

RFP for Janitorial Services

Issue Date: May 19, 2014

Due Date: June 30, 2014

RFP Number: WE-2014

Request for Proposal Janitorial Services

RFP-WE-2014

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Due Date: June 30, 2014

In order to be considered, proposals must be signed and delivered via messenger, UPS or FedEx to WestEd Janitorial Proposal, 730 Harrison Street, San Francisco, CA by 3:00pm PST June 30, 2014.

Please send a letter of intent to bid on this RFP by May 28, 2014 to dklatt@wested.org by 5:00pm PST. You must submit a letter of intent to be considered. A site visit for each location will be scheduled once letter of intent has been received.

Proposal responses will be considered valid for a period of 90 calendar days after the proposal due date.

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Introduction

WestEd is Joint Powers Agency ("JPA") formed under the California Joint Exercise of Powers Act, California Government Code section 6500 et seq. and governed by public entities in Arizona, California, Nevada, and Utah. WestEd's Board of Directors is comprised of members representing agencies from these states, as well as other national education and business leaders. WestEd complies with the required federal regulations on procurement, as well as applicable State procurement law and procedures.

WestEd is seeking to identify and select an outside organization to perform Janitorial Services as defined in this RFP and provide professional services relating to the cleaning of office spaces and conference rooms for various locations. The successful Janitorial Contractor will represent WestEd in seven locations. The successful firm will be expected to meet all of the requirements addressed in this RFP.

WESTED SPECIFICATIONS RFP WE-2014 JANITORIAL SERVICES

SPECIFICATIONS (MINIMUM INTENT): WestEd seeks proposals from qualified contractors for janitorial services. The purpose of these specifications is to describe the minimum requirements of WestEd for janitorial services.

REQUIREMENTS: Any variance in any item must be specified clearly under the Exceptions to Bidder's Proposal by Bidder in order to have a valid proposal. Any exceptions taken may be just cause for disqualification.

GENERAL CONDITIONS: Sections must be filled out completely. The contract shall be awarded in whole to the contractor who provides goods or services in the best interest of WestEd.

EVALUATION CRITERIA: Award of contract does not obligate WestEd to order or accept more than WestEd's actual requirements during the period of this agreement, as determined by actual needs and availability of appropriated funds. Contract may be awarded to the Contractor who provides goods or services at the best value for WestEd. Wested reserves the right to accept or reject all or any part of any proposal, waive minor technicalities and award the proposal to best serves the interest of WestEd.

AUDIT: Contractor shall provide the WestEd a line item report of quantities and expenditures at any time during the term of this contract for materials, commodities, or services rendered as requested by the Facility Department or Purchasing.

COMPLIANCE WITH LAWS: The successful Contractor shall comply with all Federal and State laws and City Ordinances and Codes applicable to the successful Contractor's operation under this contract. These Specifications and the contract resulting here from shall be fully governed by the laws of the State of Arizona, California, and Vermont.

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SILENCE OF SPECIFICATIONS: The apparent silence of specifications as to any detail, or the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and that only material and workmanship of the finest quality shall be used. All interpretations of specifications shall be made on the basis of this statement.

ASSIGNMENT: The successful Contractor may not assign, sell or otherwise transfer this contract without prior written consent of WestEd

SEVERABILITY: If any section, subsection, paragraph, sentence, clause, phrase or word of these requirements or specifications shall be held invalid, such holding shall not affect the remaining portions of these requirements and the specifications and it is hereby declared that such remaining portions would have been included in these requirements and the specifications as though the invalid portion had been omitted.

CONTRACT TERMINATION: WestEd reserves the right to terminate this contract for any reason by notifying the contractor in writing and stating effective date of termination.

RIGHT OF ASSURANCE: Whenever one (1) party to this contract in good faith has reason to question the other party's intent to perform, he may demand that the other party give a written assurance of this intent to perform. In the event that demand is made and no assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of this contract.

REFERENCES: Contractor shall provide a minimum of three (3) clients to whom the contractor has supplied this service for the last three (3) years with a similar footprint as WestEd.

PERFORMANCE: The successful Contractor shall satisfactorily perform the work and services at the requested frequencies during the hours specified herein. Evaluations for contract renewal will be based upon frequencies and methods of performances as well as result.

EVALUATION CRITERIA: The following criteria will be used WestEd to evaluate the proposals and make a selection:

- ❖ 10% Qualifications of key personnel = Cleaning and supervisory staff duly qualified, capable and bondable to fulfill and abide by specifications
- ❖ 20% Experience = Experience in janitorial services including years and history
- ❖ 10% References = Respondents shall provide a minimum of three (3) references for janitorial maintenance of the type specified herein has been performed in the last twelve (12) month period. Please provide your last 3 year of annual reports.
- ❖ 30 % Fee schedule/cost of service
- ❖ 20 % Project/Service approach

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❖ 10% Supplies = Quality of cleaning supplies and paper products based on submittal of manufacturers and samples, if applicable

Facilities and Purchasing Departments may choose to meet with the top rated Contractors. Any additional information requested shall be considered as part of the proposal and evaluated as such. WestEd reserves the right to negotiate a best and final offer with the selected contractor.

CONTRACT PERIOD: This is an annual contract for a five (5) year period, from May 30, 2014, through November 30, 2019. This contract may be renewed under the same terms and conditions for successive three-year periods, upon the agreement of both parties. Each such renewal must be evidence in writing and approved by the appropriate authorities of each party. Such renewal shall be for the same compensation set forth in the Request for Proposals and prices may be adjusted to reflect the Consumer Price Index sixty (60) days prior to expiration date.

RFP Format

Sections	Title
Sections One	Statement of Organization
Sections Two	Method of Approach
Sections Three	Experience and performance History
Sections Four	References
Sections Five	Key Personnel
Sections Six	Exception to RFP
Sections Seven	Pricing Schedule
Sections Eight	Address Additional Requirements in Same Order

SUBMITTAL DETAIL:

- 1. Statement of Organization Contractor is permitted to supply additional information that will assist in WestEd understanding the contractor's organization.
- 2. Method of Approach Contractor must provide a thorough description of the overall approach to providing Janitorial Services and describe why this is the best approach for WestEd.
- 3. Experience and Performance History Contractor must disclose the amount of time that Contractor has been performing service under its current business name. Contractors shall provide a list of municipalities similar to WestEd for which the Contractor or any affiliate has provided similar services to those for which Contractor is submitting a proposal.

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4. References – Contractors shall provide a minimum of three (3) references from officials at public agencies, cities, or towns served by the contractor with services substantially similar to those for which the Contractor is submitting a proposal.

- 5. Key Personnel The successful contractor shall provide all personnel required to perform the scope of Services. Contractor shall ensure personnel bear some means of individual identification, such as uniform with name badges, name tags, or identification cards. Provide your policies and procedures that are in place to ensure that personnel performing services are qualified and proficient.
- 6. Exception to RFP-Contractors who wish to propose modifications to the RFP, including the standard terms and conditions, must clearly identify the proposed deviation and proposed language. The provision of the RFP, including the standard terms and conditions, cannot be modified without the express written approval of WestEd.
- 7. Pricing Schedule Contractor shall include pricing. This includes any pricing which the contractor feels may be incurred, in Section 7.

The SF building is fully occupied at 79,307 square feet of office space located at 730 Harrison Street, San Francisco, a six story building with 1,030 rsf of additional ground floor medical office and 4 half-levels of underground parking.

The LA building has 88,240 square feet of office space at 4665 Lampson Street, Los Alamitos, Ca. this building is a two story building.

The Sausalito building has 8,695 square feet of office at 180 Harbor Drive, Ca.

The Camarillo location has a total of 2,334 square feet of office space at 333 North Lantana Street, Camarillo Ca.

The San Marcos office has 2,100 square feet at 751 Rancheros Drive, San Marcos, Ca.

The Tucson office has a total of 950 square feet at 622 S. Country Club, at Tucson AZ.

The Burlington office has 3,000 square feet of office space at 426 Industrial Ave, Williston, VT

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(Complete and Attach EXHIBIT A)

Contractor Must Fill & Sign			
Name of	Firm, Compan	у	
Print Na	me		_
Title			_
Mailing	Address		
City	State	Zip	
Telepho	ne		
Fax Nun	nber		
Email A	ddress		

AUTHORIZED SIGNATURE

CONTRACTOR AGREES TO COMPLY WITH ALL CONDITIONS BELOW, ATTACHED SPECIFICATIONS, AND NOTES.

CONTRACTOR HAS READ AND AGREES TO COMPLY WITH ALL TERMS AND CONDITIONS OF REQUEST FOR PROPOSAL. PRODUCTS OFFERED SHALL MEET OR EXCEED SPECIFICATION INDENTIFIED IN THIS REQUEST FOR PROPOSAL.

Item #	Item and Description	Quantity	Unit Price	Additional
				Expenses
1	WestEd San Francisco (EXHIBIT B)	12	\$	\$
2	WestEd Los Alamitos (EXHIBIT C)	12	\$	\$
3	WestEd Sausalito (EXHIBIT D)	12	\$	\$
4	WestEd Camarillo (EXHIBIT E)	12	\$	\$
5	WestEd San Marcos (EXHIBIT F)	12	\$	\$
6	WestEd Tucson (EXHIBIT G)	12	\$	\$
7	WestEd Burlington (EXHIBIT H)	12	\$	\$

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ADDITIONAL REQUIREMENTS:

<u>OUALITY CONTROL VERIFICATION:</u> WestEd representative shall contact the assigned supervisor about problems as they arise. The successful contractor shall provide an experienced supervisor to meet once a month or more frequently, if needed, with the Facilities Department to determine service quality and correct any on-going problems. In addition, the contractor shall have in place a system to address issues as they arise. Please describe.

INSURANCE REQUIREMENTS: CONTRACTOR SHALL INCLUDE
CERTIFICATE OF INSURANCE WITH THE PROPOSAL, OR PRIOR TO AWARD
OF THE PROPOSAL THE COMPANIES AFFORDING COVERAGE AND THE
PRODUCER OF THE CERTIFICATE OF INSURANCE SHALL BE LICENSED WITH
THE STATE BOARD OF INSURANCE TO DO BUSINESS IN THE STATE OF
CALIFORNIA, TUCSON AND VERMONT.

- (a) <u>Workers' Compensation on Insurance</u> as required by laws and regulations applicable to and covering employees of Contract engaged in the performance of the work under this agreement.
- (b) <u>Employer's Liability Insurance</u> protecting contractor against common law liability, in the absence of statutory liability, for employee bodily injury arising out of the master-servant relationship with a limit of not less than \$1,000,000.
- (c) <u>Comprehensive General Liability Insurance</u> including products/completed operation with limits of liability of not less than: Bodily Injury \$1,000,000 per each person, \$1,000,000 per each occurrence/aggregate; Property Damage \$1,000,000 per each occurrence.
- (d) <u>Excess Liability Insurance</u> Comprehensive general Liability, Comprehension automobile liability and coverage's afforded by the policies above, with the minimum limits of \$1,000,000 excess of specified limits.

FIRE PROTECTION AND PREVENTION:

- 1. The successful contractor shall comply with all fire protection measures as stated by each State/City Building Fire Codes, whichever takes precedence. All dust cloths and mop treatment products, and floor treatment products (exclusive of waxes) shall be free of spontaneous heating tendency. Provide a list of these products that are free of this tendency by qualified nationally recognized testing organizations shall be considered as meeting this requirement.
- 2. The successful contractor shall not store combustible supplies, including but not limited to rags and paper, near possible sources of ignition.

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3. The successful contractor shall consider contaminated buckets, mops, cloths and brushes as potentially subject to spontaneous heating and shall not store such items in the building.

4. The successful contractor shall store used wiping cloth and treated dust mops in covered metal containers. Mop buckets shall be emptied and sanitized daily.

REQUIREMENTS OF THE CONTRACTOR:

- 1. Maintain an inventory of all cleaning chemicals, paper products and equipment required to perform tasks. Provide quarterly, as requested, detailed inventory list of supplies.
- 2. Provide employees with suitable photo identification and uniform or smock to be worn at all times when performing custodial services in WestEd.
- 3. Establish a primary and secondary contact person whom would be available for any custodial emergencies.
- 4. Ensure all his/her employees shall observe all rules and regulations when conducting businesses on WestEd premises.
- 5. At least one (1) contractor employee on site at each facility, at all times must be able to read, speak and write in the English language.
- 6. Contractor's employees may not bring children to facilities while performing services.
- 7. WestEd will require background checks and bonding on all employees.

CONDUCT OF WORK:

- 1. Each Contractor shall submit, with their proposal, the number of persons and the estimated number of hours to complete the cleaning for each facility. Failure to provide documentation may result in disqualification of proposal.
- 2. Any work that is unsatisfactory to WestEd's representative will be called to the attention of the contractor and the contractor will be required to properly service the area in question and take steps to improve the overall results in the future. SLA's to be discussed and agreed upon as needed per location. Failure by the contractor to comply with such requests will result either in the corrective work being done by others with the cost charged to the contractor, or by deductions being imposed. If the contractor fails to rectify the unsatisfactory conditions, the contract will be terminated.

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3. The successful contractor shall conduct cleaning in such a manner that there will be no interruption in, or interference with the proper execution of WestEd business.

4. Failure to provide services in accordance with the specifications may result in non-payment of services by adjustment of monthly fees. Failure to provide services may be cause for termination of contract.

PROTECTION AND DAMAGES:

- 1. Facilities damaged due by vandalism, which are linked to any unsecured entryways due to negligence of the contractor will be repaired or replaced at the contractor's expense.
- 2. The successful contractor shall without additional expense to WestEd, be responsible for all damages to persons or property that occurs as a result of the contractor's fault or negligence in connection with the execution of the work, and shall be responsible for the proper care and protection of work performed. Breakage or loss of office equipment or other property, including that of WestEd's employee, which may occur in or about a building as a result of the contractor's employee, shall be repaired or replaced at the contractor's expense.
- 3. The successful contractor shall take all precautions necessary for the protection against injury of all persons engaged at the site in the performance of the work. The contractor shall observe all pertinent safety practices and comply with applicable safety regulations (O.S.H.A.)

FACILITY LOCATION

The successful contractor will provide and supervise a regular staff of qualified employees to perform janitorial services for the following Facilities:

	WestEd locations	SQUARE FOOTAGE	ADDRESS	
1	WestEd San Francisco (EXHIBIT A)	79,037	730 Harrison Street, San Francisco, CA. 94107	
2	WestEd Los Alamitos (EXHIBIT B)	8,695	180 Harbor Drive, Suite 112, Sausalito, Ca. 94965	
3	WestEd Sausalito (EXHIBIT C)	950	622 N. Country Club Suites E, Tucson, AZ. 85716	
4	WestEd Camarillo (EXHIBIT D)	80,880	4665 Lampson Avenue, Los Alamitos, CA. 90720	
5	WestEd San Marcos (EXHIBIT E)	3,762	333 North Lantana Street, Suite 277, Camarillo 93010	
6	WestEd Tucson (EXHIBIT F)	2,100	751 Rancheros Drive, Suite 2, San Marcos, CA 92069	
7	WestEd Burlington (EXHIBIT G)	3,000	426 Industrial Avenue Suite 160, Williston VT.05495	

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CURRENT SCHEDULE

This is the current schedule for all locations.

Location	Day/Evening	Days of the week	Times a Week
WestEd San Francisco	Evenings	Monday-Friday	Daily
WestEd Sausalito	Evenings	Monday-Friday	Daily
WestEd Tucson	Evenings	Tuesdays-Fridays	Two times a week
WestEd Los Alamitos	Evenings	Sunday-Thursday	Daily
WestEd Camarillo	Evenings	Monday-Wednesday-Friday	Three times a week
WestEd San Marcos	Days	Monday-Wednesday-Friday	Three times a week
WestEd Burlington	Evenings	Monday-Wednesday-Friday	Three times a week

ADDITIONAL SERVICES

WestEd reserves the right to add or delete services and facilities to the contract as may be required. The successful contractor shall be notified in writing of any additional facilities and services and provide the required specifications to provide a written estimate for the fee prior to said service being performed.

SUPPLIES AND MATERIALS

The successful contractor shall furnish all cleaning supplies, materials, and equipment necessary for the performance of the work specified. These supplies and materials shall be of quality acceptable to WestEd. Contractor shall not use any material that Wested determines unsuitable for the purpose or harmful to the surface to which applied or to another part of the buildings, its content or equipment.

Each Contractor shall submit, as part of their returned proposal, a list giving the name of the manufacturer, the brand name and intended use of the chemicals that they propose to use in the performance of the work. If requested, Contractor may need to provide samples of cleaning supplies and toiletries.

The successful contractor shall furnish two (2) copies of Material Safety Data Sheets (MSDS). One (1) will be maintained at each facility where work is being performed and one (1) will be given to the Risk and Safety Manager in the Human Resources Division.

Give a complete breakdown of supplies for each building. These products should be environmental friendly.

The successful contractor shall supply for each facility:

• Trash liners (all sizes)

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- Bathroom tissue, white 2-ply rolls and 2-ply jumbo roll bathroom tissue
- Roll paper towels 2-ply perforated 11" x 8.8"
- Hand towels to fit appropriate dispensers
- Sanitary bags
- Urinal screens
- Cleaning supplies

EOUIPMENT

All necessary cleaning equipment, including power driven floor scrubbing machines, waxing polishing machines, and industrial type vacuum cleaners needed for the performance of the work specified shall be furnished by the successful contractor. Such equipment shall be of the size and type customarily used in work of this kind.

HOLIDAYS

WestEd is closed on the below holidays and services are not required. A holiday schedule will be provided to the successful contractor.

New Year's Eve (Observed)

New Year's Day (Observed)

Martin Luther King Jr.'s Birthday (Observed)

President's Day (Observed)

Memorial Day

Independence Day (Observed)

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Day (Observed)

KEYS

Upon award of the contract essential keys will be issued for all facilities listed. The contractor must sign for these keys. If contractor loses any keys, they will be charged for replacements and any additional charges incurred. The contractor must return all issued keys at the termination of the contract.

WASTE

The successful contractor will limit waste of supplies while performing janitorial services. Waste should be disposed of in proper containers. Recycled items should be placed in blue bins at recycling stations.

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BIDDING PROCEDURES

1. Proposals shall be reviewed by WestEd team members.

- 2. Proposals CANNOT be altered or amended after opening time. Any alterations made before opening time must be initialed by Contractor or his authorized agent. No proposal may be withdrawn after opening without approval, and based on a written acceptable reason.
- 3. WestEd reserves the right to revise or amend the specifications prior to date set for opening proposals. Such revisions or amendments, if any, will be announced by amendments or addendum to these specifications. Copies of such amendments or addendum so issued will be furnished to all prospective Contractors. If Contractor demonstrates just reason for a change, WestEd must have at least five working days notice prior to bid opening date.
- 4. Should Contractor find discrepancies in or omissions from the specifications or other documents or be in doubt as to their meaning, Contractor should at once notify WestEd and obtain clarification prior to submitting a proposal.
- 5. **QUOTE**. Price should include all costs including shipping, handling, and other related costs.
- 6. WestEd reserves the right to terminate this contract for any reason by notifying the Contractor in writing thirty (30) days prior to the termination of this agreement.
- 7. Contractor MUST give full firm name and address. Person signing bid should show TITLE or AUTHORITY TO BIND HIS FIRM IN A CONTRACT. Authorized signature/initials should appear on each page of the proposal in the space provided.
- 8. Any catalog, brand name or manufacturer's reference used in proposal invitation is descriptive NOT restrictive it is to indicate type and quality desired. Proposals on brands of like nature and quality will be considered. If proposing on other than reference specifications, Contractor must show manufacturer, brand or trade name, lot number, etc., of article offered. If other than brand(s) specified is offered, illustrations and complete description & MSDS should be made part of the proposal. If Contractor takes no exceptions to specifications or reference data, he will be required to furnish brand names, numbers, etc., as specified. All items proposed shall be new, in first class condition and manufacturer's latest model and design including containers suitable for shipment and storage, unless otherwise indicated in RFP. Verbal agreements to the contrary will not be recognized.
- 9. If the brochure or information included in the proposal **does not exactly** describe the item to be furnished, then notes in the EXHIBIT I, "EXCEPTIONS TO PROPOSAL," must explain the difference. Comments in this form signify that your proposal takes exception to the stated specifications. Exceptions taken may be just cause to disqualify proposal.
- 10. NO substitutions (for what) or cancellations permitted without written approval of WestEd.
- 11. All Contractors **must meet or exceed the minimum specifications** to be considered as a valid proposal. WestEd reserves the right to accept or reject all or any part of any proposal, waive minor technicalities and award the proposal to the Contractor who provides goods or services at the best value for WestEd.
- 12. DELIVERY: Specifications indicate number of days required to place material in receiving department designated locations under normal conditions. A difference in

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delivery promise may break a tie proposal. Unrealistically short or long delivery promises may cause proposal to be disregarded. Consistent failure to meet delivery promises without valid reason may cause removal from bid list. Delivery shall be made during normal working hours only, 8:00 a.m. to 5:00 p.m. unless prior approval for late delivery has been obtained.

- 13. If a proposal contains proprietary information, the Proposals must declare such information as proprietary if Contractor does not want information to become public.
- 14. The Contractor/Successful Contractor agrees to protect WestEd from claims involving infringement of patents or copyrights.
- 15. Purchase order number should be on original invoice and invoice sent to:

WestEd 730 Harrison Street San Francisco Ca. 94107 Attn: Flora Montgomery

16. WestEd shall pay for the product/service within thirty (30) days of receipt and acceptance. Acceptance by WestEd constitute all items bid being received and in good working order to WestEd's satisfaction.

PRICE REVISION CLAUSE – ANNUAL CONTRACTS

WestEd desires firm prices for the full contract period. It is recognized by WestEd that qualified contractor may face unforeseen price changes from manufacturers. Unit price changes due to increases or decreases from the manufacturer will be considered "pass-on" costs. "Pass-on" increases must be verified in writing by manufacturer and will be considered during the term of the contract. NOTE: WESTED MUST HAVE THIRTY (30) DAYS WRITTEN NOTICE PRIOR TO ANY INCREASE OF EXISTING PRICES.

INCREASES

Permissible price revisions in any event shall not exceed the actual unit cost or percentage cost revisions from the manufacturer. It will ordinarily be the policy of WestEd to accept manufacturer price increases, when the amount of such increases is reasonable. However, WestEd reserves the right to obtain a different source or sources to such item or items which have been increased in price.

DECREASES

If a contractor does take advantage of this "Price Revision Clause", WestEd will expect any decreases in cost from the manufacturer during the term of the contract to lower the price for such item or items.

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EXHIBIT A

Contrac	etor Must Fill	& Sign
Name of	Firm, Compar	ny
Print Na	me	
Title		
Mailing	Address	
City	State	Zip
Telepho	ne	
Fax Nur	nber	
Email A	ddress	

AUTHORIZED SIGNATURE

CONTRACTOR AGREES TO COMPLY WITH ALL CONDITIONS BELOW, ATTACHED SPECIFICATIONS, AND NOTES.

CONTRACTOR HAS READ AND AGREES TO COMPLY WIH ALL TERMS AND CONDITIONS OF REQUEST FOR PROPOSAL. PRODUCTS OFFERED SHALL MEET OR EXCEED SPECIFICATION INDENTIFIED IN THIS REQUEST FOR PROPOSAL.

Item #	Item and Description	Quantity	Unit Price	Additional
				Expenses
1	WestEd San Francisco (EXHIBIT B)	12	\$	\$
2	WestEd Los Alamitos (EXHIBIT C)	12	\$	\$
3	WestEd Sausalito (EXHIBIT D)	12	\$	\$
4	WestEd Camarillo (EXHIBIT E)	12	\$	\$
5	WestEd San Marcos (EXHIBIT F)	12	\$	\$
6	WestEd Tucson (EXHIBIT G)	12	\$	\$
7	WestEd Burlington (EXHIBIT H)	12	\$	\$

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EXHIBIT B

The San Francisco Location:

730 Harrison Street, San Francisco, CA:

GENERAL SPECIFICATIONS

I. Office Area

A. Nightly Services (Monday – Friday)

- 1. Gather all waste paper and place for disposal.
- 2. Sweep and/or dust mop all floor surfaces.
- 3. Vacuum clean all carpeted areas.
- 4. Dust desks, chairs, tables and other office furniture.
- 5. Dust all ledges and other flat surfaces within reach.
- 6. Dust counters, file cabinets and telephones.
- 7. Properly arrange furniture in offices.
- 8. Remove fingerprints from doors and partition glass.
- 9. Wash all drinking fountains.
- 10. Check doors and lock upon completion of work.
- 11. Leave only designated lights on.
- 12. Keep janitor closets clean and orderly.
- 13. Recycling- empty the recycling bins in the designated locations.

B. Weekly Services

1. Remove fingerprints from woodwork, walls and partitions.

C. Monthly Services

- 1. Spot clean corridor walls.
- 2. Polish or clean door kick plates and thresholds.
- 3. Wash all waste baskets.
- 4. Lift and clean under all plastic floor pads.

D. Every Sixty Day Services

- 1. Dust high partition ledges and moldings.
- 2. Dust or vacuum air grills.
- **3.** Vacuum upholstery.

E. Every One to Three Months

- 1. Clean refrigerator/freezers on each floor
 - a. Remove expired food.
 - b. Clean inside of refrigerator and freezer

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II. Restroom and Lounges

A. Nightly Services (Monday – Friday)

- 1. Clean restrooms, wash basins, dispensers and chrome fittings.
- 2. Clean mirrors and frames.
- 3. Wet mop floors.
- 4. Sanitize toilets, toilet seats and urinals.
- 5. Dust ledges and partitions.
- 6. Report to Building Office any fixture not working properly.

B. Weekly Services

- 1. Spot wash partitions, walls and doors.
- 2. Remove any soap scum or residue left from dispenser soap.

C. Every Two Month Services

- 1. Wax any composition floors.
- 2. Dust ceiling vents.

D. Requested Services

1. Scrub all marble wainscoting and partitions. (Additional Cost per service)

III. Corridors, Stairways and Elevators

A. Nightly Services (Monday – Friday)

- 1. Sweep and dust mop corridor floors.
- 2. Clean elevator floors.
- 3. Clean elevator floors and thresholds.
- 4. Clean and polish bright work.
- 5. Vacuum elevator door tracks.

B. Weekly Services

- 1. Spot mop all tile lobbies.
- 2. Dust elevator walls and ceiling.
- 3. Spot wash all lobby walls and doors.

C. Monthly Services

1. High dust ledges and partitions.

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IV. Carpet Maintenance

A. Nightly Services

- 1. Spot clean coffee and other minor stains.
- 2. Report large stains to Building Office.

B. Extra service

- 1. <u>Spot Clean Stains</u>: Removal of difficult stains by an expert.
- 2. Shampooing: conference room and common area when needed.

V. Exterior Entrances to 730 Harrison Street

A. Nightly Services (Monday – Friday)

- 1. Sweep sidewalk in front of entrances.
- 2. Spot clean entrance glass.

B. Weekly Services

- 1. Hose down sidewalk in front of entrances.
- 2. Remove scuff marks from wall.

VI. Garages

A. Dailey

1. Pick up trash.

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EXHIBIT C

The Los Alamitos Location:

4665 Lampson Street, Los Alamitos, CA

LOBBY

Dailey

Empty all waste receptacles

Dust all horizontal surfaces

Dust all furniture, fixtures, equipment and accessories

Clean and polish all drinking fountains

Dust wipe all telephones including ear and mouth piece

Vacuum walk-off mats

Fully vacuum all carpets from wall to wall

Dust mop all hard surface floors with treated dust mop

Damp mop all hard surface floors

Weekly

Dust all low reach areas

Spot clean all horizontal and vertical surfaces removing fingerprints, smudges and stains

Monthly

Spray buff hard surface floors

Quarterly

Strip hard surface floor and re-coat with two coats of floor polish

TENANT AREAS

Dailey

Vacuum carpeted floors

Spot clean carpet

Empty all waste receptacles and centrally located recycling containers

Remove trash and recyclable paper to designated area

Dust and spot clean all furniture, fixtures, equipment and accessories

Spot clean all horizontal and vertical surfaces removing fingerprints, smudges and stains

Spot clean all partition glass

Weekly

Dust high and low areas (e.g., pictures, clocks, partition tops, etc.)

Quarterly

Damp wipe furniture and lint brush fabric furniture

Dust all venetian blinds

TENANT AREA TILE FLOORS

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Daily

Dust mop and spot wet mop

Weekly

Damp mop entire area

Monthly

Spray buff floors

Quarterly

Strip and refinish floors

EXECUTIVE OFFICE AREAS

Daily

Vacuum carpeted floors wall to wall, spot clean and edge. All plush carpet to be pattern vacuumed

Empty all waste receptacles and recycling containers

Remove trash and recyclable paper to designated area

Dust and spot clean all furniture, fixtures, and accessories

Dust high areas (e.g., pictures, clocks, partition tops, etc.)

Spot clean all horizontal and vertical surfaces removing fingerprints, smudges and stains

Spot clean all partition glass

Weekly

Polish all wood furniture and conference tables using approved polish

Monthly

Damp wipe furniture and lint brush fabric furniture

Quarterly

Dust all venetian blinds

EXECUTIVE AREA TILE FLOORS

Daily

Dust mop and spot mop

Weekly

Damp mop entire area

Spray buff floors

Monthly

Spray buff all hard surface floors

Quarterly

Strip and refinish floors

RESTROOMS

Daily

Refill all dispensers, empty trash, clean and sanitize all restroom fixtures, wipe all counters, clean mirrors, wipe chrome, spot wipe partitions, sweep and damp mop floors using a germicidal cleaner

Weekly

Wash all restroom partitions on both sides

Monthly

Machine scrub all restroom floors using germicidal detergent

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Dust and clean all return air vents

Quarterly

Wash walls

ELEVATOR CARS

Daily

Clean and polish elevator bright work

Detail clean threshold plates removing all visible soil

Completely clean and vacuum carpeted elevator

Dust ceiling light lenses

Quarterly

Hot water extract carpeting

BREAK/ LUNCH ROOMS / COFFEE STATIONS

Daily

Empty all waste receptacles and remove trash to designated area

Clean and wipe sinks and counters

Vacuum carpeted floors, spot clean and edge

Dust mop all hard surface floors with treated dust mop

Damp mop entire area

Weekly

Dust high and low areas (pictures, clocks, partition tops, etc.)

Damp wipe all chairs

Monthly

Spray buff hard surface floors

Ouarterly

Dust all venetian blinds

Strip hard surface floor and re-coat with two coats of floor finish

FREIGHT ELEVATOR

Daily

Damp mop elevator and all freight port

Clean and polish elevator bright work

Weekly

Spot clean all horizontal and vertical surfaces, removing fingerprints, smudges and stains

Wipe all elevator cab walls to remove dust, visible soil and stains

Spot clean all metal elevator doors and threshold plates

Monthly

Spray buff floors

Quarterly

Machine scrub and apply two coats of floor finish

STAIRWELLS

Daily

Pick up all obvious litter

Weekly

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Dust railings, ledges and spot clean

Vacuum all stairs

ENTRANCES

Daily

Empty and damp wipe ashtrays; clean cigarette urns, smooth sand

Dust all horizontal surfaces

Dust all furniture, fixtures, equipment and accessories

Vacuum walk-off mats

Dust mop all hard surface floors with treated dust mop

Spot mop entire area

Clean and polish bright metal work

Clean both sides of glass doors

Clean door glass and side glass, wipe clean metal framing

Weekly

Detail clean threshold plates removing all visible soil

LOADING DOCK

Daily

Police area and remove litter

Weekly

Damp mop tile floors and broom sweep concrete flooring

Monthly

Machine scrub using an automatic floor scrubber

Ouarterly

Strip floors of wax and apply two coats of wax in office area

JANITOR CLOSETS

Daily

Clean and arrange all equipment in janitor closet each night; empty vacuum cleaner bags, check belts; sweep and spot mop floor

NOTES ON SPECIFICATIONS

Cleaning supplies and equipment required to perform the above services will be provided by contractor.

"Daily" tasks are those performed 5 days per week.

"Horizontal surfaces" are those above 2 ft. and below 6 ft. of the floor.

Only washable walls are to be spot cleaned.

MSDS sheets will be kept on site and available for review upon request.

Carpet extraction, and special floor work done outside of the agreed schedule is done at an additional charge.

Quality control inspections are to be performed on an agreed upon schedule, but not less than monthly.

Any reported deficiency in the performance of these specifications will be corrected within 24 hours.

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EXHIBIT D

The Sausalito Location:

180 Harbor Drive, Sausalito, CA:

Daily Cleaning

General

Wipe and disinfect doorknobs, light switches, and thermostats Clean countertops, shelves, mirrors Wipe all window sills. Wipe and clean water coolers Spot clean walls

Clean conference room tables and reception table

Restroom Cleaning:

Clean, disinfect and sanitize all bathroom fixtures, sinks, walls, etc.

Clean, disinfect and sanitize all toilets, toilet bowls, toilet tanks, toilet seat, handle and underneath the toilet with germicidal disinfectant

Sweep and wash all flooring with approved germicidal detergent solutions

Wash and polish all mirrors

Empty and clean paper towel and toilet paper receptacles

Remove waste paper and other refuse for sanitation collection

Fill toilet tissue, soap and towel dispensers

Trash Removal

Empty trash and other receptacles

Disinfect trash cans and replace liner

Replace trash receptacle in proper place.

Throw away items left on floor that are marked "trash."

Remove any obvious trash left on the floor near the trash receptacle

Empty any recycle paper bins into Recycle bin outside

Kitchen

Clean sinks, countertops, microwaves, toasters, and refrigerators

Scrubbing and polishing of sinks and faucets

Clean behind microwave and coffee machine

Mopping, scrubbing and drying of kitchen floors (weekly)

Disinfection of countertops, garbage bins and other kitchen items

Clean outside of appliances including microwaves, toasters and refrigerators

Clean coffeemaker and water cooler

Wiping all countertops

Wiping cabinet exteriors

Empty trash and replace liner as needed and wipe lid of trash receptacle

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Dusting

Horizontal surface dusting

Dust accessible windowsills, baseboards and other flat surfaces

Remove cob webs

Dry dust computers

Dust and wipe furniture. Remember, papers on desks and filing cabinets are not to be disturbed, and do not unplug or turn off computers or any other equipment on desks.

Dusting and wiping fixtures

Dust all cleared surfaces of desks, file cabinets and other flat surfaces

Vacuuming

Vacuum all carpeted areas

Vacuum cloth chairs, wipe arms/edges and chair bases as needed

Monthly Cleaning

Wipe air duct covers

Clean the tops of door frames and doors

Clean the tops of picture frames

Vacuum along baseboards

Vacuum all cloths chairs thoroughly

Clean interior glass windows

Clean walls

Floor dusting, sweeping, mopping and polishing of floors

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EXHIBIT E

The Camarillo location:

333 North Lantana Street, Camarillo CA:

Standard Scope Janitorial Specifications

Services shall include the following utilizing GS-42 certified "Green" chemicals, methods, and procedures and CRI approved carpet and floor equipment to promote safer and healthier work environments:

Entrance and Main Lobby

Daily

- a. Wash both sides of entry doors
- b. Wipe fingerprints and smudges from all metal surfaces
- c. Vacuum indoor and outdoor walk-off mats and carpets, spot clean as needed.
- d. Dust mop floor. Remove gum, spills.
- e. Wet mop floor.
- f. Dust all horizontal surfaces.
- g. Clean all ashtrays and sand urns replacing sand as needed.

Weekly

- a. Wash door frames
- b. Dust high surfaces and ledges
- c. Spot clean and remove any marks on walls.
- d. Dust and wipe down windowsills.

Elevators

Daily

- a. Wipe down both sides of door to remove prints, smudges, dirt and dust.
- b. Spot clean walls removing all marks.
- c. Vacuum or mop floor depending on carpet or tile.
- d. Clean all call buttons and panels inside and outside of cabs. When cleaning call buttons outside of cabs in elevator lobbies, take precaution with cleaning solution not to soil the area around buttons.
- e. Report any damage to cabs to Building Management.

Weekly

- a. Vacuum cab threshold tracks: polish as needed to maintain shine.
- b. Dust ceiling and clean ceiling light covers.

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Restrooms

Daily

- a. Clean, sanitize and polish all sinks and toilet fixtures taking care to clean under edges o fixtures and to wipe clean all chrome plated plumbing on fixtures. All surfaces shall be left shining with no streaks. Use a germicidal detergent on all surfaces.
- b. Refill toilet paper, hand towels, liquid soap and sanitary napkin containers; check to be sure all containers are in good working order.
- c. Report any damaged dispensers to Building Management.
- d. Clean and polish all mirrors, dispensers, ashtrays, countertops and bright work. Surfaces should be free from dust, dirt and streaks.
- e. Empty and sanitize all receptacles.
- f. Sweep and wet mop floors using disinfectant cleaner.
- g. Clean and sanitize both sides of toilet seat. When finished, leave the seat up.
- h. Spot clean walls, both sides of stall doors, and partitions as needed to remove marks, stains and dirt. Wipe clean all light switch plates and door handles.
- i. Clean and sanitize urinals.

Weekly

- a. Fill floor drains with germicidal solution, filling p-trap to alleviate sewer gas smell.
- b. Dust all light fixtures and dust air vents.
- c. Wash all partitions from top to bottom.

Monthly

- a. Machine scrub restroom floor, cleaning grout and caulk.
- b. Dust all light fixtures.

Corridors and Elevator Lobbies

Daily

- a. Spot clean elevator doors and frames, call buttons, directional signage, stairwell doors, side light glass and wall surfaces.
- b. Vacuum carpet thoroughly, spot clean carpet. Notify building management if stains cannot be removed.
- c. Clean, polish and sanitize drinking fountains. Be sure all metal is polished and free from scale.
- d. Dust and wipe down window mullions.

Monthly

- a. Dust all light fixtures.
- b. Dust baseboards.

Semi-Annually

a. Dust and clean air vents throughout entire building.

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Stairwells

Daily

a. Police stairwells removing all debris, gum and spills. Spot mop and scrub as needed to maintain good appearance.

Weekly

- a. Sweep stairs.
- b. Wet wipe handrails.

Office Areas

Daily

- a. Empty all waste receptacles. Transport trash to collection areas. Note: items not in the receptacle are not to be thrown out unless specifically marked for disposal.
- b. If applicable, empty all full "large" recycle boxes into designated outside bin.
- c. Pick up all large debris and vacuum carpeted areas.
- d. Sweep floors and wet mop.
- e. Turn out all lights if suite is not occupied.
- f. Dust picture frames, dust all horizontal surfaces below 6 feet high, dust chair and desk legs and side surface of desks, dust bookshelves.

NOTE: Lock all doors during cleaning and upon leaving suite. Use green/red dot system where applicable if tenant has requested door be left unlocked.

Weekly

- a. Dust all horizontal surfaces above 6 feet high.
- b. Remove spillage and smudges from walls, woodwork, light switch plates, baseboards, and interior glass.
- c. Detail vacuum carpeted areas along baseboards and in corners.

Quarterly

- a. Vacuum upholstered furniture.
- b. Wash glass entry doors with glass cleaner (sidelight and partition cleaning can be performed and will be quoted separately as requested)
- c. Dust mini-blinds.

Lunch Room

Daily

- a. Clean tabletops and chairs.
- b. Sweep floors and wet mop.
- c. Clean counter tops and sinks.
- d. Empty trash and replace liners.
- e. Spot clean walls and doors.

Weekly

- a. Polish sinks and counters.
- b. Spot clean walls and doors and walls behind trash receptacles.

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c. Clean exterior of refrigerators and microwaves. (Interior cleaning available as separate contract option).

Quarterly

a. Scrub and recoat VCT floors.

Supplies provided by CCS at no additional charge to complete all above work shall include:

- a. Cleaning and chemical supplies
- b. Equipment
- c. Cleaning cloths, squeegees, brushes, and other small hand tools
- d. Carts, mop buckets, and other cleaning utensils

Optional supplies that can be provided by CCS at an additional cost to customer include:

- a. Paper products, including toilet paper, hand towels, seat covers, etc.
- b. Soap
- c. Liners

Optional specialty services can be provided by CCS at the below rates:

- a. Out of Cycle Floor Work Strip and Wax \$0.45psf
- b. Out of Cycle Floor Work Scrub and Recoat \$0.35psf
- c. Extra Work (partition glass/sidelight cleaning, detail cleaning, etc.) \$29.50/hr
- d. Exterior Window Cleaning- Separate Contract Option to be Quoted as Requested

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EXHIBIT F

The San Marcos Location:

751 Rancheros Drive, San Marcos, CA:

JANITORIAL SERVICES

I. DAILY SERVICES - One (1) day per week.

- 1. Empty all waste baskets, wipe clean, and replace liners as needed.
- 2. Empty all recycle cans and collect cardboard boxes. Deposit trash at pickup point.
- 3. Dust all counters, desks, chairs, and all other office furniture and equipment.
- 4. Vacuum carpeting in all offices and conference room. Remove staples as needed.
- 5. Spot clean all doors, door frames, walls and around light switches.
- 6. Spot clean all carpeting for spills. Rinse spot after cleaning to prevent re-soiling.
- 7. Sweep all hard surface floors in reception area.
- 8. Damp mop all hard surface floors in reception area with germicidal cleaner.
- 9. Dust all computers and computer screens, being careful not to touch the keyboard.
- 10. Spot clean all partition and entrance door glass for smudges and fingerprints.
- 11. Perform all low dusting, i.e., chair bases, partitions, etc ..
- 12. Damp wipe all ledges, window sills and picture frames.
- 13. Dust all vertical and horizontal blinds.

BREAK AREA SERVICES

I. WEEKLY SERVICES - One (1) day per week.

- 1. Empty all trash, wipe can inside and out and install new liner.
- 2. Damp wipe exterior of refrigerator.
- 3. Scour sink and countertop. Damp wipe cabinet faces.
- 4. Clean microwave oven.

RESTROOM SERVICES

I. WEEKLY SERVICES - One (1) day per week.

- 1. Empty and wipe clean waste receptacles, replace liners as needed.
- 2. Empty sanitary napkin containers and replace insert.
- 3. Refill all soap, towel, tissue and seat cover dispensers.
- 4. De-scale all toilet bowls and urinals.
- 5. Clean and disinfect wash basins, toilet bowls and urinals.
- 6. Disinfect undersides and tops of toilet seats.
- 7. Spot clean tile walls and toilet partitions.
- 8. Spot clean walls around wash basins.
- 9. Clean and polish all dispensers and fixtures.
- 10. Polish all metal and mirrors.
- 11. Mop floors with a germicidal solution.

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EXHIBIT G

The Tucson Location:

622 S. Country Club, at Tucson AZ:

- 1. Scheduled for every Tuesday and Friday
- 2. Time is for 45 mins. with 2 workers.
- 3. Each visit consist of the following:
 - a. vacuuming all rags areas (3 rooms, hallway and reception area)
 - b. sweep and mop restroom and waiting area
 - c. dusting all desks, phones and computer screens
 - d. clean all restroom sink and mirror (sanitized)

4. Every 2 weeks the jobs consists of the following

- a. Dusting pictures frames and windows seals
- b. Cleaning the main entrance window (inside and outside)

5. Once a month

a. Cleaning all reminding windows.

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EXHIBIT H

The Burlington Location:

426 Industrial Ave, Williston, VT:

SLR Janitorial provides the following services at a rate of \$33.00 per cleaning.

Empty all trash and recycling

Mop all hard surface floors

Vacuum all carpeted areas

Dust all conference tables

Wipe down all coffee bars, counter tops, etc.

Clean kitchen, wipe down tables, counters, sinks, etc.

Clean interior window kits monthly

Dusting of chair rails

Carpet cleaning, hard surface floor stripping and sealing,

Exterior window cleaning is an extra charge.

Customer provides all paper products, trash bags, trash can liners,

Paper towels, soap, etc.

SLR Janitorial provides all cleaning products

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EXHIBIT I

EXCEPTIONS TO THE PROPOSAL: