delivered to City pursuant to this Agreement shall be emailed to:

ctsantaclara@ebix.com

Or mailed to:

EBIX Inc.
City of Santa Clara Public Works Department
P.O. Box 100085 – S2
Duluth, GA 30096

Telephone number: 951-766-2280
Fax number: 770-325-0409

H. QUALIFYING INSURERS

All of the insurance companies providing insurance for Contractor shall have, and provide written proof of, an A. M. Best rating of at least A minus 6 (A- VI) or shall be an insurance company of equal financial stability that is approved by the City or its insurance compliance representatives.

EXHIBIT D LABOR COMPLIANCE ADDENDUM

This Agreement is subject to the requirements of California Public Utilities Code Section 465-466 requiring the payment of prevailing wages and compliance with other applicable requirements.

I. Prevailing Wage Requirements

1. The City has determined that the services described in this solicitation are subject to the payment of not less than prevailing wages under California Public Utilities Code Section 465-466. Contact the Department of Industrial Relations Labor Research and Statistics Office for a copy of the current wage determination.
https://www.dir.ca.gov/oprl/ContactUS_ODResearch.htm
2. The Proposer (including any subcontractors) shall register with the Department of Industrial Relations prior to submitting its proposal.
https://www.dir.ca.gov/dlse/Janitorial_Providers_Contractors.html
3. No contractor or subcontractor may perform work on the project unless registered with the Department of Industrial relations pursuant to Labor Code Sections 1420 – 1434, [Codes Display Text \(ca.gov\)](https://www.dir.ca.gov/dlse/CodeDisplayText.htm). Contractor represents and warrants that it is registered with the Department of Industrial Relations. Contractor shall maintain its registration with the Department of Industrial Relations throughout the course of the project. Contractor is responsible for verifying that each Subcontractor, including any Subcontractor not listed on the proposal for the project, is registered with the Department of Industrial Relations at the time the Subcontractor performs work on the project. If any Subcontractor is not registered at the time the Subcontractor is to commence work, Contractor shall require the Subcontractor to register and may not permit the Subcontractor to commence work until the Subcontractor's registration is complete.

J. Audit Rights

All records or documents required to be kept pursuant to this Agreement to verify compliance with this Addendum shall be made available for audit at no cost to City, at any time during regular business hours, upon written request by the City Attorney, City Auditor, City Manager, or a designated representative of any of these officers. Copies of such records or documents shall be provided to City for audit at City Hall when it is practical to do so. Otherwise, unless an alternative is mutually agreed upon, the records or documents shall be made available at Contractor's address indicated for receipt of notices in this Agreement.

**EXHIBIT E
NOTICE OF EXERCISE OF OPTION TO EXTEND AGREEMENT**

AGREEMENT TITLE:	
CONTRACTOR:	
DATE:	

Pursuant to Section ___ of the Agreement referenced above, the City of Santa Clara hereby exercises its option to extend the term under the following provisions:

OPTION NO.	# of #
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NEW OPTION TERM

Begin date:	
End date:	

CHANGES IN RATE OF COMPENSATION

Percentage change in CPI upon which adjustment is based:	
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Pursuant to Section ___ of the Agreement the rates of compensation are hereby adjusted as follows:
(use attachment if necessary)

MAXIMUM COMPENSATION for New Option Term:	
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For the option term exercised by this Notice, City shall pay Contractor an amount not to exceed the amount set forth above for Contractor's services and reimbursable expenses, if any. The undersigned signing on behalf of the City of Santa Clara hereby certifies that an unexpended appropriation is available for the term exercised by this Notice, and that funds are available as of the date of this signature.

Approved as to Form: _____ Dated: _____

GLEN R. GOOGINS
City Attorney

Office of the City Manager
City of Santa Clara
1500 Warburton Avenue
Santa Clara, CA 95050
Telephone: (408) 615-2210
Fax: (408) 241-6771