

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM: 3.25**  
(ID # 22584)

**MEETING DATE:**  
Tuesday, August 01, 2023

**FROM :** FACILITIES MANAGEMENT:

**SUBJECT:** FACILITIES MANAGEMENT: Approval of the Janitorial Services Agreement with Servicon Systems, Inc., for Custodial Services for Four (4) Years through June 30, 2027; All Districts. [Total Cost of \$7,795,128; up to \$389,756 in additional compensation per fiscal year-100% Facilities Management Budget]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the Janitorial Services Agreement with Servicon Systems, Inc., for custodial services through June 30, 2027 for a total aggregate amount of \$7,795,128, and authorize the Chair of the Board of Supervisor to sign the Agreement on behalf of the County;

**Continued on page 2**

**ACTION:**

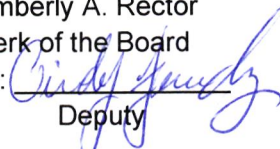
  
Rose Salgado, Director of Facilities Management 7/20/2023

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Spiegel, seconded by Supervisor Gutierrez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Perez, Washington, and Gutierrez  
Nays: None  
Absent: None  
Date: August 1, 2023  
xc: FM

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

**RECOMMENDED MOTION:** That the Board of Supervisors:

2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel, to: (a) sign amendments including modifications of the statement of work that stay within the intent of each agreement and other associated services; (b) sign amendments to the compensation provisions that do not exceed \$389,756 annually for the term of the Agreement; and
3. Direct the Clerk of the Board to return three (3) copies of the Agreement to Purchasing Department for distribution.

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$1,948,782	\$ 1,948,782	\$7,795,128	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS:</b> 100% Facilities Management Budget			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	23/24-26/27

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The Custodial Services Division (CSD) of the Facilities Management Department (FM) is responsible for providing and overseeing janitorial services at County facilities. CSD desires to provide efficient customer service and to maintain sanitary conditions for County employees and customers who visit County facilities. This includes following Center for Disease Control (CDC) guidelines for COVID-19 cleaning as well as meeting the requirements of a LEED facility green cleaning policy for identified locations. Comprehensive janitorial services are necessary for effective infection control measures through regularly scheduled cleaning and disinfection of surfaces, equipment, and common areas.

Custodial services provide enhanced safety at public facing and medical facilities by ensuring the expedient removal of hazardous materials, spills, and clutter, reducing the risk of accidents and injuries. Regular cleaning and maintenance of floors, staircases, and corridors contribute to a safer environment for staff, patients, and visitors.

Due to staffing constraints and increased service level needs, Facilities Management has been utilizing third-party vendors to supplement current custodial services at County locations. FM's current contracts with janitorial service providers no longer meet the needs for specific locations.

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CSD evaluated options and chose to continue contracting janitorial services with third-party vendors in order to optimize operating expenses, improve work efficiencies, enhance customer service, and reduce County costs. Employing professional janitorial services such as Servicon benefits the County because they are skilled professionals who are trained in proper cleaning techniques, using the most effective tools and equipment of the trade.

**Impact on Residents and Businesses**

There is a positive impact on both residents and businesses within the county. By augmenting the current custodial services with an outside vendor, CSD will obtain and provide the necessary services to provide workplace cleanliness and a healthy environment for both staff the general public.

**Contract History and Price Reasonableness**

The Riverside County Purchasing Department was able to secure favorable pricing for Custodial Services with an existing contractor by piggybacking contract SHARC-91039-003-06/27. RFP #SHARC-468 for janitorial services was issued on publicpurchase.com on April 1, 2021. The bid invitation was sent to ninety-four (94) potential bidders, fifty-seven (57) of them downloaded the bid, and three (3) proposals were received. The bids were evaluated by a team of Sheriff Department personnel and each bid response was evaluated based on the criteria set forth in the RFP: overall response to the RFP requirement, approach to service and solutions, bidders experience and availability, cost and fees, references, and financial information. The County required that the responsive bidders be registered with Department of Industrial Relations for Janitorial Services at the time of bid submittal, as well as vendors being able to maintain the required number of staffing per location and pass site specific background check requirements. Based on the Regional approach the evaluation committee determined Servicon Systems, Inc. (Servicon) the most responsive bidder. SHARC-91039-003-06/27 was approved by the Board of Supervisors 6/28/2022 Item 3.48. The decision was made to leverage County resources and piggyback the current contract in order to expedite implementation while maintaining service levels at County facilities. Servicon has the demonstrated ability to meet the needs of the County of Riverside for all locations as well as the required DIR registration.

**Attachments**

- Professional Services Agreement – 3 copies

SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA

*Meghan Hahn*  
Meghan Hahn, Deputy Director of Procurement 7/20/2023

*Ryan Yabko* 7/20/2023 *Aaron Gettis* 7/20/2023  
Ryan Yabko Aaron Gettis, Deputy County Counsel

**JANITORIAL SERVICES AGREEMENT**

**between**

**COUNTY OF RIVERSIDE**

**and**

**SERVICON SYSTEMS, INC.**



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This Agreement, made and entered into this \_\_\_\_ day of \_\_\_\_\_, 2023, by and between SERVICON SYSTEMS, INC., a California corporation, (herein referred to as "CONTRACTOR"), and the COUNTY OF RIVERSIDE, a political subdivision of the State of California, (herein referred to as "COUNTY"). The parties agree as follows:

**1. Description of Services**

**1.1** CONTRACTOR shall provide all services as outlined and specified in Exhibit A, Scope of Services, for locations outlined in Exhibit B, Facilities and Schedules, at the prices stated in Exhibit C, Payment Provisions to the Agreement.

**1.2** CONTRACTOR represents that it has the skills, experience, and knowledge necessary to perform under this Agreement and the COUNTY relies upon this representation. CONTRACTOR shall perform to the satisfaction of the COUNTY and in conformance to and consistent with the highest standards of firms/professionals in the same discipline in the State of California.

**1.3** CONTRACTOR affirms this it is fully apprised of all of the work to be performed under this Agreement; and the CONTRACTOR agrees it can properly perform this work at the prices stated in Exhibit C. CONTRACTOR is not to perform services or provide products outside of the Agreement.

**1.4** Acceptance by the COUNTY of the CONTRACTOR's performance under this Agreement does not operate as a release of CONTRACTOR's responsibility for full compliance with the terms of this Agreement.

**2. Period of Performance**

**2.1** This Agreement shall be effective upon signature of this Agreement by both parties and continues in effect through June 30, 2027, unless terminated earlier. CONTRACTOR shall commence performance upon signature of this Agreement by both parties and shall diligently and continuously perform thereafter. The Riverside County Board of Supervisors is the only authority that may obligate the County for a non-cancelable multi-year agreement.

**3. Compensation**

**3.1** The COUNTY shall pay the CONTRACTOR for services performed, products provided, and expenses incurred in accordance with the terms of Exhibit C, Payment Provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed One Million Nine Hundred Forty-Eight Thousand Seven Hundred Eighty-Two Dollars (\$1,948,782) annually including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit C, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement.

**3.2** No price increases will be permitted during the first year of this Agreement (if applicable). All price decreases (for example, if CONTRACTOR offers lower prices to another governmental entity) will automatically be

extended to the COUNTY. The COUNTY requires written proof satisfactory to COUNTY of cost increases prior to any approved price adjustment. After the first year of the award, a minimum of 30-days advance notice in writing is required to be considered and approved by COUNTY. No retroactive price adjustments will be considered. Any price increases must be stated in a written amendment to this Agreement. The net profit percentage will remain firm during the period of the Agreement. Annual increases shall be subject to satisfactory performance review by the COUNTY and approved (if needed) for budget funding by the Board of Supervisors.

**3.3** CONTRACTOR shall be paid only in accordance with an invoice submitted to COUNTY by CONTRACTOR within fifteen (15) days from the last day of each calendar month, and COUNTY shall pay the invoice within thirty (30) working days from the date of receipt of the invoice. Payment shall be made to CONTRACTOR only after services have been rendered or delivery of materials or products, and acceptance has been made by COUNTY. Prepare invoices in duplicate. For this Agreement, send the original and duplicate copies of invoices to:

Riverside County Facilities Management Department  
3450 14<sup>th</sup> Street, 2<sup>nd</sup> floor  
Riverside CA, 92501

**3.3.1** Each invoice shall contain a minimum of the following information: invoice number and date; remittance address; bill-to and ship-to addresses of ordering department/division; Agreement number (FMARC-00244); quantities; item/service descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.

**3.3.2** Invoices shall be rendered monthly in arrears.

**3.4** The COUNTY obligation for payment of this Agreement beyond the current fiscal year end is contingent upon and limited by the availability of COUNTY funding from which payment can be made, and invoices shall be rendered “monthly” in arrears. In the State of California, Government agencies are not allowed to pay excess interest and late charges, per Government Codes, Section 926.10. No legal liability on the part of the COUNTY shall arise for payment beyond June 30 of each calendar year unless funds are made available for such payment. In the event that such funds are not forthcoming for any reason, COUNTY shall immediately notify CONTRACTOR in writing; and this Agreement shall be deemed terminated, have no further force, and effect.

#### **4. Alteration or Changes to the Agreement**

**4.1** The Board of Supervisors and the COUNTY Purchasing Agent and/or his designee is the only authorized COUNTY representatives who may at any time, by written order, alter this Agreement. If any such alteration causes an increase or decrease in the cost of, or the time required for the performance under this Agreement, an equitable adjustment shall be made in the Agreement price or delivery schedule, or both, and the Agreement shall be modified by written amendment accordingly.



**4.2** Any claim by the CONTRACTOR for additional payment related to this Agreement shall be made in writing by the CONTRACTOR within thirty (30) days of when the CONTRACTOR has or should have notice of any actual or claimed change in the work, which results in additional and unanticipated cost to the CONTRACTOR. If the COUNTY Purchasing Agent decides that the facts provide sufficient justification, he may authorize additional payment to the CONTRACTOR pursuant to the claim. Nothing in this section shall excuse the CONTRACTOR from proceeding with performance of the Agreement even if there has been a change.

**5. Termination**

**5.1.** COUNTY may terminate this Agreement without cause upon thirty (30) days written notice served upon the CONTRACTOR stating the extent and effective date of termination.

**5.2** COUNTY may, upon five (5) days written notice terminate this Agreement for CONTRACTOR's default, if CONTRACTOR refuses or fails to comply with the terms of this Agreement or fails to make progress that may endanger performance and does not immediately cure such failure. In the event of such termination, the COUNTY may proceed with the work in any manner deemed proper by COUNTY.

**5.3** After receipt of the notice of termination, CONTRACTOR shall:

**5.3.1** Stop all work under this Agreement on the date specified in the notice of termination; and

**5.3.2** Transfer to COUNTY and deliver in the manner as directed by COUNTY any materials, reports or other products, which, if the Agreement had been completed or continued, would have been required to be furnished to COUNTY.

**5.4** After termination, COUNTY shall make payment only for CONTRACTOR's performance up to the date of termination in accordance with this Agreement.

**5.5** CONTRACTOR's rights under this Agreement shall terminate (except for fees accrued prior to the date of termination) upon dishonesty or a willful or material breach of this Agreement by CONTRACTOR; or in the event of CONTRACTOR's unwillingness or inability for any reason whatsoever to perform the terms of this Agreement. In such event, CONTRACTOR shall not be entitled to any further compensation under this Agreement.

**5.6** If the Agreement is Federally or State funded, CONTRACTOR cannot be debarred from the System for Award Management (SAM). CONTRACTOR must notify the COUNTY immediately of a debarment. Reference: System for Award Management (SAM) at <https://www.sam.gov> for Central Contractor Registry (CCR), Federal Agency Registration (Fedreg), Online Representations and Certifications Application, and Excluded Parties List System (EPLS)). Excluded Parties Listing System (EPLS) (<http://www.epls.gov>) (Executive Order 12549, 7 CFR Part 3017, 45 CFR Part 76, and 44 CFR Part 17). The System for Award

Management (SAM) is the Official U.S. Government system that consolidated the capabilities of CCR/Fed Reg, ORCA, and EPLS.

5.7 The rights and remedies of COUNTY provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or this Agreement.

**6. Ownership/Use of Contract Materials and Products**

The CONTRACTOR agrees that all materials, reports, or products in any form, including electronic, created by CONTRACTOR for which CONTRACTOR has been compensated by COUNTY pursuant to this Agreement shall be the sole property of the COUNTY. The material, reports or products may be used by the COUNTY for any purpose that the COUNTY deems to be appropriate, including, but not limit to, duplication and/or distribution within the COUNTY or to third parties. CONTRACTOR agrees not to release or circulate in whole or part such materials, reports, or products without prior written authorization of the COUNTY.

**7. Conduct of Contractor**

7.1 The CONTRACTOR covenants that it presently has no interest, including, but not limited to, other projects or contracts, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with CONTRACTOR's performance under this Agreement. The CONTRACTOR further covenants that no person or subcontractor having any such interest shall be employed or retained by CONTRACTOR under this Agreement. The CONTRACTOR agrees to inform the COUNTY of all the CONTRACTOR's interests, if any, which are or may be perceived as incompatible with the COUNTY's interests.

7.2 The CONTRACTOR shall not, under circumstances which could be interpreted as an attempt to influence the recipient in the conduct of his/her duties, accept any gratuity or special favor from individuals or firms with whom the CONTRACTOR is doing business or proposing to do business, in accomplishing the work under this Agreement.

7.3 The CONTRACTOR or its employees shall not offer gifts, gratuity, favors, and entertainment directly or indirectly to COUNTY employees.

**8. Inspection of Service; Quality Control/Assurance**

8.1 All performance (which includes services, workmanship, materials, supplies, and equipment furnished or utilized in the performance of this Agreement) shall be subject to inspection and test by the COUNTY or other regulatory agencies at all times. The CONTRACTOR shall provide adequate cooperation to any inspector or other COUNTY representative to permit him/her to determine the CONTRACTOR's conformity with the terms of this Agreement. If any services performed or products provided by CONTRACTOR are not in conformance with the terms of this Agreement, the COUNTY shall have the right to require the CONTRACTOR to perform the services or provide the products in conformance with the terms of the Agreement at no additional cost to the

COUNTY. When the services to be performed or the products to be provided are of such nature that the difference cannot be corrected; the COUNTY shall have the right to: (1) require the CONTRACTOR immediately to take all necessary steps to ensure future performance in conformity with the terms of the Agreement; and/or (2) reduce the Agreement price to reflect the reduced value of the services performed or products provided. The COUNTY may also terminate this Agreement for default and charge to CONTRACTOR any costs incurred by the COUNTY because of the CONTRACTOR's failure to perform.

**8.2** CONTRACTOR shall establish adequate procedures for self-monitoring and quality control and assurance to ensure proper performance under this Agreement; and shall permit a COUNTY representative or other regulatory official to monitor, assess, or evaluate CONTRACTOR's performance under this Agreement at any time, upon reasonable notice to the CONTRACTOR.

**9. Independent Contractor/Employment Eligibility**

**9.1** The CONTRACTOR is, for purposes relating to this Agreement, an independent contractor and shall not be deemed an employee of the COUNTY. It is expressly understood and agreed that the CONTRACTOR (including its employees, agents, and subcontractors) shall in no event be entitled to any benefits to which COUNTY employees are entitled, including but not limited to overtime, any retirement benefits, worker's compensation benefits, and injury leave or other leave benefits. There shall be no employer-employee relationship between the parties; and CONTRACTOR shall hold COUNTY harmless from any and all claims that may be made against COUNTY based upon any contention by a third party that an employer-employee relationship exists by reason of this Agreement. It is further understood and agreed by the parties that CONTRACTOR in the performance of this Agreement is subject to the control or direction of COUNTY merely as to the results to be accomplished and not as to the means and methods for accomplishing the results.

**9.2** CONTRACTOR warrants that it shall make its best effort to fully comply with all federal and state statutes and regulations regarding the employment of aliens and others and to ensure that employees performing work under this Agreement meet the citizenship or alien status requirement set forth in federal statutes and regulations. CONTRACTOR shall obtain from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal or state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. CONTRACTOR shall retain all such documentation for all covered employees, for the period prescribed by the law.

**9.3** Ineligible Person shall be any individual or entity who: Is currently excluded, suspended, debarred or otherwise ineligible to participate in the federal health care programs; or has been convicted of a criminal

offense related to the provision of health care items or services and has not been reinstated in the federal health care programs after a period of exclusion, suspension, debarment, or ineligibility.

**9.4** CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement. CONTRACTOR shall not hire or engage any Ineligible Person to provide services directly relative to this Agreement. CONTRACTOR shall screen all current Covered Individuals within sixty (60) days of execution of this Agreement to ensure that they have not become Ineligible Persons unless CONTRACTOR has performed such screening on same Covered Individuals under a separate agreement with COUNTY within the past six (6) months. Covered Individuals shall be required to disclose to CONTRACTOR immediately any debarment, exclusion or other event that makes the Covered Individual an Ineligible Person. CONTRACTOR shall notify COUNTY within five (5) business days after it becomes aware if a Covered Individual providing services directly relative to this Agreement becomes debarred, excluded, or otherwise becomes an Ineligible Person.

**9.5** CONTRACTOR acknowledges that Ineligible Persons are precluded from providing Federal and State funded health care services by contract with COUNTY in the event that they are currently sanctioned or excluded by a federal or state law enforcement regulatory or licensing agency. If CONTRACTOR becomes aware that a Covered Individual has become an Ineligible Person, CONTRACTOR shall remove such individual from responsibility for, or involvement with, COUNTY business operations related to this Agreement.

**9.6** CONTRACTOR shall notify COUNTY within five (5) business days if a Covered Individual or entity is currently excluded, suspended, or debarred, or is identified as such after being sanction screened. Such individual or entity shall be promptly removed from participating in any activity associated with this Agreement.

## **10. Subcontract for Work or Services**

No contract shall be made by the CONTRACTOR with any other party for furnishing any of the work or services under this Agreement without the prior written approval of the COUNTY; but this provision shall not require the approval of contracts of employment between the CONTRACTOR and personnel assigned under this Agreement, or for parties named in the proposal and agreed to under this Agreement. Notwithstanding the foregoing, CONTRACTOR may subcontract to a wholly owned subsidiary.

## **11. Disputes**

**11.1** The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Any dispute relating to this Agreement, which is not resolved by the parties, shall be decided by the COUNTY's Purchasing Department's Compliance Contract Officer who shall furnish the decision in writing. The decision of the COUNTY's Compliance Contract Officer shall be final and conclusive unless determined by a court of competent jurisdiction

to have been fraudulent, capricious, arbitrary, or so grossly erroneous to imply bad faith. The CONTRACTOR shall proceed diligently with the performance of this Agreement pending the resolution of a dispute.

**11.2** Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third-party mediator. A second mediation session shall be required if the first session is not successful. The parties shall share the cost of the mediations.

**12. Licensing and Permits**

CONTRACTOR shall comply with all State or other licensing requirements, including but not limited to the provisions of Chapter 9 of Division 3 of the Business and Professions Code. All licensing requirements shall be met at the time proposals are submitted to the COUNTY. CONTRACTOR warrants that it has all necessary permits, approvals, certificates, waivers and exemptions necessary for performance of this Agreement as required by the laws and regulations of the United States, the State of California, the County of Riverside and all other governmental agencies with jurisdiction and shall maintain these throughout the term of this Agreement.

**13. Use By Other Political Entities**

The CONTRACTOR agrees to extend the same pricing, terms, and conditions as stated in this Agreement to each and every political entity, special district, and related non-profit. It is understood that other entities shall make purchases in their own name, make direct payment, and be liable directly to the CONTRACTOR; and COUNTY shall in no way be responsible to CONTRACTOR for other entities' purchases.

**14. Non-Discrimination**

CONTRACTOR shall not discriminate in the provision of services, allocation of benefits, accommodation in facilities, or employment of personnel on the basis of ethnic group identification, race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex in the performance of this Agreement; and, to the extent they shall be found to be applicable hereto, shall comply with the provisions of the California Fair Employment and Housing Act (Gov. Code 12900 et. seq), the Federal Civil Rights Act of 1964 (P.L. 88-352), the Americans with Disabilities Act of 1990 (42 U.S.C. 1210 1et seq.) and all other applicable laws or regulations.

**15. Records and Documents**

CONTRACTOR shall make available, upon written request by any duly authorized Federal, State, or COUNTY agency, a copy of this Agreement and such books, documents and records as are necessary to certify the nature and extent of the CONTRACTOR's costs related to this Agreement. All such books, documents and records shall be maintained by CONTRACTOR for at least five (5) years following termination of this Agreement and be available for audit by the COUNTY. CONTRACTOR shall provide to the COUNTY reports and information related to this Agreement as requested by COUNTY.

**16. Confidentiality**

**16.1** The CONTRACTOR shall not use for personal gain or make other improper use of privileged or confidential information which is acquired in connection with this Agreement. The term “privileged or confidential information” includes but is not limited to unpublished or sensitive technological or scientific information; medical, personnel, or security records; anticipated material requirements or pricing/purchasing actions; COUNTY information or data which is not subject to public disclosure; COUNTY operational procedures; and knowledge of selection of contractors, subcontractors, or suppliers in advance of official announcement.

**16.2** The CONTRACTOR shall protect from unauthorized disclosure names and other identifying information concerning persons receiving services pursuant to this Agreement, except for general statistical information not identifying any person. The CONTRACTOR shall not use such information for any purpose other than carrying out the CONTRACTOR’s obligations under this Agreement. The CONTRACTOR shall promptly transmit to the COUNTY all third-party requests for disclosure of such information. The CONTRACTOR shall not disclose, except as otherwise specifically permitted by this Agreement or authorized in advance in writing by the COUNTY, any such information to anyone other than the COUNTY. For purposes of this paragraph, identity shall include, but not be limited to, name, identifying number, symbol, or other identifying particulars assigned to the individual, such as finger or voice print or a photograph.

**17. Administration/Contract Liaison**

The Facilities Management, or designee, shall administer this Agreement on behalf of the COUNTY. The Purchasing Department shall serve as the liaison with CONTRACTOR in connection with this Agreement.

**18. Notices**

All correspondence and notices required or contemplated by this Agreement shall be delivered to the respective parties at the addresses set forth below and are deemed submitted two days after their deposit in the United States mail, postage prepaid:

**COUNTY OF RIVERSIDE**

Facilities Management ATTN: PCS  
3450 14<sup>th</sup> Street, Suite 420  
Riverside, CA 92501

**CONTRACTOR**

Servicon Systems, Inc.  
3965 Landmark Street  
Culver City, CA 90232

**19. Force Majeure**

If either party is unable to comply with any provision of this Agreement due to causes beyond its reasonable control, and which could not have been reasonably anticipated, such as acts of God, acts of war, civil disorders, or other similar acts, such party shall not be held liable for such failure to comply.

**20. EDD Reporting Requirements**

In order to comply with child support enforcement requirements of the State of California, the COUNTY may be required to submit a Report of Independent Contractor(s) form **DE 542** to the Employment Development Department. The CONTRACTOR agrees to furnish the required data and certifications to the COUNTY within 10 days of notification of award of Agreement when required by the EDD. This data will be transmitted to governmental agencies charged with the establishment and enforcement of child support orders. Failure of the CONTRACTOR to timely submit the data and/or certificates required may result in the contract being awarded to another contractor. In the event a contract has been issued, failure of the CONTRACTOR to comply with all federal and state reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignments Orders and Notices of Assignment shall constitute a material breach of Agreement. If CONTRACTOR has any questions concerning this reporting requirement, please call (916) 657-0529. CONTRACTOR should also contact its local Employment Tax Customer Service Office listed in the telephone directory in the State Government section under "Employment Development Department" or access their Internet site at [www.edd.ca.gov](http://www.edd.ca.gov).

**21. Hold Harmless/Indemnification**

**21.1** CONTRACTOR shall indemnify and hold harmless the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (individually and collectively hereinafter referred to as Indemnitees) from any liability, action, claim or damage whatsoever, based or asserted upon any services of CONTRACTOR, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature. CONTRACTOR shall defend the Indemnitees at its sole expense including all costs and fees (including, but not limited, to attorney fees, cost of investigation, defense and settlements or awards) in any claim or action based upon such acts, omissions, or services.

**21.2** With respect to any action or claim subject to indemnification herein by CONTRACTOR, CONTRACTOR shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of COUNTY; provided,

however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes CONTRACTOR indemnification to Indemnitees as set forth herein.

**21.3** CONTRACTOR'S obligation hereunder shall be satisfied when CONTRACTOR has provided to COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim involved.

**21.4** The specified insurance limits required in this Agreement shall in no way limit or circumscribe CONTRACTOR'S obligations to indemnify and hold harmless the Indemnitees herein from third party claims.

## **22. Insurance**

**22.1** Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the COUNTY herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents, or representatives as Additional Insureds.

### **22.2 Workers' Compensation:**

If the CONTRACTOR has employees as defined by the State of California, the CONTRACTOR shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside. Policy shall name the COUNTY as Additional Insureds.

### **22.3 Commercial General Liability:**

Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of CONTRACTOR'S performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than \$2,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit.

### **22.4. Vehicle Liability:**

If vehicles or mobile equipment is used in the performance of the obligations under this Agreement, then CONTRACTOR shall maintain liability insurance for all owned, non-owned, or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general



aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

### **22.5 General Insurance Provisions - All lines:**

**22.5.1** Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.

**22.5.2** The CONTRACTOR must declare its insurance self-insured retention for each coverage required herein. If any such self-insured retention exceeds \$500,000 per occurrence each such retention shall have the prior written consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention unacceptable to the COUNTY, and at the election of the County's Risk Manager, CONTRACTOR'S carriers shall either; 1) reduce or eliminate such self-insured retention as respects this Agreement with the COUNTY, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.

**22.5.3** CONTRACTOR shall cause CONTRACTOR'S insurance carrier(s) to furnish the County of Riverside with either 1) a properly executed original Certificate(s) of Insurance and certified original copies of Endorsements effecting coverage as required herein, and 2) if requested to do so orally or in writing by the County Risk Manager, provide original Certified copies of policies including all Endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30) days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverage's set forth herein and the insurance required herein is in full force and effect. CONTRACTOR shall not commence operations until the COUNTY has been furnished original Certificate (s) of Insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this Section. An individual authorized by the insurance carrier shall sign the original endorsements for each policy and the Certificate of Insurance.

**22.5.4** It is understood and agreed to by the parties hereto that the CONTRACTOR'S insurance shall be construed as primary insurance, and the COUNTY'S insurance and/or deductibles and/or self-insured retentions or self-insured programs shall not be construed as contributory.

**22.5.5** If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work; or, the term of this Agreement, including any extensions thereof, exceeds five (5) years; the COUNTY reserves the right to adjust the types of insurance and the monetary limits of liability required under this Agreement, if in the County Risk Manager's reasonable judgment, the amount or type of insurance carried by the CONTRACTOR has become inadequate.

**22.5.6** CONTRACTOR shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.

**22.5.7** The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the COUNTY.

**22.5.8** CONTRACTOR agrees to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.

**23. General**

**23.1** CONTRACTOR shall not delegate or assign any interest in this Agreement, whether by operation of law or otherwise, without the prior written consent of COUNTY. Any attempt to delegate or assign any interest herein shall be deemed void and of no force or effect.

**23.2** Any waiver by COUNTY of any breach of any one or more of the terms of this Agreement shall not be construed to be a waiver of any subsequent or other breach of the same or of any other term of this Agreement. Failure on the part of COUNTY to require exact, full, and complete compliance with any terms of this Agreement shall not be construed as in any manner changing the terms or preventing COUNTY from enforcement of the terms of this Agreement.

**23.3** In the event the CONTRACTOR receives payment under this Agreement, which is later disallowed by COUNTY for nonconformance with the terms of the Agreement, the CONTRACTOR shall promptly refund the disallowed amount to the COUNTY on request; or at its option the COUNTY may offset the amount disallowed from any payment due to the CONTRACTOR.

**23.4** CONTRACTOR shall not provide partial delivery or shipment of services or products unless specifically stated in the Agreement.

**23.5** CONTRACTOR shall not provide any services or products subject to any chattel mortgage or under a conditional sales contract or other agreement by which an interest is retained by a third party. The

CONTRACTOR warrants that it has good title to all materials or products used by CONTRACTOR or provided to COUNTY pursuant to this Agreement, free from all liens, claims, or encumbrances.

**23.6** Nothing in this Agreement shall prohibit the COUNTY from acquiring the same type or equivalent equipment, products, materials, or services from other sources, when deemed by the COUNTY to be in its best interest. The COUNTY reserves the right to purchase more or less than the quantities specified in this Agreement.

**23.7** The COUNTY agrees to cooperate with the CONTRACTOR in the CONTRACTOR's performance under this Agreement, including, if stated in the Agreement, providing the CONTRACTOR with reasonable facilities and timely access to COUNTY data, information, and personnel.

**23.8** CONTRACTOR shall comply with all applicable Federal, State and local laws and regulations. CONTRACTOR will comply with all applicable COUNTY policies and procedures. In the event that there is a conflict between the various laws or regulations that may apply, the CONTRACTOR shall comply with the more restrictive law or regulation.

**23.9** CONTRACTOR shall comply with all air pollution control, water pollution, safety and health ordinances, statutes, or regulations, which apply to performance under this Agreement.

**23.10** CONTRACTOR shall comply with all requirements of the Occupational Safety and Health Administration (OSHA) standards and codes as set forth by the U.S. Department of Labor and the State of California (Cal/OSHA).

**23.11** This Agreement shall be governed by the laws of the State of California. Any legal action related to the performance or interpretation of this Agreement shall be filed only in the Superior Court of the State of California located in Riverside, California, and the parties waive any provision of law providing for a change of venue to another location. In the event any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.

**23.12** This Agreement, including any attachments or exhibits, constitutes the entire Agreement of the parties with respect to its subject matter and supersedes all prior and contemporaneous representations, proposals, discussions, and communications, whether oral or in writing. This Agreement may be changed or modified only by a written amendment signed by authorized representatives of both parties.

#### **24. Prevailing Wage**

**24.1** CONTRACTOR is aware of the requirements of California Labor Code Sections 1720, et seq., and 1770 et seq., as well as California Code of Regulations, Title 8, Section 16000, et seq., ("Prevailing Wage Laws"), which require the payment of prevailing wage rates and the performance of other requirements on certain "public works" and "maintenance" work. Since the heating, ventilation, air conditioning preventative maintenance and

repair services are being performed as part of an applicable "public works" or "maintenance" work, as defined by the Prevailing Wage Laws, CONTRACTOR agrees to fully comply with and to require any contractors or subcontractors to fully comply with such Prevailing Wage Laws.

**25. Electronic Signatures**

**25.1** This Contract may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party to this Contract agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Contract. The parties further agree that the electronic signatures of the parties included in this Contract are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Agreement.

COUNTY OF RIVERSIDE, a political subdivision of the State of California

SERVICON SYSTEMS, INC., a California corporation

By: [Signature]  
Kevin Jeffries  
Board of Supervisors

By: [Signature]  
Name: Laurie Sewell  
Title: CEO

Dated: 08/01/2023

Dated: 7/19/2023

ATTEST:  
Kimberly Rector  
Clerk of the Board

By: [Signature]  
Name: Denise Rabinovitch  
Title: Secretary

By: [Signature]  
Deputy

Dated: July 19, 2023

APPROVED AS TO FORM:  
Minh C. Tran  
County Counsel

By: [Signature]  
Ryan Yabko  
Deputy County Counsel

## EXHIBIT A SCOPE OF SERVICE

CONTRACTOR shall provide janitorial service to Facilities Management's facilities ("Facilities") on an as-needed basis 24/7/365 days a year. The service includes, but is not limited to labor, materials, supplies, and equipment listed under this contract. CONTRACTOR will support the facilities and meet the scope of services for janitorial services as outlined in this agreement. Facilities Management (FM) shall not accept any subcontractors for this project and all work must be performed by the CONTRACTOR.

**Note:** County may add/delete sites and/or modify services at locations as needed for the period of performance of any agreement resulting from this solicitation.

### 1. GENERAL SERVICE REQUIREMENT

CONTRACTOR's employees and supervision shall have successfully passed a Live Scan and Level One security clearance background check through the Facilities Management to enter all locations, and Federal security clearance for select locations. CONTRACTOR's employees who have not been cleared or fail the security clearance shall not be permitted inside a COUNTY facility.

1.1 Level I Security Clearance: A level I security clearance is a status granted to individuals that have completed a background check, who may have unsupervised access to confidential information or access to restricted areas (i.e., any Facilities). All Level I security clearance background checks would be conducted by Facilities Management Personnel if required.

1.1.1 Below outline the reasons why the Level 1 Security Clearance is necessary for janitorial staff:

1.1.1.1 The California Government Code sections 15150 through 15167 states that the California Department of Justice (CA DOJ) shall maintain a statewide telecommunications system for the use of law enforcement agencies and only authorized law enforcement, criminal justice personnel or their lawfully authorized designees may use a CLETS terminal. Any information from the CLETS is confidential and for official use only. Access is defined as the ability to hear or view any information provided through the CLETS.

1.1.1.2 The California DOJ CLETS Policy directs that all persons, including non-criminal justice, volunteer personnel and private vendor technical or maintenance personnel with physical access to the CLETS equipment, information from the CLETS or to criminal offender record information, are required to undergo a background and fingerprint-based criminal offender record information searches pursuant to the California Code of Regulations, Title 11, Division 1, Chapter 7, Article 1, Subsections 703(d) and 707(b).

1.1.1.3 Pursuant to the FBI's Criminal Justice Information Services Division (CJIS) Security Policy section 4.5, if the fingerprint-based criminal offender record information search reveals a felony conviction of any kind, CLETS/NCIC access shall NOT be granted. If it is revealed that the person appears to be a fugitive or has an arrest history without conviction

for a felony, the agency head or his/her designee will review the matter and decide if the CLETS/NCIC access is appropriate.

- 1.1.2 The Level 1 Security Clearance can take between 3 to 4 months to complete, and it is important CONTRACTOR ensures employees participate expeditiously and professionally through the background check and clearance process.
- 1.2 Federal Security Clearance: A Federal Security Clearance is required for the Riverside Center locations only.
- 1.3 Office of the Inspector General (OIG) and Nationwide Sex Offender: All staff should pass the OIG a Nationwide Sex Offender background check prior to being assigned to the Mental Health Inpatient Treatment Facility (ITF).
- 1.4 Annual Fit Test and additional certifications required for Mental Health Inpatient Treatment Facility (ITF): CONTRACTOR is responsible for verifying that all employees and supervision have completed the following training and certifications upon award of the contract and before entry to the facility. CONTRACTOR to maintain certification records on site in an assigned file cabinet to provide evidence of completion to Custodial Service Division upon request. Annual date to be measured from the first day certifications are completed.
  - 1.4.1 Annual Fit Test: Respirator training on the use, donning and storage of the NIOSH approved respirator for use with suspected or active tuberculosis.
  - 1.4.2 Annual Tuberculosis Test: hospital employees are required to complete an annual TB test and must provide proof to hospital administration for their records. Proof can be submitted by the contractor via attestation letter confirming name and date of the test. Initial test can be done by the contractor; and future tests will be administered on site.
  - 1.4.3 Annual Influenza Shot. NOTE: employees who decline flu shot will be required to wear a face mask while providing service in this facility.
  - 1.4.4 Annual CPI Nonviolent Crisis Intervention (NCI) Training. This Training is for primary caregivers, educators and human service professionals who directly intervene in crisis situations, teaching staff de-escalation techniques as well as restrictive and nonrestrictive interventions.
    - 1.4.4.1 CPI NCI Training will be completed by the Mental Health Inpatient Treatment Facility (ITF). It must be completed prior to starting work. This will be coordinated with the hospital administration. Please note that emails are necessary for this training because it is a two-part training with both online and in person sessions.
  - 1.4.5 Bloodborne and Airborne Pathogen Training
- 1.5 The CONTRACTOR agrees to advise the COUNTY, within twenty-four (24) hours, the name(s) of any employee(s) who are no longer employed by the CONTRACTOR.

## 2. CONTRACTOR'S REQUIREMENT

CONTRACTOR shall:

- 2.1 Provide Operational Project Manager, and Shift Supervisors who are dedicated to the CONTRACT.

- 2.2 Provide Supervisors and Managers who can proficiently read, write, and speak English. All janitorial staff will be able to converse in English for business purposes, provided, however, that existing janitorial staff at the facilities to be hired under the Displaced Janitor Opportunity Act shall be presumed to already meet this requirement.
- 2.3 Replace any personnel including but not limited to management and supervision that COUNTY Contract Administrator does not approve of within 24 hours from notification, provided, however, that such replacement request is in writing and describes the reason for such a replacement.
- 2.4 Provide and maintain adequate full time and backup supervision that are security cleared and equally qualified in all respects to assume the responsibilities of supervision in the event of absenteeism.
- 2.5 Provide and maintain an adequate number of English-speaking janitors and backups who can communicate in English, both verbally and written.
- 2.6 Have the janitorial staff respond to FM issues as reported directly by FM personnel. The janitor contacted will make every effort to resolve the issue. In the event the janitor cannot perform a cleanup, the janitor will immediately inform their supervisor to resolve the issue.
- 2.7 Have all personnel properly trained, knowledgeable, with the ability and authority to respond to or be assigned to any janitorial calls. In the event of a biohazard call, Contractor will submit a summary report of actions taken.
- 2.8 County shall, at its sole cost and expense, bring and maintain its facilities in compliance with applicable law and as otherwise necessary to prevent Contractor's employees from being exposed to any Hazardous Materials. County agrees to provide Contractor with any information County may have as of date hereof regarding Hazardous Materials at its facilities and that it will notify Contractor of any additional Hazardous Materials which may be located at the facilities. County acknowledges that Contractor is not a licensed or qualified expert with respect to Hazardous Materials, that Contractor has no obligation to perform any services with respect to such Hazardous Materials and that unless otherwise agreed to in writing, and Contractor shall have no responsibility for supervising technical or remedial work with respect to any Hazardous Materials. Notwithstanding the foregoing, Contractor is a licensed California pest control operator for the disinfection of microorganisms and viruses, including, without limitation, COVID-19.
- 2.9 All Contractor employees shall be identified, while on the premises, by shirt, blouse, smock, or ID Badge indicating the company name or logo in print large enough to be read easily.

### **3. STAFFING REQUIREMENT**

CONTRACTOR shall:

- 3.1 Have staff available 24 hours a day, 7 days a week, 365 days as needed to cover necessary shifts per year to respond Facilities Management's Office Contract Administrator or designee.
- 3.2 Labor shall be based on total number of hours worked per shift, each day. Materials and supplies will be of high quality (see Exhibit D, Product Information for details), medium cost, and meet the COUNTY Contract Administrator's approval. Equipment must be new industrial grade and meet the COUNTY Contract Administrator's approval. The CONTRACTOR will have ten (10) days from notification to change any labor, materials, supplies, and/or equipment not approved by the



COUNTY Contract Administrator. COUNTY contact information will be provided upon the execution of the contract.

- 3.3 Schedule shall be flexibility to allow for changes to accommodate the Facilities Management, Custodial Services division's need. Upon request, the Department shall be able to make immediate change to the schedule to ensure proper support and efficiency. In addition, the Department shall have the option to add and/or delete location as needed.
- 3.4 Perform all work in a manner that will minimize inconvenience to the employees and the public. For instance, shift start times can vary per location.
- 3.5 Provide adequate signage advising the public when custodial work is performed and wherever safety is concerned.
- 3.6 Be 100% operational within sixty (60) days from Notice to Proceed and security clearance granted. This will include, but not be limited to supplies, equipment, labor, management, badging, documentation, records, and any other operational recordkeeping devices.
- 3.7 Provide coverage for those individuals who called in sick and notify Facilities Management staff at the respective location. In addition, provide coverage for Facilities Management's staff who called in sick within two (2) hours from the time the request is made.
- 3.8 Describe your cleaning process and define what you considered as "deep cleaning." From time to time, you will be asked to provide "deep cleaning" service, and this will be done on an as-needed basis and cost should be separate from the general day-today cleaning routine. In the event CONTRACTOR subs this service out, CONTRACTOR is responsible to inform the Department to receive approval and clearance. Deep cleaning shall include, but not be limited to the following: cleaning of all surfaces, appliances, and spaces that are not touched or used frequently. Examples: blinds, windows, waxing floors, carpet cleaning, and walls if needed, etc.
- 3.9 Provide day porter service to the Accessors/Registrar of Voters located at 2724 Gateway Dr., Riverside.

#### **4. PERFORMANCE SPECIFICATIONS**

CONTRACTOR shall:

- 4.1 Provide full services for all Facilities on a continuous and as needed basis.
- 4.2 CONTRACTOR will perform any janitorial function that is required to provide and maintain clean facilities.
- 4.3 Inspect, note, keep records, and report any maintenance items as they occur to: 1) Deputy Director of Custodial Services for Facilities Management, Charlene Hernandez; 2) Facilities Administrative Personnel (the contact for each facility will be provided to you upon award). Please use these communication channels in this order when communicating maintenance issues as we want to ensure your urgencies are addressed timely.
- 4.4 Instruct each individual janitor to inspect respective areas and perform appropriate cleaning services to maintain the cleanliness of the facilities.
- 4.5 Inspect, sift sand, and replace sand, and spot clean trash receptacles and cigarette urns.

- 4.6 Provide and apply anti-slip products as requested by COUNTY Contractor Administrator.
- 4.7 Unstop toilets using plunger as discovered or reported. If toilet is still non-functional, using the email provided, CONTRACTOR will report it to the COUNTY Contract Administrator or if not reached the FM Maintenance Service Desk or facility representative.
- 4.8 Make every attempt to remove non-etched graffiti and stickers as discovered or reported. If graffiti cannot be removed, CONTRACTOR will report it to the COUNTY Contract Administrator or if not reached the FM Maintenance Service Desk, or facility representative. CONTRACTOR is responsible for the removal of all interior graffiti.
- 4.9 Add approximately one (1) gallon of water to floor drains nightly to prevent sewer odors from entering building.
- 4.10 Maintain the cleanliness of the carpet seven (7) days a week. This includes but is not limited to gum, stain, and spot removal, extractions, pile lifting, and vacuuming on a continuous and scheduled basis. Perform spot removals daily.
- 4.11 In an emergency spill or leak on carpet, the area must be extracted and cleaned immediately.
- 4.12 Use of bonnet machines for carpet care is prohibited.
- 4.13 Perform carpet care per manufacture specification.
- 4.15 Pile lift and vacuum Carpet daily with HEPA filtered vacuum.
- 4.16 Clean and polish all stainless steel.
- 4.17 Clean all flooring surfaces daily. (All facilities)
- 4.18 Strip, machine scrub, and polish all restroom floors on a 180-day cycle.
- 4.19 Machine scrub, strip and wax all hard surface flooring on a 180-day cycle, when needed.
- 4.20 Some hard flooring may not require stripping or waxing. Which, in most cases, falls under a light machine scrub to help remove stubborn spots.
- 4.21 Strip, clean, and polish all ceramic tile floors on a 180-day cycle.
- 4.22 Clean elevators daily. Including walls, buttons, and floors. (All Facilities)
- 4.23 Monthly Power washing around the perimeter and entrances to the building completed during the weekend at the Riverside Center.

## **5. PERFORMANCE SPECIFICATIONS FOR MENTAL HEALTH TREATMENT FACILITY (ITF)**

CONTRACTOR shall:

- 5.1 Perform housekeeping services in the units, med rooms, patient rooms, restrooms, showers, seclusion rooms, nurses' stations, day areas, dietary room's, occupational therapy room's, locker rooms, breakrooms, kitchens, lobbies, lounges, storage room areas, courtyard, patios, and all office areas.
  - 5.2.1 Deep clean (disinfect) patient rooms and make bed when patients are discharged.

- 5.2.2 Remove soiled linen from units and transport it to collection area.
- 5.2.3 Stock clean linen in unit linen closets.
- 5.2.4 Remove and change all sharps, bio-hazard waste, pharmacy waste and RCRA waste containers.
- 5.2.5 Daily pressure washing and clean of all patios. (Documenting with pictures)
- 5.2.6 Daily washer and dryer cleaning on each shift. (Documenting on log)
- 5.2.7 Daily ice machine cleaning on each shift. (Documenting on log)
- 5.2.8 Answer all overhead pages.
- 5.2.9 Mandatory ETS deep cleaning at 9am and 7pm. (Documenting with pictures)
- 5.2.10 Report all repair work order to Hospital Administration.

**5.2 Mental Health ITF Service Hours**

- 5.2.1 Location operates twenty-four (24) hours a day seven (7) days, a week including holiday's. Monday thru Sunday with three (3) eight (8) hours shifts (1st Shift 6:00 am to 2:30 pm with a half hour lunch break, 2nd Shift 2:00 pm to 10:30 pm with a half lunch break, and 3rd Shift 10:00 pm to 6:30 am with a half hour lunch break). See Exhibit F-Weekly Contractors Schedule ITF.

**5.3 Additional Information**

- 5.3.1 **Definition of Units:** RV0919 ETS (Emergency Treatment), Unit A, Unit B, Unit C, Unit D (Adolescence unit) and Unit H (COVID unit)
- 5.3.2 **Definition of Suites:** RV0919 Suite 1 (Admin), Suite 2 (Lobby, Break room, Pharmacy, Central Support), Suite 3 (Admin).
- 5.3.3 **Working Supervisor:** Important to note that onsite supervisor is a working supervisor

**5.4 Materials and Supplies**

- 5.4.1 All equipment and supplies necessary to perform these services for the Mental Health ITF shall be provided by Facilities Management.
- 5.4.2 Under no circumstances shall cleaning tools and materials be left unattended during service hours.

**6.0 PERFORMANCE SPECIFICATIONS FOR WINDY SPRINGS WELLNESS CENTER**

CONTRACTOR shall:

- 6.1 Be required to clean all staff and resident restrooms, showers, floors (mostly concrete) and vacuuming the carpeted areas. Clean office and single staff areas, clinic rooms, nurse/med rooms, conference/training rooms, interview rooms, linen, and linen storage area, break rooms and dining room. Maintain kitchen floor, lobbies, elevators, stairs, hallways, day areas and outside recreational and exercise area including wiping down all equipment.

- 6.1.1 Nursing station #14, lab room #10, Exam #009, and Doctor Office #015 must be cleaned before 4:00pm in Behavior Health Clinic.
- 6.1.2 Med Room needs services every day, custodian must knock the door to gain access in Recovery Center.

## **6.2 Materials and Supplies**

- 6.2.1 All equipment and supplies necessary to perform these services shall be provided by the Contractor and approved by the County designee. All cleaning products shall perform as cleaners and disinfectants per the Green Cleaning Policy, incorporated herein as Attachment E, as Green Clean Policy for Windy Springs Wellness Center, a certified LEED facility. In addition, Contractor shall supply soap, hand sanitizers, deodorizers, chemicals, liners, paper towels, toilet tissue, toilet seat protectors, carpet shampoo, floor stripper and finish, dust cloths, and other items as needed. Contractor shall be required to fill the dispensers of the items listed above.
- 6.2.2 Under no circumstances shall cleaning tools and materials be left unattended during service hours.
- 6.2.3 The Contractor shall handle chemicals to minimize the possibility of exposure of facility occupants to acid based or caustic based materials. A list of all chemicals used for these services shall be submitted and pre-approved by the County designee.
- 6.2.4 All unused products and empty containers shall be properly disposed of by the Contractor as required by federal, state, and local laws and regulations.
- 6.2.5 Safety Data Sheets (SDS) - Contractor shall post current SDS sheets in appropriate areas and shall provide copies to the FM CSD for its required postings.
- 6.2.6 Labor - Hours of work for this contract shall be in accordance with, and subject to the provisions of the State of California Labor Code.
- 6.2.7 All materials and supplies shall be Environmentally Friendly.
- 6.2.8 The County has an ongoing requirement for the products indicated in this Scope. The Contractor shall maintain access to a reasonable stock of such products on hand for the term of the contract. Failure to maintain access to a reasonable stock may result in termination for breach of the resulting contract.

## **7.0 PERFORMANCE EXPECTATION AND REQUIREMENT OF ALL LOCATIONS**

CONTRACTOR shall:

- 7.1 Be responsible for the cleanliness and sanitation of the building. The description of each service area, below, is to be used as a guideline for the CONTRACTOR. The description does not attempt to describe every detail or feature of the facility that is to be maintained by the CONTRACTOR.

### **7.2 Entrances**

- 7.2.1 Mats and Carpet -Will be free of spots, stains, gum, dirt, and debris without causing damage. They will appear visibly and uniformly clean. Adjoining walls, doors and floor surfaces will also be free of dust, soil, and cleaner residue.

- 7.2.2 Glass and metal surfaces will appear streak-free, film-free, and uniformly clean. This will include the elimination of dust and soil from the sills, ledges, and heat registers.
- 7.2.3 Floors will be free of dust, dried-soil, gum, spots, stains, and debris. Floors will appear visibly and uniformly smooth and clean. This will include the elimination of dust streaks and cleaner residue.
- 7.2.4 Walls and fixtures will be free of dust, dried-soil, and soil without causing damage. These surfaces will appear visibly and uniformly clean. This will include the elimination of film streaks and cleaner residue.
- 7.2.5 Waste container contents will be removed from waste containers and can liners be replaced. Inside and outside of the container will be cleaned and disinfected. Containers will appear visibly and uniformly clean. This will include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 7.2.6 Entrance cleaning shall be done weekly to include all ramps, rails and stairway leading into the entrance and lobby of the building (up to 10 feet to entrance). Entrance must be clear of leaves and debris. Notwithstanding the foregoing, Contractor shall not be responsible for any monitoring, reporting, or correction of hazards in the exterior of the facilities regardless of the services it performs in the exterior of the facilities, unless Contractor or its personnel is directly responsible creating the hazard.

### **7.3 Stairwells**

- 7.3.1 Rails and walls- will be free of dust and dried-soil without causing damage. These Surfaces will appear visibly and uniformly clean and disinfected. This will include the elimination of film, streaks, standing water, cleaner residue, or film.
- 7.3.2 Steps and landings will be free of dust, dried soil, gum, stains, and debris. These surfaces will appear uniformly smooth and clean without leaving dust streaks, lint, standing water, cleaner residue, or film.

### **7.4 Restrooms, locker rooms and showering facilities**

- 7.4.1 Dispensers will be free of dust, dried-soil, and mold without causing damage. These surfaces will appear visibly and uniformly clean, disinfected, and polished to a streak-free shine. This will include the elimination of polish residue. Dispensers will be refilled when required with proper expendable supply item and dispense properly.
- 7.4.2 Hardware will be free of dust, soil, mold, and scale without causing damage. Bright work will appear visibly and uniformly clean, disinfected, and polished to a streak-free shine. This will include the elimination of polish residue.
- 7.4.3 Sinks will be free of dust, mold, soil, cleaner residue, and soap film without causing damage. They will appear visibly and uniformly clean and polished-dry. This will include the elimination of streaks, embedded soil and film, and water spots.
- 7.4.4 Mirrors will be free of dust and soil. Mirrors and surrounding metal framework will appear streak- free, film free, and uniformly clean.

- 7.4.5 Toilets, toilet seats, and urinals will be free of dust, bacteria, soil, organic matter, cleaner residue, and scale without causing damage. These fixtures will appear visibly and uniformly clean, disinfected, and polished-dry. This will include the elimination of streaks, film, and water spots.
- 7.4.6 Partitions will be free of dust, soil, and graffiti without causing damage. Partitions will appear visibly and uniformly clean, disinfected, and polished-dry. This will include the elimination of streaks and film.
- 7.4.7 Waste container contents will be removed, and can liner be replaced. Inside and outside of the container will be cleaned and disinfected. Containers will appear visibly and uniformly clean. This will include the elimination streaks, foodstuff, and the presence of any offensive odor emitting from the container.
- 7.4.8 Walls and doors will be free of dust, soil, spots, and stains without causing damage. These surfaces will appear visibly and uniformly clean and disinfected. This will include the elimination of film, streaks, and cleaner residue. Ceramic wall and wainscots, metal kick plates, handles and push plates on doors will also be polished-dry.
- 7.4.9 Floors and baseboards will be free of dust, soil, gum, stains, and debris. Floors will appear visibly and uniformly clean and disinfected. This will include the elimination of dust streaks, lint, standing water, cleaner residue, and film. If carpeting exists in any of these areas, they will be vacuumed daily.
- 7.4.10 Air vents will be free of dust and soil without causing damage. This also pertains to the air distribution units and exhaust vents. They will appear visibly and uniformly clean.
- 7.4.11 Showers- Will be free of dust, mold, soil, cleaner residue, and soap film without causing damage. They will appear visibly and uniformly clean and polished dry. This will include the elimination of streaks, embedded soil, film, and water spots. Shower curtains will be washed at the site facility then hung back up to dry on a quarterly basis.

## **7.5 Offices**

- 7.5.1 Furniture and equipment will be free of dust, dried-soil, and soil without causing damage. They will appear visibly and uniformly clean. This will include the elimination of cleaner residue, streaks, and film. Fabric furniture will be free of spots, stains, gum, dirt, and debris without causing damage.
- 7.5.2 Telephones will be free of dust and soil. They will appear visibly and uniformly clean and polished- dry.
- 7.5.3 Walls and doors will be free of dust, dried-soil, and soil without causing damage. Theses surfaces will appear visibly and uniformly clean. This will include the elimination of film, streaks, and cleaner residue.
- 7.5.4 Waste containers contents will be removed from waste containers and can liners be replaced. Inside and outside of the container will be cleaned and disinfected. Containers will appear visibly and uniformly clean. This will include the elimination streaks, foodstuff, and the presence of any offensive odor emitting from the container.

7.5.5 Partitions will be free of dust, soil, and graffiti without causing damage. Partitions will appear visibly and uniformly clean. This will include the elimination of streaks, film, and cleaner residue.

7.5.6 Floors, carpets, and baseboards will be free of dust, dried-soil, soil, gum, spots, stains, and debris. Floors and carpet will appear visibly and uniformly smooth and clean. This will include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil, and foreign objects.

**7.6 Windows**

7.6.1 Glass will be free of dust and soil without causing damage. This also applies to adjoining sills, blinds, and framework. They will appear visibly and uniformly clean. This will include the elimination of streaks, film, and cleaner residue. All windows must be fully cleaned.

**7.7 Janitor closets and storerooms**

7.7.1 Shelves will be free of dust, dried-soil, and soil. They will appear visibly and uniformly clean. Supplies and

7.7.2 equipment will be stocked and organized neatly on shelves daily. All spray bottles must be labeled, and all spray cans must have tops to comply with safety regulations.

7.7.3 Janitor carts will be free of dust, dried soil, and soil. They will appear visibly and uniformly clean. Supplies and equipment stored on janitor carts will also be free of dust and soil and organize neatly.

7.7.4 Walls will be free of dust, dried-soil, and soil without causing damage. They will appear visibly and uniformly clean. This will include the elimination of film, streaks, and cleaner residue.

7.7.5 Utility sinks will be free of dust, soil, cleaner residue, and soap film. Utility sinks will appear visibly and uniformly clean. This will include the elimination of streaks, embedded soil, and film and water spots. Bright work will be cleaned, de-scaled and polished.

7.7.6 Floors will be free of dust, dried-soil, gum, spots, stains, and debris. Floors will appear visibly and uniformly smooth and clean. This will include the elimination of dust streaks, lint, standing water, cleaner residue, and film.

7.7.7 Janitorial staff has the option to keep all supply closets stocked with incoming supply deliveries.

7.7.8 CONTRACTORS shall be responsibility to follow all Cal OSHA safety guidelines for proper labeling and storage of cleaning supplies.

**8. PERIODIC CLEANING**

CONTRACTOR shall comply to meet the basic level of cleaning standards:

**8.1 BASIC LEVEL OF CLEANING STANDARDS**

<b>GENERAL HOUSEKEEPING, PRIVATE OFFICES, LOBBIES, &amp; LOUNGES</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
1. Empty wastebaskets	X						
2. Clean and service cigarette urns, sweep entrances	X						
3. Dust furniture as needed			X				
4. Clean and sanitize drinking fountains	X						
5. Spot clean reception lobby glass, including front door		X					
6. Low dust horizontal surfaces including sills, ledges, molding, & shelves				X			
7. Clean counter tops	X						
8. Remove dust & cobwebs from ceiling areas				X			
9. Wash wastebaskets as needed			X				
10. Spot clean wall surfaces					X		
11. Entrance to include all ramps, rails and stairway leading into the entrance and lobby of the building (up to 10 feet to entrance). Entrance must be clear of leaves and debris.			X				
12. Clean entire wall surfaces							X



FLOORS & CARPET	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
1. Spot vacuum	X						
2. Detail vacuum			X				
3. Inspect for minor spots & remove	X						
4. Deep restoration extraction						X	

FLOORS, RESILIENT, & HARD SURFACES	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
1. Dust mop	X						
2. Spot mop	X						
3. Damp mop	X						

FLOORS, RESILIENT, & HARD SURFACES CONT.	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
4. High speed burnishing (resilient tile)					X		
5. Strip & refinish resilient tile /w 2 coats of sealer & 3 coats of finish					X		
6. Clean & polish baseboards					X		
7. Hard tile (machine scrub)					X		

<b>BRIEFING AND BREAK ROOMS, WASHROOMS, LOCKER ROOMS, EMPLOYEE &amp; PUBLIC DAY LOUNGES</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI- ANNUAL</b>	<b>ANNUAL</b>
1. Clean, sanitize and polish porcelain fixtures including sinks, toilet & urinals	X						
2. Clean & polish all chrome fittings seats	X						
3. Clean & sanitize toilet	X						
4. Clean & polish mirrors	X						
5. Empty all containers & disposal units, insert liners	X						
6. Clean and wipe down gym equipment	X						
7. Clean & sanitize exterior of all containers			X				
7. Dust metal partitions				X			

BRIEFING AND BREAK ROOMS, WASHROOMS, LOCKER ROOMS, EMPLOYEE & PUBLIC DAY LOUNGES CONT.	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
8. Dust/clean lounge furniture				X			
9. Remove spots, stains, splashes from wall area adjustments	X						
10. Remove fingerprints from doors, frames, light switches, handles, push plates, etc.	X						
11. Refill all dispensers to normal limits - soaps, tissue, paper towels & seat covers	X						
12. Low dust horizontal surfaces including sills, molding, ledges, shelves, etc.				X			
13. Spot clean metal partitions	X						
14. Wash & sanitize metal partitions					X		
15. High dust horizontal surfaces including ledges, shelves, pipes, & vents					X		
16. Provide high cleaning above 30 feet once per year in the month of July. High cleaning will include but not be limited to vacuuming and washing until clean.							X

<b>BRIEFING AND BREAK ROOMS, WASHROOMS &amp; LOUNGES CONT.</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
17. Provide linear vent and HVAC diffuser cleaning twice per year in the months of July and January. Cleaning includes but is not limited to vacuuming, washing, and metal polishing. Walls immediately around the vent will also be included.						X	
18. Dust diffuser outlets in ceiling				X			
19. Wipe down benches & lockers			X				
20. Clean shower units	X						
21. Sweep & clean debris from floors	X						
22. Damp mop all floor surfaces	X						
23. Machine scrub restroom					X		
<b>V. REGULAR SERVICES EXTERIOR WINDOWS</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
1. Clean exterior							X
2. Clean interior							X

ENTRANCES	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
1. Sweep walkways	X						
2. Clean glass/doors	X						
3. Clean and polish all glass inside and outside of all outer buildings twice a year.						X	
4. Sweep patio, side, or rear doors	X						
PARKING	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
1. Empty trash receptacles	X						
MISCELLANEOUS	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
1. Empty trash from exterior break areas	X						
2. Wipe down exterior furniture		X					
3. Sweep & clean smoking areas and ash cans	X						
4. Empty recycle bins	X						

MISCELLANEOUS	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
1. Clean the exterior of refrigerators monthly.				X			
2. Microwaves and refrigerators to be cleaned once a week in break room and common areas			X				

8.2 Damage:

8.2.1 CONTRACTOR will immediately report all conditions and occurrences out of the norm including broken windows, vandalism, and/or other facility damage, to the Departmental representative, or an available Departmental supervisor

8.3 Service Response Times:

8.3.1 CONTRACTOR shall respond to all custodial issues within two (2) hours of notification and completely resolve the issue as quickly as possible. If an issue cannot be resolved in two (2) hours, the Contract Administrator must be notified immediately.

8.3.2 Issue brought up with FM staff will be taken care of within twenty-four (24) hours.

8.4 Additional Services

8.4.1 CONTRACTOR shall submit supplemental proposals for work not called for under the fixed price portion of the Scope of Work, including, but not limited to additional work, and any similar type of work not stated elsewhere in this Scope of Work.

8.4.2 COUNTY reserves the right to use alternative sources for completion of work, other than basic services, to obtain competitive proposals for additional services.

8.4.3 If COUNTY Contract Administrator authorizes work by an alternate source or authorizes CONTRACTOR to subcontract the work; CONTRACTOR may be relieved of responsibilities pertaining to the equipment affected by the project while work is being performed and during the subsequent warranty period. In such cases CONTRACT may be adjusted accordingly. In addition, subcontractor will be required to go through the Facilities Management’s background clearance process and must be given approval prior to starting service.

8.5 Continue to provide services covered under this CONTRACT that is not affected by work provided by an alternate source.

**9.0 PERIODIC CLEANING FOR MENTAL HEALTH TREATMENT FACILITY**

**Basic Level of Cleaning Standards – Mental Health ITF Locations**

**d = day e = evening n = night**

EXTENT OF SERVICE	FREQUENCY OF SERVICE				
PATIENT AREAS GENERAL HOUSEKEEPING	DAILY	EVERY OTHER DAY	WEEKLY	QUARTERLY	SEMI- ANNUAL
1. empty wastebaskets	d-e-n				
2. clean and service cigarette urns	d-e				
3. clean furniture including nightstands, wardrobes, beds, tables	d-e-n				
4. clean and sanitize drinking fountains	d-e-n				
5. remove fingerprints from doors, frames light switches	d-e-n				
6. low dust all horizontal surfaces	d-e-n				
7. high dust all horizontal surfaces	d-e-n				
8. dust air diffuser outlets in ceiling	d-e-n				
9. damp clean diffuser outlets			d-e-n		
10. remove dust and cobwebs from ceiling areas	d-e-n				
11. wash wastebaskets	d-e-n				
12. spot clean wall surface	d-e-n				
13. clean entire wall windows				d-e-n or as needed	
14. clean interior windows	d-e				
15. clean exterior windows				d-e	

**Basic Level of Cleaning Standards – (continued)**

d = day e = evening n = night

EXTENT OF SERVICE	FREQUENCY OF SERVICE				
PATIENT AREAS GENERAL HOUSEKEEPING	DAILY	EVERY OTHER DAY	WEEKLY	QUARTERLY	SEMI- ANNUAL
1. dust mop	d-e-n				
2. spot mop	d-e-n (as needed)				
3. damp mop	d-e-n				
4. spray buff, restore					
5. restore finish – refinish					
6. clean and polish baseboards	d-e-n				
PATIENT AREAS FLOORS - CARPETS	DAILY	EVERY OTHER DAY	WEEKLY	QUARTERLY	SEMI- ANNUAL
1. detail vacuuming	d-e (n monitor)				
2. inspect for spots	d-e (n monitor)				
3. dry/wet shampooing	d (e-n monitor)				
PATIENT AREAS WASHROOMS/SHOWERS	DAILY	EVERY OTHER DAY	WEEKLY	QUARTERLY	SEMI- ANNUAL
1. clean, disinfect a polish all porcelain fixtures including sinks, toilets, and urinals	d-e-n				
2. clean and disinfect all flush rings, drain and over-flow outlets	d-e-n				
3. clean and polish all chrome fitting	d-e (n monitor)				
4. clean and disinfect toilet seats	d-e-n				
5. clean and polish mirrors	d-e-n				
6. clean shower units	d-e-n				
7. refill all dispensers to					



normal limits-soap, tissue, towel	<b>d - e - n</b>				
8. remove spots, stains splashes from wall area adjacent to sinks	<b>d - e - n</b>				
<b><u>PATIENT AREAS</u> KITCHENS</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. defrost refrigerators			<b>n</b>		
2. clean microwave ovens	<b>staff-after each use</b>		<b>n</b>		
3. clean stoves			<b>n/a</b>		
4. clean refrigerators			<b>n</b>		
5. clean counter tops and tables	<b>d-e-n</b>				
6. clean sinks	<b>d-e-n</b>				

Basic Level of Cleaning Standards – (continued)

d = day e = evening n = night

EXTENT OF SERVICE	FREQUENCY OF SERVICE				
<u>NURSING STATIONS</u> GENERAL HOUSEKEEPING	DAILY	EVERY OTHER DAY	WEEKLY	QUARTERLY	SEMI- ANNUAL
1. empty wastebaskets	d – e - n				
2. remove fingerprints from doors, frames light switches	d-e-n				
3. low dust all horizontal surfaces	n				
4. high dust all horizontal surfaces	n				
5. dust air diffuser outlets in ceiling			n		
6. damp clean diffuser outlets			n		
7. remove dust and cobwebs from ceiling areas	n				
8. wash wastebaskets	n				
9. spot clean wall surface	n				
10. clean entire wall surface				n – or as needed	
11. clean interior glass in partitions and doors	n				
12. clean exterior glass in partitions and doors	n				
13. clean furniture, including chairs and file cabinets			n		
14. clean counter tops	d – e - n				

Basic Level of Cleaning Standards – (continued)

d = day e = evening n = night

EXTENT OF SERVICE	FREQUENCY OF SERVICE				
<b><u>NURSING STATIONS - (INCLUDING STORAGE AND CLOSET AREAS) FLOORS RESILIENT AND HARD SURFACE</u></b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. dust mop	d - e - n				
2. spot mop	d - e - n				
3. damp mop	d - e - n				
4. spray buff, restore					
5. strip and wax					
6. clean and polish baseboards	n				
<b><u>NURSING STATIONS FLOORS – CARPETS</u></b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. detail vacuuming	d-e (n monitor)				
2. inspect for spots	d-e (n monitor)				
3. dry/wet shampooing					
<b><u>NURSING STATIONS WASHROOMS</u></b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. clean, disinfect & polish all porcelain fixtures including sinks, toilets and urinals	d - e - n				
2. clean and sanitize all flush rings, drain and over-flow outlets	d - e - n				
3. clean and polish all chrome fittings	d-e (n monitor)				
4. clean and disinfect toilet seats	d - e - n				
5. clean and polish mirrors	d - e - n				
6. clean shower units	n/a				

7. refill all dispensers to normal limits-soap & tissue	<b>d - e - n</b>				
<b><u>NURSING STATIONS</u></b> <b>WASHROOMS CONT.</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
8. empty all containers and disposal units, insert liners	<b>d - e - n</b>				
9. clean and disinfect exterior of all containers	<b>d - e - n</b>				
10. remove spots, stains splashes from wall area adjacent to sinks	<b>d - e - n</b>				
<b><u>nursing stations</u></b> medication rooms	<b>daily</b>	<b>every other day</b>	<b>weekly</b>	<b>quarterly</b>	<b>semi-annual</b>
1. defrost refrigerators (Medication and nourishment)			<b>n</b>		
2. clean refrigerators	<b>n</b>				
3. clean sinks	<b>d - e - n</b>				
4. counter tops	<b>d - e - n</b>				
5. empty and replace sharps, biohazard, pharmacy, RCRA containers	<b>d-e-n (as needed)</b>				

basic level of cleaning standards – (continued)

d = day e = evening n = night

EXTENT OF SERVICE	FREQUENCY OF SERVICE				
<b><u>OFFICES, LOBBIES, LOUNGES, OT GENERAL HOUSEKEEPING</u></b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI- ANNUAL</b>
1. empty wastebaskets	d-e-n				
2. remove fingerprints from doors, frames light switches	d-e-n				
3. low dust all horizontal surfaces	d-e-n				
5. dust air diffuser outlets in ceiling	d-e-n				
6. damp clean diffuser outlets			e		
<b><u>OFFICES, LOBBIES, LOUNGES, OT GENERAL HOUSEKEEPING CONT.</u></b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI- ANNUAL</b>
7. remove dust and cobwebs from ceiling areas	d-e-n				
8. wash wastebaskets			e		
9. spot clean wall surface	d-e-n				
10. clean entire wall surface				n – or as needed	
11. clean interior windows	d-e-n				
12. clean exterior windows				d	
13. clean furniture, including chairs and file cabinets			d-e		
14. clean counter tops and tables	d-e-n				
15. clean and disinfect drinking fountains	d – e - n				
16. dust venetian blinds	d-e				
17. damp wipe venetian blinds			d-e		

basic level of cleaning standards – (continued)

d = day e = evening n = night

EXTENT OF SERVICE	FREQUENCY OF SERVICE				
<b><u>OFFICES, LOBBIES, LOUNGES, OT CLOSET/STORAGE – FLOORS RESILENT AND HAND SURFACE</u></b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. dust mop	d – e - n				
2. spot mop	d – e – n (as needed)				
3. damp mop	n				
4. spray buff, restore					
5. strip and wax					
6. clean and polish baseboards	e				
<b><u>OFFICES, LOBBIES, LOUNGES, OT FLOORS - CARPETS</u></b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. detail vacuuming	e or n				
2. inspect for spots	e or n				
3. dry/wet shampooing			(dry as needed)	(wet shampooing)	
<b><u>washroom, employee, public, lounges</u></b>	<b>daily</b>	<b>every other day</b>	<b>weekly</b>	<b>quarterly</b>	<b>semi-annual</b>
1. clean, disinfect & polish all porcelain fixtures including sinks, toilets and urinals	d – e - n				
2. clean and sanitize all flush rings, drain and over-flow outlets	d – e - n				
3. clean and polish all chrome fittings	d – e - n				
4. clean and disinfect toilet seats	d – e - n				
5. clean and polish mirrors	d – e - n				
6. clean shower units	d – e - n				

basic level of cleaning standards – (continued)

d = day e = evening n = night

EXTENT OF SERVICE	FREQUENCY OF SERVICE				
<u>WASHROOM, EMPLOYEE, PUBLIC, LOUNGES - CONTINUE</u>	DAILY	EVERY OTHER DAY	WEEKLY	QUARTERLY	SEMI-ANNUAL
7. refill all dispensers to normal limits-soap, tissue towel	d - e - n				
8. empty all containers and disposal units, insert liners	d - e - n				
9. clean and disinfect exterior of all containers	d - e - n				
10. remove spots, stains splashes from wall area adjacent to sinks	d - e - n				
<u>KITCHENS, LOUNGES</u>	DAILY	EVERY OTHER DAY	WEEKLY	QUARTERLY	SEMI-ANNUAL
1. defrost refrigerators			e		
2. clean microwave ovens	staff – after each use		e		
3. clean stoves			e		
4. clean refrigerators	e				
5. clean sinks	e				
6. clean counter tops and tables	d - e - n				
7. clean vending machines	n				

basic level of cleaning standards – (continued)

d = day e = evening n = night

EXTENT OF SERVICE	FREQUENCY OF SERVICE				
<b>PHARMACY GENERAL HOUSEKEEPING</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI- ANNUAL</b>
1. empty wastebaskets	d-e				
2. remove fingerprints from doors, frames light switches	d-e				
3. low dust all horizontal surfaces	d-e				
4. high dust all horizontal surfaces	d-e				
5. dust air diffuser outlets in ceiling	d-e				
6. damp clean diffuser outlets			d-e		
7. remove dust and cobwebs from ceiling areas	d-e				
8. wash wastebaskets			d-e		
9. spot clean wall surface	d-e				
<b>PHARMACY GENERAL HOUSEKEEPING CONT</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI- ANNUAL</b>
10. clean entire wall surface				d-e – or as needed	
11. clean interior windows	n/a				
12. clean exterior windows				n/a	
13. clean furniture, including chairs and file cabinets			d		
14. clean counter tops and tables	d				
15. clean and disinfect drinking fountains	n/a				
16. dust venetian blinds	n/a				
17. damp wipe venetian blinds			n/a		



<b>PHARMACY – FLOORS, RESILIENT AND HARD SURFACES</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. dust mop	d-e				
2. spot mop	d-e				
3. damp mop	d-e				
4. spray buff, restore					
5. strip/wax					
6. clean and polish baseboards	d-e				
<b>PHARMACY - CARPET MEDICATION ROOMS</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. detail vacuuming	d-e				
2. inspect for spots	d-e				
3. dry/wet shampooing					

basic level of cleaning standards – (continued)

d = day e = evening n = night

<b>EXTENT OF SERVICE</b>	<b>FREQUENCY OF SERVICE</b>				
<b>GENERAL HOUSEKEEPING PRIVATE OFFICES, LOBBY, LOUNGE</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. empty wastebaskets	d - e - n				
2. clean and service cigarette urns	d - e - n				
3. dust furniture including desks, chairs, tables			d - e - n		
4. dust exposed filing cabinets bookcases and shelves			d - e - n		
5. clean and sanitize drinking fountains	d - e - n				
6. spot clean reception lobby glass including front door	d - e - n				

7. remove fingerprints from doors, frames, light switches, kick, and push plates handle, railing			d - e - n		
8. low dust horizontal surfaces, including sills, ledges, molding, shelves			d - e - n		
9. clean furniture including desks, chairs, file cabinets (request)				d - e - n	
10. clean and polish bright metal to hand height			d - e - n		
11. high dust horizontal surfaces including shelves, moldings, ledges, etc.			d - e - n		
12. clean counter tops	d - e - n				
13. clean entire interior glass in partitions and doors		d - e - n			
14. clean entire desktop (request)				d - e - n	
15. dust air diffuser outlets in ceiling			d - e - n		
16. damp clean diffuser outlets				d - e - n	
<b>GENERAL HOUSEKEEPING PRIVATE OFFICES, LOBBY, LOUNGE CONT.</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
17. dust venetian blinds			d - e - n		
18. dry dust wood paneled surfaces				d - e - n	
19. remove dust and cobwebs from ceiling areas			d - e - n		
20. wash waste baskets				d - e - n	
21. spot clean wall surfaces		d - e - n			
22. clean entire wall surfaces (request)				d - e - n	
<b>FLOORS - CARPET</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. preventive care vacuum	d - e - n				
2. detail clean vacuum	d - e - n				

3. inspect for spots remove if possible	<b>d - e - n</b>				
4. foam shampoo					
<b>EXTENT OF SERVICE</b>	<b>FREQUENCY OF SERVICE</b>				
<b>FLOORS RESILIENT AND HARD SURFACE</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>
1. dust mop	<b>d - e - n</b>				
2. spot mop	<b>d - e - n</b>				
3. damp mop	<b>d - e - n</b>				
4. spray buff, refinish	<b>n/a</b>				
5. restore finish	<b>n/a</b>				
6. clean and polish	<b>n/a</b>				

<b>GENERAL HOUSEKEEPING, PRIVATE OFFICES, LOBBIES AND LOUNGES</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
1. empty wastebaskets in all offices and all restrooms	X						
2. clean and service cigarette urns, sweep entrances	X						
3. dust furniture as needed in first impressions areas in foyer and interview rooms.			X				
4. clean and sanitize drinking fountains	X						
5. spot clean reception lobby glass, including front door		X					
6. low dust horizontal surfaces, including sills, ledges, molding, and shelves				X			
7. clean counter tops	X						
8. remove dust and cobwebs from ceiling areas				X			
9. wash wastebaskets as needed			X				
10. spot clean wall surfaces					X		
11. clean entire wall surfaces							X
<b>ii. floors and carpet</b>							
1. spot vacuum	X						
2. detail vacuum			X				
3. inspect for minor spots and remove	X						
4. deep restoration extraction						X	
<b>iii. floors, resilient and hard surfaces</b>							
1. dust mop	X						
2. spot mop	X						
3. damp mop	X						
4. high speed burnishing (resilient tile)						X	
5. strip and refinish resilient tile with 2 coats of sealer and 3 coats of finish						X	
6. clean and polish baseboards						X	
7. hard tile and cement (machine scrub)						X	

basic level of cleaning standards – (continued)

d = day e = evening n = night

<b>REGULAR SERVICES</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
<b>EXTERIOR WINDOWS</b>							
1. clean exterior							<b>X</b>
2. clean interior							<b>X</b>
<b>ENTRANCES</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
1. sweep walkways	<b>X</b>						
2. clean glass/doors	<b>X</b>						
3. sweep patio, side, or rear doors	<b>X</b>						
<b>PARKING</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
1. empty trash receptacles	<b>X</b>						
<b>MISCELLANEOUS</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
1. empty trash from exterior break areas	<b>X</b>						
2. wipe down exterior furniture and exercise equipment		<b>X</b>					
3. sweep and clean smoking areas and ash cans	<b>X</b>						
4. empty recycle bins	<b>X</b>						
<b>CLINIC AREAS</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
1. take out trash	<b>X</b>						
2. empty all containers and disposal units (including biohazard waste receptacle such as- sharps and pharmacy containers), insert liners in trash cans	<b>X</b>						
3. clean and disinfect all furniture	<b>X</b>						
4. clean and disinfect air diffuser outlets and vents	<b>X</b>						
clean and disinfect sinks	<b>X</b>						
6. sweep all floors	<b>X</b>						

7. damp mop all floors	X						
8. spot clean walls			X				
<b>CLINIC AREAS Cont.</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI- ANNUAL</b>	<b>ANNUAL</b>
9. wipe down all door handles and push plates	X						

**9.1 PERIODIC CLEANING FOR WINDY SPRINGS WELLNESS CENTER**

<b>WASHROOMS, EMPLOYEE &amp; PUBLIC LOUNGES</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI- ANNUAL</b>	<b>ANNUAL</b>
1. clean, sanitize and polish porcelain fixtures including sinks, toilet, and urinals	X						
2. clean and polish all chrome fittings	X						
3. clean and sanitize toilet seats	X						
4. clean and polish mirrors	X						
5. empty all containers and disposal units, insert liners	X						
6. clean and sanitize exterior of all containers	X						
7. dust metal partitions				X			
8. dust/clean lounge furniture				X			
9. remove spots, stains, splashes from wall area adjustments	X						
10. remove fingerprints from doors, frames, light switches, handles, push plates, etc.	X						
11. refill all dispensers to normal limits- soaps, tissue, paper towels and seat covers	X						
12. low dust horizontal surfaces including sills, molding, ledges, shelves, etc.				X			
13. spot clean metal partitions	X						
14. wash and sanitize metal partitions					X		

15. high dust horizontal surfaces including ledges, shelves, pipes, and vents						X	
16. dust diffuser outlets in ceiling				X			
<b>WASHROOMS, EMPLOYEE &amp; PUBLIC LOUNGES Cont.</b>	<b>DAILY</b>	<b>EVERY OTHER DAY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUAL</b>	<b>ANNUAL</b>
19. sweep and clean debris from floors	X						
20. damp mop all floor surfaces	X						
21. machine scrub restrooms and showers	X						

## 10.0 QUALITY ASSURANCE

### 10.1 Consequences of CONTRACTOR'S Failure to Perform Required Services

10.1.1 CONTRACTOR will perform Scope of Work requirements as described herein. COUNTY will apply one or more of the surveillance methods mentioned below and will deduct a reasonable amount from CONTRACTOR'S invoice or otherwise withhold payment for unsatisfactory performance or non-performed work ("Deduction"). Any Deduction or Deduction amount must (a) be reasonable, and (b) have a direct and ascertainable nexus to CONTRACTOR'S unsatisfactory performance or non-performed work. Notwithstanding the foregoing, the total Deduction amount in any calendar month (i.e., adding up all Deductions within a calendar month) shall not exceed 6% of the invoiced amount for that month ("Deduction Cap"). This Deduction Cap shall supersede all other terms to the contrary, including, without limitation, Section 7(B-F).

### 10.2 Surveillance Methods

10.2.1 COUNTY may apply surveillance methods (Security Cameras) to determine CONTRACTOR compliance. These include, but are not limited to: Routine inspection, random sampling without extrapolated deductions, these include, but are not limited to and planned sampling, incidental inspections, and validated customer complaints as supplemental surveillance methods. When using these surveillance methods, deductions will be taken for all observed defects.

10.2.2 COUNTY will also utilize time sheets provided by CONTRACTOR, or sign in sheets from local facilities when an employee fails to show for work and is not replaced by another employee.

### 10.3 Procedures in the case of unsatisfactory or non-performed work, COUNTY may:

10.3.1 Give CONTRACTOR written notice of observed deficiencies prior to deducting for unsatisfactory or non-performed work and/or assessing Scheduled Deductions. Such

written notice will not be a prerequisite for withholding payment for non-performed work. COUNTY may specify, as provided for below, that Scheduled Deductions can be assessed against CONTRACTOR. Such Scheduled Deductions are to compensate COUNTY for administrative costs and other expenses resulting from the unsatisfactory or non-performed work.

- 10.3.2 At its option, allow CONTRACTOR an opportunity to re-perform the unsatisfactory or non-performed work, at no additional cost to COUNTY. Corrective action must be completed within twenty-four (24) hours of notice. The original inspection results of CONTRACTOR's work will not be modified upon re-inspection. However, CONTRACTOR will be paid for satisfactorily re-performed work.
- 10.3.3 Deduct from CONTRACTOR's invoice all amounts associated with the unsatisfactory or non-performed work at the prices set out in the Basis of Deductions or provided by other provisions of CONTRACT, unless CONTRACTOR is required to re-perform and satisfactorily complete the work.
- 10.3.4 At its option, perform the work by COUNTY personnel or by other means. COUNTY will reduce the amount of payment to CONTRACTOR, by the amount paid to any COUNTY personnel (based on wages, retirement, and fringe benefits) plus material, or by the actual costs incurred to accomplish the work by other means. If the actual costs cannot be readily determined, the prices set out in the schedule will be used as the basis for the deduction.

**10.4 Re-performance**

- 10.4.2 Re-performance by CONTRACTOR does not waive COUNTY'S right to terminate for nonperformance and all other remedies for default as may be provided by law.

**10.5 Estimating the Price of Non-Performed or Unsatisfactory Work.**

- 10.5.1 In accordance with the "Consequences of CONTRACTOR'S Failure to Perform Required Services," deductions may be taken for non-performed or unsatisfactory work. In the event the price of non-performed or unsatisfactory work cannot be determined from the prices set out in the Basis of Deductions, or based on the actual cost to COUNTY, estimated methods may be used. Engineered Performance Standards (EPS) or other estimating sources may be utilized to estimate the cost of non-performed work or the costs that would be incurred in remedying unsatisfactory work.
- 10.5.2 COUNTY may estimate the cost using wage rate and fringe benefits included in the wage determinations included in this CONTRACT. COUNTY may estimate CONTRACTOR 'S overhead and profit rates and estimates of material costs, if applicable.

**10.6 Consequence of CONTRACTOR 'S Ongoing Performance Deficiencies.**

- 10.6.1 COUNTY, at its option, may terminate a region from the CONTRACT for CONTRACTOR'S ongoing performance deficiencies at a specific location within that region. Notwithstanding the foregoing, COUNTY and CONTRACTOR shall meet and confer regarding pricing if the COUNTY exercises its option to terminate a region from



the CONTRACT since CONTRACTOR has certain fixed costs that would not reduce, including, without limitation, vehicles, and supervision.

## 11. SUPPLIES

CONTRACTOR shall:

- 11.1 Be responsible to purchase, maintain, and supply dispensed consumable products and other supplies. Consumable products dispensed will be defined as soap, paper towels, toilet paper, hand sanitizers, toilet seat covers, trash can liners, urinal cakes, urinal screens, urinal splash guards, batteries, and carpet guards (Scotch Guard or equivalent).
- 11.2 All products will be approved by COUNTY Contract Administrator prior to use.
- 11.3 Roll paper will be of proper size to fit and dispense properly from existing roll paper towel dispensers.
- 11.4 Tri-fold paper towels will be the maximum size to fit and dispense properly from existing facility dispensers properly.
- 11.5 Toilet paper will be 2-ply in all areas. Toilet paper will be the maximum size that can fit and dispense properly from existing dispensers.
- 11.6 Standard toilet seat covers.
- 11.7 Hand soap will be mildly scented and be of similar viscosity as the existing soap.
- 11.8 Hospital grade disinfectant cleaner effective against a broad spectrum of bacteria and is viricidal to use on bodily fluid stains (i.e., blood, urine, feces, etc.)
- 11.9 Other supplies to be provided by CONTRACTOR, including but not limited to: Hand soaps, Buffing Pads, Carpet Cleaners, Deodorizers, Disinfectants, Emulsifiers, Floor Cleaners, Glass Cleaners, Graffiti Removal Cleaners, Gum Removers, Large Trash Can Liners, Marble & Stone Cleaners, Metal Cleaners, Pathogen Neutralizers, Powdered Cleansers, Scrubbing Pads, Small Trash Can Liners, Soaps, Spot Removers, Stain Removers and Waxes.
- 11.10 Batteries are to be replaced in all battery-operated dispensers to include, but not limited to towel and soap dispensers. Dispensers are to be checked daily to ensure proper operation.

## 12. EQUIPMENT

CONTRACTOR shall:

- 12.01 Be responsible to provide, maintain, and have on hand an adequate supply of equipment necessary to perform janitorial service, including but not limited to: Brooms, Dust Mops, Dusters, Carpet Extractors, High Pressure Washers, Hoses, Ladders, Lifts, Mop Buckets, Mop Ringers, Mops, Pile Lifters, Rags, Scaffolding, Scouring Pads, Scrub Brushes, Sponges, Squeegees, HEPA Vacuums.
- 12.02 Obtain prior approval from the designee for any space or area required for storage of the CONTRACTOR's equipment and materials.
- 12.03 Equipment and materials shall not be piled or stored at any location to hinder normal business operations or to constitute a hazard to persons or property.
- 12.04 All materials which are stored in the liquid state shall be stored on shelves not higher than three (3) feet above the floor.
- 12.05 All products stored in secondary containers shall be properly labeled as to the contents. All vacuums used must be equipped with HEPA Filtration.
- 12.06 All cleaning equipment must be maintained in good working order so as not to cause any harm to employees, contents of the facility or the facility itself.

**13. SECURITY AND RESTRICTIONS**

General Restrictions

- 13.01 Contractor's personnel will not disturb papers on desks, open drawers, or cabinets, use radios, television sets, coffee pots, stoves, or refrigerators, nor will they tamper with any personal or county property. Telephones: Telephones will not be used by the Contractor or its employees for personal or business reasons with the following exceptions:
- 13.02 Notification to the COUNTY Contract Administrator of damage as required in this Contract.
- 13.03 To report need of medical aid, fire, or need of law enforcement (9-911 number.) Any calls to numbers other than those above will be considered a violation of this Contract and grounds for immediate termination.

**14. KEYS AND ACCESS BADGES**

- 14.01 County will issue such keys and access badges as necessary for access to the work area. Contractor will assume full responsibility for theft or loss of said keys and will pay for re-

keying all locks operated by these keys. Keys will not be duplicated. A charge of up to \$50,000 will be incurred to replace the effected locks/keys and/or badges. Since the Jail facilities have keys that are unique, losing a key may result in re-keying or changing locks of many facilities/doors. For this reason, re-keying or changing out the locks can be expensive for our jail facilities. A police report must be filed and provided to FM.

- 14.02 Security of FM properties shall be maintained. Doors, gates, and windows shall be closed and locked when not in immediate use. Upon completion of the work in any single section of a building, employees shall check exterior doors and windows to make sure that they are closed and locked. Certain areas are protected by security alarms and procedures for entering and leaving these areas shall be as directed by the FM.
- 14.03 Under no circumstances shall CONTRACTOR's employees admit anyone to areas controlled by a key or access card in their possession.
- 14.04 Security System The work area may be protected by limited access security systems. An initial access code number or security access badge will be issued to the Contractor by the County. Thereafter, all costs for changing the access code due to changes in Contractor's personnel or required substitution of Contracts will be paid by the Contractor and may be deducted from payments due or to become due to the Contractor. Furthermore, any alarm activations originating from the Contractor's operations or cause will also be paid by the Contractor and may be deducted from payments due or to become due to the Contractor.
- 14.05 Facility Security Contractor will keep all doors locked while working in the building. Keys will not be left in the doors, set down or otherwise left unattended. Contractor will not admit any person into the building who is not a direct employee of the Contractor and not actively engaged in performance of the work. This includes friends, family members, and children. Contractor may have restricted access to the designated buildings and designated parking area.
- 14.06 At no time will the Contractor or its employees enter other areas of the facility not specifically included in this Contract for janitorial services. The Contractor will check all windows and doors for proper closure and locking, extinguish all lights except master security lighting and reactivate the security system (if applicable) prior to leaving the facility.

## 15. UNIFORMS

- 15.01 CONTRACTOR shall ensure all staff are uniformed. Uniforms will consist of closed toe shoes, long pants and a long or short sleeve shirt, polo or button-up shirts embroidered with company name, or another style approved by the Contract Administrator, as well as a County approved ID badge either on a clip to the shirt, or on a lanyard.

- 15.02 Contractor's staff shall wear uniforms that in some way identify the name of the company. Shorts may not be worn in the Facility. The Facilities Management shall provide identification cards. The Department requires a security clearance of Contractor's employees who need access inside a jail facility. The security clearance will be completed by Facilities Management's staff at no charge to the Contractor. Contractor's employees who have failed the security clearance shall not be permitted inside the county facility. It is the Contractor's responsibility to make their employees available to the Department for this security clearance investigation.

## 16. RECORDS AND INVOICE REQUIREMENT

CONTRACTOR shall:

- 16.01 Make available upon request payroll records from a payroll company or certified payroll each month prior to or with monthly invoicing.
- 16.02 At minimum, the invoice must include, but not limited to the following information: invoice #, location of service, contract ID, and indicate the month and period of service. Time sheet shall be included with the invoice. If the standard is to bill at the beginning of the month, time sheets shall be provided with the following month.
- 16.03 The Department shall have the option to procure service without cleaning supplies. If the department chooses to contract without cleaning supplies, it is understood that the department shall provide all supplies such as soap, hand sanitizers, deodorizers, chemicals, hand sanitizers, liners, paper towels, toilet tissue, toilet seat protectors, carpet shampoo, floor stripper and finish, dust cloths, and other items as needed. Any change to the service shall be mutually agreed by both parties.
- 16.04 Safety Data Sheet (SDS) Records
  - 16.04.1 CONTRACTOR shall provide SDS records of all chemicals to be used at all Riverside Facilities Management s Office in the performance of custodial services outlined in this Scope of Work. Facilities Management Contract Administrator will approve all chemicals used.
  - 16.04.2 CONTRACTOR shall post copies of the SDS sheets in a conspicuous space in the custodial area as required by OSHA hazard communications standard 29 CPR 1910.1200.
  - 16.04.3 CONTRACTOR shall not change or modification of existing SDS will occur without prior authorization from COUNTY Contract Administrator throughout the term of the CONTRACT.

## 17. DEFINITION OF TERMS

- A. Biohazard: Biological substances that pose a threat to the health of living organisms, primarily that of humans. This can include medical waste, bodily fluids or samples of a microorganism, virus, or toxin (from a biological source) that can affect human health.
- B. Buff: Remove all marks using floor machine equipment with polishing pad to maintain floor luster.
- C. Carpet Extraction: Shampoo carpeting using hot water extraction machine method.
- D. Clean: Remove all dirt, stains, and marks with approved cleaner.
- E. Daily: Work to be performed each day of the week.
- F. Damp Mop: Remove all surface dirt and stains with mop and warm water containing detergent or floor cleaner as required.
- G. Damp Wipe: Remove surface dirt with damp cloth. Disinfect: To cleanse to destroy disease and germs. Disinfectant: A germicidal cleaner for germ control.
- H. Dust: Remove all loose dirt and debris. Specially treated cloths will be used.
- I. Machine Strip: Remove all surface dirt, stains, and wax with warm water, floor cleaner or germicidal disinfectant; dry with vacuum or mop.
- J. Mop: Remove all surface dirt and stains with a mop and warm water containing floor cleaner or germicidal disinfectant.
- K. One Day: 24 clock hours.
- L. Polish: Machine polish or rub with dry cloth.
- M. Refinish: Apply proper floor coating (wax on polish or sealer) and buff.
- N. Sanitize: To cleanse free from dirt and bacteria.
- O. Scrub: Remove all dirt, stains and marks with an approved cleaner using a floor machine equipped with scrubbing pad.
- P. Strip: Remove all accumulation of old floor finish, all surface dirt, stains, and marks. Rinse and dry.
- Q. Sweep/Dust Mop: Remove all loose dirt and litter with dustless type sweeping tools on smooth concrete, tiled, and terrazzo floor; in places difficult to sweep, use hair floor brush or vacuum on other hard floors.
- R. Vacuum: Remove all surface and embedded dirt, dust and debris using a vacuum cleaner.
- S. Wash: Remove all dirt, stains, and marks with approved cleaner; rinse and dry. Wax: Apply appropriate number of coats of approved floor finish.
- T. Hazardous Material: asbestos, PCP transformers, a hazardous substance or any pollutant or contaminant defined as such (or for purposes of) the Comprehensive Environmental Response, Compensation and Liability Act, any so-called "Superfund" or "Super lien" law, the Toxic Substances Control Act, or any other federal, state or local statute, law, ordinance, code, rule, regulation, order or decree regulation, relating to, or imposing liability or standards of conduct concerning any hazardous, toxic or dangerous waste, substance or material, as now or at any time hereafter in effect, or any other hazardous, toxic or dangerous waste, substance or material. Hazardous Material shall not include microorganisms or viruses, other than fungi or molds.

**EXHIBIT B  
FACILITIES AND SCHEDULES**

Location	Address	Mon	Tue	Wed	Thu	Fri	Total Wkly Hrs.	SQ FT
Housing Authority	5555 Arlington Ave., Riverside	4	4	4	4	4	20	22,000
Lakeland Village Community Center	16275 Grand Ave., Lake Elsinore			4			4	9,779
Lake Elsinore Board of Supervisor's office	16275 Grand Ave., Lake Elsinore			1			2nd Wed each mth	2,776
Temecula CAC Assessors/Probation	41002 County Center Drive, Temecula	3	3	3	3	3	3	12,010
Public Health/Behavioral Health	41002 County Center Drive, Temecula	5	5	5	5	5	5	12,801
Perris Sheriff Station: Board of Supervisor office/Code	137 N. Perris Blvd., Perris	1	1	1	1	1	1	1,460
Hemet Service Center	749 N. State St., Hemet	8	8	8	8	8	8	13,246
Hemet CAC	880 N. State St., Hemet	2.5	2.5	2.5	2.5	2.5	2.5	7,875
Hemet Sheriff Station: Board of Supervisor's office	43950 Acacia Ave., Hemet		.5		.5		.5	3,706
San Jacinto Valley Animal Shelter: TLMA Code Enforcement	581 S Grand Avenue, San Jacinto	2	2	2	2	2	2	3,581

San Jacinto Valley Animal Shelter: Board of Supervisors Office Location	581 S Grand Avenue, San Jacinto		.5			.5			
Fleet Vending Building	50208 Main St., Cabazon	.5					.5	.5	1,216
Fuel Station/Car Wash	50209 Main St., Cabazon	.5					.5	.5	1,128
Hadley's Warehouse	50130 Main St., Cabazon	.9	.9	.9	.9	.9	.9	.9	2,026
Fuel Station	824 N. State St., Hemet	.5	.5	.5	.5	.5	.5	.5	76
Fuel Station/Car Wash	30755 Auld Rd., Murietta	.5	.5	.5	.5	.5	.5	.5	197
Fuel Station	25241 Cottonwood Ave., Moreno Valley	1.5	1.5	1.5	1.5	1.5	1.5	1.5	2,240
Fuel Station/Car Wash	309 San Jacinto Ave., Perris	1	1	1	1	1	1	1	4,240
Accessors/Registrar Of Voters	2724 Gateway Dr., Riverside	24	24	24	24	24	24	24	103,000
Riverside Center RV1044	3403 10th Street, Riverside	36	36	36	36	36	36	36	142,082
Riverside Center RV1045	3499 10th Street, Riverside	2	2	2	2	2	2	2	10,750
Riverside Center RV1046	3901 Lime Street, Riverside	2	2	2	2	2	2	2	11,183
Riverside Center Parking Structure	3403 10th Street, Riverside	1	1	1	1	1	1	1	146,468
Mental Health ITF	9990 County Farm Rd., Riverside								51,277
Windy Springs	19531 McLane Street, Palm Springs								57,838
Accessors	6221 Box Springs Blvd., Riverside	8	8	8	8	8	8	8	30,602

**EXHIBIT C**

**PAYMENT PROVISIONS**

The monthly cost includes labor, materials, supplies, and equipment listed under this contract.

Location	Address	Mo. Price	Yr. Price
Housing Authority	5555 Arlington Ave, Riverside	\$ 3,300.12	\$ 39,601.44
Lakeland Village Community Center	16275 Grand Ave, Lake Elsinore	\$ 782.50	\$ 9,390.00
Lake Elsinore Board of Supervisor's office	16275 Grand Ave, Lake Elsinore	\$ 159.46	\$ 1,913.52
Temecula CAC Assessors/Probation	41002 County Center Dr, Temecula	\$ 2,319.86	\$ 27,838.32
Public Health/Behavioral Health	41003 County Center Dr, Temecula	\$ 3,616.96	\$ 43,403.52
Perris Sheriff Station: Board of Supervisor office/Code	137 N. Perris Blvd, Perris	\$ 685.36	\$ 8,224.32
Hemet Service Center	749 N. State St, Hemet	\$ 3,822.81	\$ 45,873.72
Hemet CAC	880 N. State St, Hemet	\$ 1,859.46	\$ 22,313.52
Hemet Sheriff Station: Board of Supervisor's office	43950 Acacia, Hemet	\$ 255.10	\$ 3,061.20
San Jacinto Valley Animal Shelter: TLMA Code Enforcement	581 S Grand Ave, San Jacinto	\$ 1,266.59	\$ 15,199.08
Board of Supervisors Office	581 S Grand Ave, San Jacinto	\$ 178.84	\$ 2,146.08
Fleet Vending Building	50208 Main St, Cabazon	\$ 169.02	\$ 2,028.24
Fuel Station/Car Wash	50209 Main St, Cabazon	\$ 165.97	\$ 1,991.64
Hadley's Warehouse	50130 Main St, Cabazon	\$ 641.44	\$ 7,697.28
Fuel Station	824 N. State St, Hemet	\$ 320.07	\$ 3,840.84
Fuel Station/Car Wash	30755 Auld Rd, Murietta	\$ 324.25	\$ 3,891.00
Fuel Station	25241 Cottonwood Ave, Moreno Valley	\$ 1,029.76	\$ 12,357.12
Fuel Station/Car Wash	309 San Jacinto Ave, Perris	\$ 781.47	\$ 9,377.64
Accessors/Registrar Of Voters	2724 Gateway Dr, Riverside	\$ 18,368.75	\$ 220,425.00
Riverside Center RV1044	3403 10th Street, Riverside	\$ 27,767.83	\$ 333,213.96
Riverside Center RV1045	3499 10th Street, Riverside	\$ 1,641.42	\$ 19,697.04
Riverside Center RV1046	3901 Lime Street, Riverside	\$ 1,656.39	\$ 19,876.68
Riverside Center Parking Structure	3403 10th Street, Riverside	\$ 5,698.70	\$ 68,384.40
Mental Health ITF	9990 County Farm, Riverside	\$ 69,831.14	\$ 837,973.68
Windy Springs	19531 McLane, Palm Springs	\$ 9,618.18	\$ 115,418.16
Accessors	6221 Box Springs Blvd, Riverside	\$ 6,137.03	\$ 73,644.36
<b>Totals</b>		<b>\$ 162,398.48</b>	<b>\$ 1,948,781.76</b>



**EXHIBIT D  
PRODUCT INFORMATION**

The list below represents consumable products used by Facilities Management's facilities. Each location may have a few items that deviate from this standard list, and an itemized list by location will be provided during the initial kick off meeting. The list is also meant to illustrate the brand of products the Department uses, and they would prefer to have like or equal to products should they choose to contract with supplies as part of the service.

PRODUCT DESCRIPTION	QUANTITY	ITEM ID
ENVIROX 118 CONCENTRATE	60 GALLONS	
HOSPITAL SPRAY	10 CANS	
BATH BRITE BATHROOM CLEANER	75 QUARTS	
SPRING MINT PLUS MICROBES	42 QUARTS	
SPRING MINT PLUS LIQUID DEODORANT	92 QUARTS	
MORNING MIST DISINFECTANT CLEANER	10 CASES	328100
GOJO SOAP	10 CASES	
FAST ACT	12 GALLONS	
PROVEN CLEANER MILD FORM HAND SOAP		389219
2 PURELL HAND SANITIZER	10 CASES	1905
WAXIE 3D URINAL DEODORANT SCREEN MINT	2 CASES	
WAXIE GREEN RTU RESTROOM CLEANER	8 QUARTS	
WAXIE SELECT SPARKLE GLASS CLEANER 16OZ	12 CASES	
60+ DAY EKOS URINAL SCREEN GREEN APPLE 2PK	12 CASES	
WAXIE GREEN NEUTRAL CLEANER		
WAXIE- GREEN LOTIONIZED HAND SOAP TROPICAL 4/GL	4 GALLONS	
AJAX	12 CANS	
ENDUST	10 CANS	
METAL SHEEN	18 CANS	
CARPET SPOTTER	40 QUARTZ	
DEFOAMER	2 GALLONS	
CHAMPION SRPAY ALL PURPOSE CLEANER	4 CANS	
NON-LATEX GLOVES SML	5 BOXES	
NON-LATEX GLOVES MED	68 BOXES	
NON-LATEX GLOVES LRG	85 BOXES	
NON-LATEX GLOVES XLRG	33 BOXES	
EN-MOTION PAPER TOWELS	43 BOXES	
BIG Z PAPER TOWELS	28 BOXES	
GRN-5000 HEALTHGARDS GREEN SEAT COVERS 1/2-FOLD.		851730

SEAT COVER 1/2-FOLD	45 PKG	
TRASH LINSERS SMALL 16 GL	20 PKG	
TRASH LINERS MEDIUM 30 GL	50 CASES	
TRASH LINSERS LARGE	45 CASES	
DUST MOP SHEETS (DUST MAGNET)	8 CASES	
WOOL BOX DUSTER SLEEVE 1 CS 50/CASE	1 CASES	
SPECTRUM VACUUM BAGS 8/PKG	20 PKG	
SPECTRUM HEPA FILTER	15 EA	
POLISH CLOTH	4 EA	
HANDLE SQUEEGE	4 EA	
BELL SHAPED BOWL BRUSH	15 EA	
POMEBERRY HANDWASH TOUCH FREE	25 CASES	Possible item 285792
MICROFIBER TOWELS (BLUE) (12 PER PKG)	18 DOZEN	
MICROFIBER TOWELS (PINK) (12 PER PKG)	18 DOZEN	
WHITE THROW AWAY TOWELS (12 PER PKG)	65 DOZEN	
SCOTT 2 PL TOILET PAPER	24 CASES	
RECESSED-MOTION PAPER TOWELS	76 CASES	
14" MAGNET BAR	2 PKG	
PROVON DISPENSER GRAY/WHITE	8 EA	389217
TOY BRUSH	4 EA	
C BATTERIES	60 EA	
D BATTERIES	60 EA	
WET FLOOR SIGN	4 EA	
DOORSTOP (SML)	4 EA	
DOORSTOP (LARGE)	4 EA	
SCOTCH BRITE PAD	60 EA	
BOTTLE & TRIGGER	12 EA	
WAVE BREAK BUCKET WRINGER COMBO DOWN PRESS	1 EA	
FAST ACT - 1 GAL	10 GL	
PLUNGER	2 EA	
FALCON CARTRIDGE KIT	6 EA	
WAXIE GREEN 880 WHITE UNIVERSAL ROLL 6x800	2 CASES	
Waxie- GREEN 33x40 16 MIC CORELESS ROLL LINER 25/roll	2 CASES	701101
WAXIE- GREEN LOTIONIZED HAND SOAP TROPICAL 4/GL.	2 CASES	380184
LOBBY DUSTPAN	2 EA	

**EXHIBIT E  
GREEN CLEANING POLICY FOR WINDY SPRINGS WELLNESS CENTER**

*This policy example meets the requirements LEED v4 O+M EQ Prerequisite Green Cleaning Policy Option 1 per the Green Building Council, for the Windy Springs Wellness Center located at 19531 McLane Street, Palm Springs CA 92258.*

**Green Cleaning Policy for Windy Springs Wellness Center**

**1. Scope**

This policy applies to all cleaning procedures, cleaning material purchases, cleaning equipment purchases, and cleaning services that occur inside and on the building site and grounds for 19531 McLane Street, Palm Springs CA 92258. Specifically, this policy covers the following:

Cleaning strategies for:

- Hard floor and carpet cleaning and maintenance
- Protection of vulnerable occupants during cleaning
- Disinfectant and sanitizer selection and use
- Safe storage and handlings of cleaning chemicals, including spill management

Performance metrics and strategy development:

- Reductions in water use, energy use, and chemical toxicity
- Green cleaning products purchasing
- Green cleaning equipment purchasing

Staffing and training plans:

- Staffing requirements and contingency for staffing shortages
- Timing and frequency of staff training

**2. Goals**

This policy will be fully implemented as described below.

<b><u>Category</u></b>	<b><u>Goal</u></b>	<b><u>Performance measurement unit</u></b>
Cleaning products and materials purchases	85% meet sustainability criteria	Cost
Cleaning equipment purchases	100% meet sustainability criteria	Number of equipment items
Cleaning equipment inventory	40% of equipment in the project inventory will meet the applicable sustainability criteria	Number of equipment items in the overall inventory for the project
Toxic chemical usage (applies to all cleaning chemicals, including those not addressed by EQc Green Cleaning – Products and Materials)	Toxic chemicals will only be used in situations where products meeting the requirements of EQ Credit Green Cleaning – Products and Materials are unable to sufficiently clean the area, the area cannot be replaced (such as a floor tile), and represents a hazard to human health	Number of uses

**3. Roles and Responsibilities**

The responsible party for this policy is the Riverside County Custodial Services Division (RCCSD) Deputy Director. The responsible party ensures that this policy is executed through an awarded vendor service company and that any contracted cleaning vendors under management’s control are aware of and fully trained on the procedures outlined in this policy. Further, the RCCSD Deputy Director is responsible for

sharing this policy with the building tenant representatives and encouraging policy adoption accordingly. The RCCSD Deputy Director is responsible for reviewing this policy for any significant changes on the interval specified in the quality assurance section. If at any time updates are required to this policy, the responsible party will ensure that the appropriate individuals are informed of the updates.

#### **4. Procedures and strategies for implementation**

##### **Hard floor and carpet cleaning and maintenance**

- Hard floors, including tile, concrete, and wood surfaces, will be cleaned once a week with only sustainable cleaning products. No stripping or coatings will be applied to hard floor surfaces.
- Carpets will be vacuumed daily with vacuum cleaners that meet the sustainability criteria listed later in this policy.
- One per month, the carpets will be inspected for stains and other damages. If feasible, the necessary areas will be spot cleaned with sustainable carpet cleaning materials. If damaged, the carpet tiles will be replaced.
- When carpet extraction equipment must be used, methods to reduce chemical usage will be implemented.

##### **Protection of vulnerable occupants during cleaning**

- Vulnerable occupants include women who are pregnant, children, elderly occupants, and individuals with asthma, allergies, or other sensitivities.
- As much as possible, only sustainable cleaning products will be used. Please refer to the goals and tracking sections of this policy for additional information.
- Any cleaning that involves the use of carpet cleaners, or if at any point the use of a non-sustainable cleaning product is required, this cleaning will be performed after regular business hours.

##### **Disinfectant and sanitizer selection and use**

- Only hand soaps and hand sanitizers that meet the at least one of the sustainability criteria listed under the purchasing guidelines will be considered to meet the requirements of this policy.
- Hand sanitizers will be placed throughout the building for the use of occupants
- Only disinfectants meeting the purchasing sustainability criteria listed below will be considered to meet the requirements of this policy. Disinfectants will be kept locked in the janitorial closets and may only be used by the cleaning staff.
- Cleaning staff will be required to follow all dilution strategies for disinfectants.

##### **Safe storage and handlings of cleaning chemicals, including spill management**

- Cleaning chemicals will be stored in the janitor closets to prevent access for other occupants.
- Cleaning staff will receive training on the various hazards of different toxic chemicals and how to address spills.
- Spills will be cleaned and handled according to the manufacturer safety data sheets provided by the manufacturer.
- All spills will be handled carefully. As soon a spill of a non-sustainable product occurs, the responsible party must be notified. If the spill occurs in an area to which typical building occupants have access, the area will be roped off and building occupants will be informed to stay clear of the area.
- Safety data sheets for all of the cleaning chemicals used in the building will be retained and hazard information will be highlighted. This information will be clearly displayed in all janitor closets through the awarded vendor service company.

##### **Strategies for reducing the toxicity of the chemicals used for other cleaning activities**

- Cleaning staff and building occupants will be supplied with safe cleaning chemicals that meet the sustainability criteria described in the purchasing guidelines listed below.
- Dish soaps and cleaners meeting EPA Safer Choice Standard will be supplied.
- For surface cleaning, green chemicals will be used as much as possible.

**Strategies for conserving energy, water, and chemicals used for cleaning**

- Manual-powered equipment and cleaning strategies will be used whenever possible to reduce the energy and water used by powered equipment and typical cleaning strategies.
- Cold water will be used for any necessary disposal to reduce energy used to heat hot water.
- The filters in vacuums and other applicable equipment will be changed frequently to enable air flow and reduce the energy consumption of the equipment.
- When cleaning chemicals are necessary, the operating procedures for chemical dilution will be followed to ensure that the minimum amount of cleaning chemicals necessary is used.

**Strategies for promoting hand hygiene**

- All restrooms will be equipped with hands-free soap dispensers, faucets, hand dryers, and towel dispensers.
- Hand sanitizers meeting UL EcoLogo 2783 standard for Instant Hand Antiseptics (formerly Environmental Choice CCD 170) will be placed throughout the building.

**Tracking plan for staffing and overall performance**

- Regular facility inspections will be conducted by the awarded vendor to evaluate cleanliness. As a part of the inspections, the awarded vendor will provide the RCCSD Deputy Director inspection reports to ensure that the cleaning and hard floor and carpet maintenance system is being consistently used.
- The inspections will be conducted once every sixth months. The responsible party will review the results of the audits, maintain records, and follow up with any cleaning issues or guidance.
- All cleaning staff are required to check in each day when they arrive at work. The awarded vendor will retain records to ensure that the building is sufficiently staffed with trained professionals.
- The awarded vendor will log all training that is provided to the cleaning staff and will ensure that the training plans described above are met.
- When new staff come on board, the awarded vendor will record the initial training and orientation provided to the staff.

**Tracking plan for water, energy, and toxic chemical usage**

- Every time a toxic chemical is used, it must be reported to the responsible party. The awarded vendor will record which chemical was used, where it was applied, and the reason for its use. This information will be used to track against the goal for using toxic chemicals only when strictly necessary.
- All vacuum filters will be replaced on a regular basis. The awarded vendor will record maintenance performed on all cleaning equipment, including filter replacement, to ensure that they are regularly replaced to reduce energy usage.

**Tracking plan for cleaning product and cleaning equipment purchases**

- All cleaning product and cleaning equipment purchases, made by either by the cleaning vendor for use in the building or made by the RCCSD Deputy Director, will be recorded in a purchasing log.
- On a quarterly basis, the awarded vendor will review all purchases and compare against the policy goals. If the policy goals are not being met, the awarded vendor will take corrective action to replace products and chemicals.

**Staffing and contingency plans**

- To sufficiently clean the building requires at least one hour of cleaning per day for each 5,000 square feet. As this building is 93,000 square feet, it requires a minimum 18.6 hours of cleaning time per day. In the event of staffing shortages the awarded vendor will supply additional staff to maintain coverage.

**Staff training plan**

- All cleaning staff, including backup personnel, are required to receive at least 8 hours of training per year. The awarded vendor will record the training attended by each staff member.
- Trainings are held once a month and are one hour long. Topics vary each month, and cover standard operating procedures for cleaning different surfaces, proper toxic chemical usage and spill management, hazards of toxic chemicals, cleaning to protect vulnerable occupants, cleaning equipment maintenance, and conservation of energy and water usage during cleaning.

**5. Purchasing guidelines****Sustainability Criteria for Cleaning Products and Materials**

Cleaning products must meet one or more of the following standards:

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes;
- UL EcoLogo 2792 (formerly CCD 110), for cleaning and degreasing compounds;
- UL EcoLogo 2759 (formerly CCD 146), for hard-surface cleaners;
- UL EcoLogo 2795 (formerly CCD 148), for carpet and upholstery care;
- Green Seal GS-40, for industrial and institutional floor care products;
- UL EcoLogo 2777 (formerly CCD 147) , for hard-floor care;
- EPA Safer Choice Standard; and/or
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Safer Choice Standard requirements, as appropriate for use patterns and marketing claims).

Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards:

- UL EcoLogo 2798 (formerly CCD 112), for digestion additives for cleaning and odor control;
- UL EcoLogo 2791 (formerly CCD 113), for drain or grease trap additives;
- UL EcoLogo 2796 (formerly CCD 115/107), for odor control additives;
- Green Seal GS-52/53, for specialty cleaning products;
- California Code of Regulations maximum allowable VOC levels for the specific product category;
- EPA Safer Choice Standard; and/or
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Safer Choice Standard requirements, as appropriate for use patterns and marketing claims).

Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs:

- EPA comprehensive procurement guidelines, for janitorial paper;
- Green Seal GS-01, for tissue paper, paper towels and napkins;
- UL EcoLogo 175 Sanitary Paper Products, for toilet tissue and hand towels
- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers;
- FSC certification, for fiber procurement;
- EPA comprehensive procurement guidelines, for plastic trash can liners; and/or
- California integrated waste management requirements, for plastic trash can liners (California Code of Regulations Title 14, Chapter 4, Article 5, or SABRC 42290-42297 Recycled Content Plastic Trash Bag Program).

Hand soaps and hand sanitizers must meet one or more of the following standards:

- No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements);
- Green Seal GS-41, for industrial and institutional hand cleaners;
- UL EcoLogo 2784 (formerly CCD 104), for hand cleaners and hand soaps;
- UL EcoLogo 2783 (formerly CCD 170), for hand sanitizers;
- EPA Safer Choice Standard.

#### **Sustainability Criteria for Cleaning Equipment**

All powered equipment must have the following features:

- Safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces;
- Ergonomic design to minimize vibration, noise, and user fatigue, as reported in the user manual in accordance with ISO 5349-1 for arm vibrations, ISO 2631-1 for vibration to the whole body, and ISO 11201 for sound pressure at operator's ear
- As applicable, environmentally preferable batteries (e.g., gel, absorbent glass mat, lithium-ion) except in applications requiring deep discharge and heavy loads where performance or battery life is reduced by the use of sealed batteries.

Vacuum cleaners must be certified by the Carpet and Rug Institute Seal of Approval/Green Label Vacuum Program and operate with a maximum sound level of 70 dBA or less in accordance with ISO 11201.

Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval Deep Cleaning Extractors and Seal of Approval Deep Cleaning Systems program.

Powered floor maintenance equipment must be equipped with such as vacuums, guards, or other devices for capturing fine particulates and must operate with a maximum sound level of 70 dBA, in accordance with ISO 11201.

Propane-powered floor equipment must have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board or EPA standards for the specific engine size and operate with a sound level of 90 dBA or less, in accordance with ISO 11201.

Automated scrubbing machines must be equipped with variable-speed feed pumps and either (1) on-board chemical metering to optimize the use of cleaning fluids or (2) dilution control systems for chemical refilling. Alternatively, scrubbing machines may use tap water only, with no added cleaning products.

#### **6. Quality Assurance/Quality Control Processes**

The responsible party will evaluate the green cleaning policy on a quarterly basis to evaluate progress towards the implementation goals. If any cleaning product or equipment purchases are not being recorded properly, the responsible party will inform the appropriate individuals to ensure that activities are recorded moving forward. The responsible party will evaluate the results of the cleaning audits to determine whether the building is being sufficiently cleaned and whether the standard cleaning procedures are being properly executed. As necessary, the responsible party will revise the green cleaning policy to include additional cleaning strategies or modify existing cleaning strategies.

In addition, if any implementation goals are not being met, the responsible party will investigate the situation and will work with the awarded vendor purchasing the materials and equipment or using the equipment. The responsible party will evaluate whether updates are necessary to the in order to achieve the implementation goals. Any revisions that are made to the policy will be incorporated into the next training cycle for the cleaning staff.

**EXHIBIT F**

**Weekly Contractors Schedule for  
Mental Health Inpatient Treatment Facility  
ITF**

		Hours Worked Per Shift						
		Mon	Tue	Wed	Thu	Fri	Sat	Sun
Name	Schedule							
Vendor Supervisor	6 am to 2:30 pm						8	8
Vendor Housekeeper	6 am to 2:30 pm						8	8
Vendor Housekeeper	6 am to 2:30 pm						8	8
Vendor Housekeeper	6 am to 2:30 pm						8	8
Vendor Housekeeper	6 am to 2:30 pm						8	8
Vendor Housekeeper	6 am to 2:30 pm						8	8
Vendor Housekeeper	6 am to 2:30 pm						8	8
	Number of Staff per Shift	0	0	0	0	0	7	7
Vendor Supervisor	2pm to 10:30 pm						8	8
Vendor Housekeeper	2pm to 10:30 pm						8	8
Vendor Housekeeper	2pm to 10:30 pm						8	8
Vendor Housekeeper	2pm to 10:30 pm						8	8
Vendor Housekeeper	2pm to 10:30 pm						8	8
Vendor Housekeeper	2pm to 10:30 pm						8	8
Vendor Housekeeper	2pm to 10:30 pm						8	8
	Number of Staff per Shift	0	0	0	0	0	7	7
Vendor Supervisor	10pm to 6:30 am	8	8	8	8	8	8	8
Vendor Housekeeper	10pm to 6:30 am						8	8
Vendor Housekeeper	10pm to 6:30 am						8	8
Vendor Housekeeper	10pm to 6:30 am						8	8
Vendor Housekeeper	10pm to 6:30 am	8	8	8	8	8	8	8
Vendor Housekeeper	10pm to 6:30 am	8	8	8	8	8	8	8
Vendor Housekeeper	10pm to 6:30 am	8	8	8	8	8	8	8
	Number of Staff per Shift	4	4	4	4	4	7	7