

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



ITEM: 3.18
(ID # 30098)

MEETING DATE:
Tuesday, June 23, 2026

FROM : FACILITIES MANAGEMENT

SUBJECT: FACILITIES MANAGEMENT (FM-Custodial Services Division): Approval of Professional Service Agreements with Ultra Shine, Inc, Commercial Building Management, CBM Inc, Servicon Systems, Inc, and H.N.W. Building Maintenance dba Beneficial Maintenance Services for Janitorial Services, all districts. [Five Year Total Cost: \$3,550,000; Up to \$355,000 for additional compensation, FM funds 100%] – Custodial Services Division Budget.

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Professional Service Agreement with Ultra Shine, Inc. for janitorial services in an annual amount not to exceed \$225,000 for a three-year term through June 01, 2029, with two (2) one-year renewal options, and authorize the Chair of the Board to sign the agreement on behalf of the County;
2. Approve the Professional Service Agreement with Commercial Building Management, CBM Inc. for janitorial services in an annual amount not to exceed \$450,000 for a three-year term, through June 01, 2029, with two (2) one-year renewal options, and authorize the Chair of the Board to sign the agreement on behalf of the County;

Continued on page 2

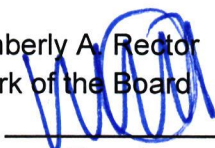
ACTION:Policy


Vincent Yzaguirre 4/23/2026

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: June 23, 2026
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:

3. Approve the Professional Service Agreement with Servicon Systems, Inc. for janitorial services in an annual amount not to exceed \$5,000 for a three-year term through June 01, 2029, with two (2) one-year renewal options, and authorize the Chair of the Board to sign the agreement on behalf of the County;
4. Approve the Professional Service Agreement with H.N.W.Building Maintenance dba Beneficial Maintenance Services for janitorial services in an annual amount not to exceed \$30,000 for a three-year term through June 01, 2029, with two (2) one-year renewal options, and authorize the Chair of the Board to sign the agreement on behalf of the County;
5. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, and subject to the availability of funding and approval as to form by County Counsel, to: (a) sign amendments that exercise the options of the agreements, including modifications of the statement of work that stay within the intent of each agreement; (b) reallocate funds among the approved vendors as operational needs require; and (c) sign compensation amendments, provided the aggregate annual contingency amount does not exceed \$71,000 per year; and
6. Authorize the Purchasing Agent to issue Purchase Orders to Commercial Building Management, CBM Inc., H.N.W.Building Maintenance dba Beneficial Maintenance Services, Servicon Systems, Inc., and/or Ultra Shine, Inc., for goods or services provided that do not exceed the Board approved amount that is consistent with the Professional Service Agreements.

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$65,076	\$ 781,000	\$3,905,000	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% Facilities Management Custodial Services Budget			Budget Adjustment:	No
			For Fiscal Year:	2025/2026 - 2030/2031

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Facilities Management – Custodial Services Division (FM) provides comprehensive and daily janitorial services to over 160 Countywide facilities, through internal custodial staff and vendor contracts. FM provides an array of customer services, including cleaning services, floor and

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

carpet care, window washing, pressure washing, and pest control services. These services provide a healthy and professional environment for County staff and members of the public.

In order to meet current and additional custodial service demands across County facilities, FM evaluated service delivery options and determined that competitively procured third-party vendors can provide efficient and cost-effective solutions, in certain and remote facilities of the County. Utilizing vendors in certain instances ensures adequate staffing levels across the County, operational and staffing flexibility, and continuity of service for all customers and without a drop in service levels. Currently, FM Staff provide daily custodial service to approximately 75% of serviced facilities, while the remaining 25% are serviced through partnerships with local vendors.

FM conducted a recent competitively bid solicitation process and is requesting approval of four vendor (4) agreements to continue ongoing janitorial services at sixteen (16) County locations that are currently being serviced by two (2) local vendors. FM is also requesting authority to adjust vendor allocations as customer service needs change (the addition or deletion of facilities served or service level requests), provided the total annual aggregate amount does not exceed \$781,000 per year.

Impact on Residents and Businesses

Approval of these agreements ensures County facilities remain clean, sanitary, and safe for employees, residents, and visitors. Maintaining proper custodial services supports public health standards and uninterrupted County operations by balancing staffing levels with the demand for services.

Additional Fiscal Information

The agreements are effective June 02, 2026, through June 01, 2029, with two (2) one-year renewal options.

Base years: 02 June 2026 to 01 June 2029

Option Yr. 1: 02 June 2029 to 01 June 2030

Option Yr. 2: 02 June 2030 to 01 June 2031

The total five-year contract amount, including contingency, is \$3,905,000.

The annual aggregate amount, including contingency, is \$781,000.

Fiscal year allocations reflect June 02, 2026, contract start date and are prorated accordingly.

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

	Commercial Building Management, CBM, Inc	H.N.W. Building Maintenance DBA Beneficial Maintenance Services	Ultra Shine, LLC	Servicon Systems, Inc	Contingency	Total Amount
06/02/26 – 06/01/27	\$450,000	\$30,000	\$225,000	\$5,000	\$71,000	\$781,000
06/02/27 – 06/01/28	\$450,000	\$30,000	\$225,000	\$5,000	\$71,000	\$781,000
06/02/28 – 06/01/29	\$450,000	\$30,000	\$225,000	\$5,000	\$71,000	\$781,000
06/02/29 – 06/01/30	\$450,000	\$30,000	\$225,000	\$5,000	\$71,000	\$781,000
06/02/30 – 06/01/31	\$450,000	\$30,000	\$225,000	\$5,000	\$71,000	\$781,000
TOTAL COST OF CONTRACTS	\$2,250,000	\$150,000	\$1,125,000	\$25,000	\$355,000	\$3,905,000

The table below presents calendar-year contracted amounts converted to a fiscal-year basis.

	Commercial Building Management, CBM, Inc	H.N.W. Building Maintenance DBA Beneficial Maintenance Services	Ultra Shine, LLC	Servicon Systems Inc	Contingency	Total Amount
FY 25/26 (June)	\$37,500	\$2,500	\$18,750	\$413	\$5,913	\$65,076
FY 26/27	\$450,000	\$30,000	\$225,000	\$5,000	\$71,000	\$781,000
FY 27/28	\$450,000	\$30,000	\$225,000	\$5,000	\$71,000	\$781,000
FY 28/29	\$450,000	\$30,000	\$225,000	\$5,000	\$71,000	\$781,000
FY 29/30	\$450,000	\$30,000	\$225,000	\$5,000	\$71,000	\$781,000
FY 30/31 (July-June 01)	\$412,500	\$27,500	\$206,250	\$4,587	\$65,087	\$715,924
TOTAL COST OF CONTRACTS	\$2,250,000	\$150,000	\$1,125,000	\$25,000	\$355,000	\$3,905,000

Contract History and Price Reasonableness

On December 19, 2025, Riverside County Purchasing, on behalf of Facilities Management – Custodial Services Division, issued a Request for Quote (RFQ) FMARC-332 for Janitorial Services. The solicitation was posted on PublicPurchase.com and distributed to 95 vendors. Sixty-five vendors accessed the solicitation, and ten (10) submitted bid responses.

Each submission was evaluated in accordance with the criteria established in the RFQ. Four (4) bidders were deemed non-responsive due to incomplete documentation. Two (2) bidders declined the conditional offer of award. Awards were subsequently issued to the next lowest responsive and responsible bidders.

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

The RFQ required bidders to be registered with the Department of Industrial Relations (DIR) for janitorial services at the time of bid submission. Vendors were also required to demonstrate the ability to maintain required staffing levels per location and comply with site-specific background screening requirements.

The four (4) awarded vendors were determined to be responsive, responsible, and reasonably priced based on competitive bid comparison. The selection of these four (4) vendors resulted in an overall savings of approximately \$227,860 per year.

Janitorial services are critical to maintaining safe and operational County facilities. Executing agreements with multiple vendors provides service redundancy and flexibility to address emergency cleaning needs or staffing shortages.

Attachments

- FMARC-91039-001-2/31 H.N.W Building Maintenance dba Beneficial Maintenance Services Professional Services Agreement
- FMARC-91039-002-2/31 Commercial Building Management, CMB, Inc Professional Services Agreement
- FMARC-91039-003-2/31 Servicon Systems, Inc Professional Services Agreement
- FMARC-91039-004-2-31 Ultra Shine, Inc Professional Services Agreement


Melissa Curtis, Deputy Director of Purchasing and Fleet

4/30/2026


Evangelina Gregorio EO, Principal Mgmt Analyst

5/26/2026


Aaron Gettis, Chief Deputy County Counsel

5/18/2026

PROFESSIONAL SERVICE AGREEMENT

for

JANITORIAL SERVICES

between

COUNTY OF RIVERSIDE

And

ULTRA SHINE, INC



TABLE OF CONTENTS

<u>SECTION HEADING</u>	<u>PAGE NUMBER</u>
1. Description of Services	3
2. Period of Performance	3
3. Compensation	3
4. Alteration or Changes to the Agreement	5
5. Termination	5
6. Ownership/Use of Contract Materials and Products	6
7. Conduct of Contractor	6
8. Inspection of Service; Quality Control/Assurance	7
9. Independent Contractor/Employment Eligibility	7
10. Subcontract for Work or Services	9
11. Disputes	9
12. Licensing and Permits	9
13. Use by Other Political Entities	10
14. Non-Discrimination	10
15. Records and Documents	10
16. Confidentiality	10
17. Administration/Contract Liaison	11
18. Notices	11
19. Force Majeure	11
20. EDD Reporting Requirements	11
21. Hold Harmless/Indemnification	12
22. Insurance	13
23. General	15
Exhibit A- Scope of Services	19
Exhibit B- Basic Level of Cleaning Standards	26
Exhibit C- Quality Requirements	29
Exhibit D- Cost Sheet	34
Exhibit E- Cost Sheet- Additional Cleaning	36

This Agreement is made and entered into by and between ULTRA SHINE, INC, a California corporation, (herein referred to as "CONTRACTOR") and the COUNTY OF RIVERSIDE, a political subdivision of the State of California, on behalf of its Facilities Management Department (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, at the prices stated in Exhibit D, Cost Sheet and Exhibit E, Cost Sheet- Additional Cleaning.

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 that 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 B. 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 for three (3) years, with the option to renew for up to two (2) additional and consecutive one-year periods by a written amendment signed by the authorized representatives of both parties, 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 to a 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 D and Exhibit E. Maximum payments by COUNTY to CONTRACTOR shall not exceed two-hundred and twenty five thousand dollars (\$225,000.00) 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. To order services or products, COUNTY shall issue a purchase order to

CONTRACTOR specifying the amount of services or products. CONTRACTOR shall not perform services or provide products unless it has received a purchase order signed by an authorized representative of COUNTY. Unless otherwise specifically stated in Exhibit D and Exhibit E, 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 dollar amount of profit will remain firm during the period of the Agreement. Annual increases shall not exceed the Consumer Price Index for Riverside-San Bernardino-Ontario, CA and 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

Attn: Accounts Payable

3450 14th Street Suite 200

Riverside, CA 92501

Electronic Invoices: FM-Invoices@rivco.org

- a) 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-91039-004-2/31); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.
- b) 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. In the State of California, government agencies are not allowed to pay excess interest and late charges, per Government Code 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 designee are 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:

- (a) Stop all work under this Agreement on the date specified in the notice of termination; and

- (b) 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/FedReg, 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.

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 entity in Riverside County. 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. §12101 et 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 COUNTY Purchasing Agent, or designee, shall administer this Agreement on behalf of the COUNTY. The Purchasing Department is to 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 (2) days after their deposit in the United States mail, postage prepaid:

COUNTY OF RIVERSIDE

Facilities Management Department
Procurement Contract Specialist
3450 14th Street, Suite 200
Riverside, CA 92501

CONTRACTOR

Ultra Shine, Inc
Amanda Frausto
Operations Manager, California
601 S. Milliken Ave #J
Ontario, CA 91761

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 ten (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.

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's 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.

A. 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.

B. 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.

C. 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.

D. General Insurance Provisions - All lines:

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.

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.

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.

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 retention's or self-insured programs shall not be construed as contributory.

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.

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

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

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.

23.13 This Agreement 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 Agreement 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 Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement 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.

[Signature Page Follows]

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

ULTRA SHINE, INC, a California corporation

By: Karen S. Spiegel
Karen Spiegel
Chair, Board of Supervisors

By: Felipe Aldea
Felipe Aldea
Principle and CEO

Dated: JUN 23 2026

Dated: 04/02/2026

ATTEST:
Kimberly A. Rector
Clerk of the Board

By: [Signature]
Deputy

APPROVED AS TO FORM:
Minh C. Tran
County Counsel

By: Lisa Sanchez
Lisa Sanchez
Deputy County Counsel

Dated: 5/11/2026

EXHIBIT A
SCOPE OF SERVICES

1.0 SCOPE OF WORK

Custodial Services, as set forth in Exhibit B, Basic Level of Cleaning Standards – All Locations, are to be performed in the offices, conference rooms, breakrooms, kitchens, restrooms, lobbies, file rooms, lounges, training rooms, lactation rooms, copy rooms, storage rooms, elevators, stairwells, court rooms, and exterior break areas of the facilities listed below.

CONTRACTOR **shall not** perform services in marked restricted areas within each facility such as the Data Room, holding cells, and/or other inmate areas in detention facilities.

1.1 Service hours are listed below. The parties may adjust days and times if mutually agreed upon during the term of this Agreement. COUNTY shall not accept any subcontractors for these services; all work must be performed by the CONTRACTOR.

1.2 SERVICE LOCATIONS, BUILDING INFORMATION AND SERVICES HOURS:

BLDG #	Location Name	Location Address	BLDG Sq. Ft.	Service Days	Service Hours
CR0403	Corona CAC	505 S. Buena Vista Ave. Corona, CA	13,414	Monday- Friday	6:00pm- 9:00pm
MU1311	Southwest Juvenile Hall- Admin	30755 Auld Rd Murrieta-A, CA	21,760	Monday- Friday	1:00pm- 8:30pm
MU1312	Southwest Juvenile Hall- Classrooms	30755 Auld Rd Murrieta-B, CA	26,145	Monday- Friday	1:00pm- 8:30pm
MU1313	Southwest Juvenile Hall- Dining area, laundry room, warehouse	30755 Auld Rd Murrieta-C, CA	14,381	Monday- Friday	1:00pm- 8:30pm
MU1317	Southwest Court- (DA office only)	30755 Auld Rd.-D Murrieta, CA	18,427	Monday Thru Friday	1:30 pm- 5:30 pm
MU1330	Southwest Juvenile Hall- Court/Office	30755 Auld Rd Murrieta-G, CA	14,000	Monday- Friday	1:00pm- 8:30pm
PR0831	Mead Valley Community Center- Common Core	21091 Rider St. Mead Valley, CA	6,572	Monday- Friday	5:30pm- 11:30pm
PR0831	Mead Valley Community Center – First 5	21091 Rider St. Mead Valley, CA	5,609	Monday- Friday	5:30pm- 11:30pm
PR0831	Mead Valley Community Center- The Grove	21091 Rider St. Mead Valley, CA	11,950	Monday- Friday	5:30pm- 11:30pm

BLDG #	Location Name	Location Address	BLDG Sq. Ft.	Service Days	Service Hours
PR0831	Mead Valley Community Center- Day Porter	21091 Rider St. Mead Valley, CA	20,633	Monday-Friday	7:00am-11:00am
RV1082	Rustin Mental Health Facility- Day Porter	2085 Rustin Ave, Riverside, CA 92507	164,048	Monday-Friday	8:00am-4:30pm

Note: COUNTY may add/delete sites and/or modify services at locations as needed during the term of the Agreement.

Definitions: BLDG shall mean “Building” and Sq. Ft. shall mean “Square Foot.”

13 GENERAL REQUIREMENTS

1. CONTRACTOR shall provide labor and onsite supervision at all times to carry out the work and shall ensure only competent workers who are skilled in the type of work specified are employed.
2. CONTRACTOR’s employees and supervision must possess a current Live Scan Federal Level (as applicable to the location) clearance and background check.
3. The CONTRACTOR shall ensure that employees working during business hours maintain low voice levels and keep any music at a minimal volume to avoid disturbing others.
4. CONTRACTOR shall ensure that no person(s) not employed by the CONTRACTOR (i.e., spouse, children, brothers, sisters, friends, etc.) shall be allowed to enter the premises during CONTRACTOR’s performance of services.
5. CONTRACTOR shall provide relief personnel to ensure each assignment is performed per specifications and deliverables, regardless of employee absenteeism.
6. CONTRACTOR is responsible for maintaining satisfactory standards for their employees regarding conduct, appearance, and integrity (i.e., use of foul language, use of staff and/or residence personal items, cooking, phone, and TV usage).
7. All CONTRACTOR employees (janitorial crew) shall be able to read, write, speak and understand the English language to the extent required for communication in person, via telephone, and in writing with designated building representatives in connection with the janitorial duties to be performed.
8. 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.
9. CONTRACTOR employees shall comply with building security. In addition, the CONTRACTOR shall ensure all employees are properly trained on safety and emergency procedures (such as fire building evacuations, etc.) for the facilities in which they work.
10. CONTRACTOR shall inform the COUNTY point of contact of any irregularities noted during performance of services including but not limited to doors left unlocked, lights not working or left on, defective plumbing, broken windows, broken bathroom fixtures, unstable or broken furniture, graffiti, vandalism and/or damage to the building or its contents.

11. CONTRACTOR is to keep favorable image along with maintaining sanitary conditions for its employees and all who visit these facilities, this includes following the Center for Disease (CDC) guidelines for COVID-19 cleaning.
12. By signing this agreement, CONTRACTOR hereby certifies to the possession of all current required licenses, credentials, certificates, and business licenses that comply with all Federal and State laws and regulations related to the performance of custodial services hereunder and to being properly insured. **A copy of an Acord form should be submitted to the COUNTY as proof of current insurance coverage as required below.** CONTRACTOR will be required to endorse the policy to the COUNTY as an additionally insured. Current coverage and limits can also be found at: <https://rc-hr.com/risk-management/contracts>.

11.1 Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain, at its sole cost and expense, the below listed insurance coverage's during the term of this Agreement. With respect 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.

A. 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 of 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

B. 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.

C. Vehicle Liability:

If vehicles or mobile equipment are 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.

D. Janitorial Services Bonding (may be required)

13. The CONTRACTOR shall comply with the Displaced Janitor Opportunity Act (Labor Code § 1060 *et seq.*) including, but not limited to, the requirements set forth in Labor

Code section 1061(b)(1).

14. CONTRACTOR shall be financially responsible for the repair and restoration to its pre-damaged condition any COUNTY property damaged by CONTRACTOR's performance and operation at no cost to the COUNTY.
15. All materials, supplies, and equipment used by the CONTRACTOR shall be suitable for the job and not harmful to the surfaces on which they are used.

14 STORAGE/USE OF EQUIPMENT AND MATERIALS

1. The CONTRACTOR shall obtain prior approval from the COUNTY designee for any space or area required for storage of the CONTRACTOR's equipment and materials.
2. Equipment and materials shall not be piled or stored at any location to hinder normal business operations or to constitute a hazard to person(s) or property.
3. All materials which are stored in the liquid state shall be stored on shelves not higher than three (3) feet above the floor.
4. All products stored in secondary containers shall be properly labeled as to the contents.
5. All vacuums used must be equipped with Hepa Filtration.
6. 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.

15 MATERIALS AND SUPPLIES

1. All equipment and supplies necessary to perform these services shall be provided by the CONTRACTOR and approved by the COUNTY designee. 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.
2. Under no circumstances shall cleaning tools and materials be left unattended during service hours.
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.
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.
5. Safety Data Sheets (SDS) - CONTRACTOR shall post current SDS sheets in appropriate areas and shall provide copies to the Custodial Service Department (CSD) for its required postings.
6. Labor - Hours of work for this Agreement shall be in accordance with, and subject to the provisions of the State of California Labor Code.
7. All materials and supplies shall be Environmentally Friendly.
8. The COUNTY has an ongoing requirement for the products indicated in this Agreement. The CONTRACTOR shall maintain access to a reasonable stock of such products on hand for the term of the Agreement. Failure to maintain access to a reasonable stock may result in termination for breach of the Agreement.

16 **SECURITY**

1. CONTRACTOR shall be solely responsible for the proper use, control, and safeguarding of all keys and/or security cards issued to CONTRACTOR. Unless otherwise authorized in writing by COUNTY, all keys shall remain on the premises at all times and shall not be removed. Security cards shall be issued based on the hours during which CONTRACTOR is authorized to access the premises. CONTRACTOR shall be required to sign for and acknowledge receipt of all issued keys and/or security cards.
2. The CONTRACTOR shall not put identification on any keys. **CONTRACTOR shall not duplicate any keys for premises under any circumstances.** Any lost key/s or need for additional keys shall be promptly reported to the COUNTY designee in writing. The CONTRACTOR shall need to identify which keys were lost, who lost the keys, where they were lost, and the date and time of loss. The CONTRACTOR shall be assessed a fee not to exceed \$25.00 for each key not returned or lost and shall be further assessed the costs for parts and locksmith services to remove the lost key from the keying system.
3. **Unauthorized duplication of keys for a COUNTY facility is a misdemeanor under California Penal Code section 469.**
4. Security of COUNTY 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, janitorial 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 COUNTY.
5. **Under no circumstances shall CONTRACTOR's employees admit anyone to areas controlled by a key or access card in their possession.**

17 **INSPECTION OF SERVICES**

1. The CONTRACTOR shall inspect the COUNTY facility monthly to ensure quality and thoroughness. CONTRACTOR shall coordinate these inspections with the COUNTY's representative who has the option of inspecting the facility with the CONTRACTOR. The CONTRACTOR shall refer to the Basic Level of Cleaning Standards Spreadsheet when inspecting the facility and shall provide a written report within five working days regarding the conditions at the time of the inspection and the steps necessary for addressing any issues.
2. The CONTRACTOR shall submit a schedule at least five working days in advance for sizeable services such as carpet and window cleaning and floor stripping and waxing activities, identifying the type of service, location and scheduled date and time. The CONTRACTOR shall schedule a time to inspect the completed work with the COUNTY's representative no later than five working days after the work has been performed. The CONTRACTOR shall designate one representative that is of supervisor authority or higher to conduct these inspections.

18 **SERVICES PROVIDED BY THE COUNTY**

1. The COUNTY shall provide lights, power, and water for cleaning.
2. The COUNTY shall provide lockable spaces for CONTRACTOR's supplies and equipment.
3. The COUNTY shall not be responsible for the CONTRACTOR's supplies, equipment, material, or personal belongings.
4. All trash shall remain property of the COUNTY.
5. The COUNTY shall provide bins, cans and dumpsters where the CONTRACTOR shall deposit trash and recyclables. Disposal of trash from these designated locations shall be the responsibility of COUNTY.
6. The COUNTY ensures that the CONTRACTOR has safety protocols on hand and available by request. COUNTY meets with CONTRACTOR bi-weekly and does quarterly site visits.

19 LOCATION: ADD/DELETE/MODIFY

Throughout the period of performance of this Agreement, COUNTY reserves the right to add and/or delete locations where janitorial services are needed or no longer needed as well as adjust the service level and type of service. As new facilities are built, acquired, leased, and/or become the responsibility of the COUNTY, additional janitorial service locations may be added to this Agreement providing the CONTRACTOR is able to service the location. A thirty (30) day written notice will be given to CONTRACTOR outlining any modifications needed. All such changes shall be made by written amendment to this Agreement. Services will be added at the rates listed in Exhibit D and Exhibit E.

1.10 COUNTY OBSERVED HOLIDAYS

Services on County observed holidays may be requested on an as needed basis.

HOLIDAY	DAY OBSERVED
* New Year's Day	January 1
Martin Luther King Jr's Birthday	Third Monday in January
*Lincoln's Birthday	February 12
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans' Day	November 11
*Thanksgiving Day	Fourth Thursday in November
* Following Thanksgiving	Friday following the fourth Thursday in November
*Christmas Day	December 25

Note:

- Thanksgiving Day, which shall be the fourth Thursday in November unless otherwise appointed.
- Friday following Thanksgiving Day.
- December 24 and 31 when they fall on Monday.
- December 26 and January 2, when they fall on Friday.

- Friday preceding January 1, February 12, July 4, November 11 or December 25, when such date falls on Saturday, the Monday following such date when such date falls on a Sunday.

EXHIBIT B
Basic Level of Cleaning Standards – All Locations

I. GENERAL HOUSEKEEPING, PRIVATE OFFICES, LOBBIES AND LOUNGES	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
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
II. FLOORS AND CARPET							
1. Spot vacuum	X						
2. Detail vacuum			X				
3. Inspect for and remove minor spots	X						
4. Deep carpet restoration extraction						X	
III. FLOORS, RESILIENT AND HARD SURFACES							
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	

EXHIBIT B Cont.
Basic Level of Cleaning Standards – All Locations

	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
IV. WASHROOMS, EMPLOYEE & PUBLIC LOUNGES							
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			
17. Sweep and clean debris from floors	X						
18. Damp mop all floor surfaces	X						
19. Machine scrub restrooms and showers	X						

EXHIBIT B Cont.
Basic Level of Cleaning Standards – All Locations

	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
V. REGULAR SERVICES							
EXTERIOR WINDOWS							
1. Clean exterior							X
2. Clean interior							X
VI. ENTRANCES							
1. Sweep walkways	X						
2. Clean glass/doors	X						
3. Sweep patio, side, or rear doors	X						
VII. PARKING							
1. Empty trash receptacles	X						
VIII. MISCELLANEOUS							
1. Empty trash from exterior break areas	X						
2. Wipe down exterior furniture and exercise equipment		X					
3. Sweep and clean smoking areas and ash cans	X						
4. Empty recycle bins	X						
IX. EXAM ROOMS (Only Clinics)							
1. Disinfect Exam tables	X						
2. Disinfect Counters and Tables	X						
3. Disinfect sinks	X						
4. Disinfect Furniture	X						
X. MEAD VALLEY							
1. Pressure washing- 2 nd floor exterior common areas			X				
2. Pressure washing- all exterior common areas					X		

EXHIBIT C
QUALITY REQUIREMENTS ALL LOCATIONS

1. ENTRANCES

- 1.1 **Mats and Carpet** – Shall be free of spots, stains, gum, dirt and debris without causing damage. They shall appear visibly and uniformly clean. Adjoining walls, doors and floor surfaces shall also be free of dust, soil and cleaner residue.
- 1.2 **Glass and Metal Surfaces** – Shall appear streak-free, film-free and uniformly clean. This shall include the elimination of dust and soil from sills and ledges and heat registers.
- 1.3 **Corners/Thresholds** – Shall be free of dust, dried-soil, crud, finish build-up and debris. These areas shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue.
- 1.4 **Floors** – Shall be free of dust, dried-soil, gum, spots, stains and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.
- 1.5 **Walls and Fixtures** – Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film streaks and cleaner residue.
- 1.6 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.

2. RESTROOMS

- 2.2 **Dispensers** – Shall be free of dust, dried-soil and mold without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Dispensers shall be refilled when required with proper expendable supply items.
- 2.3 **Hardware** – Shall be free of dust, soil, mold and scale without causing damage. These surfaces shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine. This shall include the elimination of polish residue.
- 2.4 **Sinks** – Shall be free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, film and water spots.
- 2.5 **Mirrors** – Shall be free of dust and soil. Mirrors and surrounding metal framework shall

appear streak-free, film-free and uniformly clean.

- 2.6 **Toilets, Toilet Seats and Urinals** – Shall be free of dust, bacteria, soil, organic matter, cleaner residue and scale without causing damage. These fixtures shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks, film and water spots.
- 2.7 **Partitions** – Shall be free of dust, soil and graffiti without causing damage. Partitions shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks and film.
- 2.8 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 2.9 **Walls and Doors** – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry.
- 2.10 **Floors and Baseboards** – Shall be free of dust, soil, gum, stains and debris. Floors shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.
- 2.11 **Air Vents** – Shall be free of dust and soil without causing damage. This also pertains to air distribution units and exhaust vents. They shall appear visibly and uniformly clean.
- 2.12 **Light Fixtures** – Shall be free of dust and soil without causing damage. Fixtures shall remain in proper position and appear streak-free and uniformly clean.

3. LOUNGE/BREAKROOM

- 3.1 **Sinks** – Shall be free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, and film and water spots.
- 3.2 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 3.3 **Counters and Tables** - Shall be free of dust, mold, soil, cleaner residue and soap film

without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, and film and water spots.

3.4 Floors and Baseboards – Shall be free of dust, soil, gum, stains and debris. Floors shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks

3.5 Walls and Doors – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry., lint, standing water, cleaner residue and film.

4. CONFERENCE ROOMS:

4.1 Furniture – Shall be free of dust, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

4.2 Floors and Carpet - Shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil and foreign objects.

4.3 Carpet Spotting - Spillages or crusted material shall be removed along with spots, smears, and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned areas shall blend with adjacent areas of carpeting. Only approved cleaners can be used.

4.4 Walls and Doors – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry, lint, standing water, cleaner residue and film.

4.5 Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.

5 OFFICES

5.1 Furniture and Equipment – Shall be free of dust, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

5.2 Telephones – Shall be free of dust and soil. They shall appear visibly and uniformly

clean and polished-dry.

- 5.3 **Lamps** – Shall be free of dust and soil without causing damage. Lamps shall appear visibly and uniformly clean. This shall include the elimination of streaks, cleaner residue and film.
- 5.4 **Walls and Doors** – Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
- 5.5 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 5.6 **Workstation Partitions** – Shall be free of dust and soil without causing damage. Partitions shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.
- 5.7 **Floors and Baseboards** – Shall be free of dust, dried-soil, soil, gum, spots, stains and debris.
- 5.8 **Floors and Carpet** - Shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil and foreign objects.
- 5.9 **Carpet Spotting** - Spillages or crusted material shall be removed along with spots, smears, and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned areas shall blend with adjacent areas of carpeting. Only approved cleaners can be used.

6 WINDOWS

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

7 JANITOR CLOSETS AND STOREROOMS

- 7.1 **Shelves** – Shall be free of dust and soil. They shall appear visibly and uniformly clean. Supplies and equipment shall be stocked and organized neatly on shelves.
- 7.2 **Janitor Carts** – Shall be free of dust and soil. They shall appear visibly and uniformly clean.
- 7.3 **Supplies and Equipment** - Stored on janitor carts shall also be free of dust and soil

and organized neatly.

- 7.4 **Walls** – Shall be free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
- 7.5 **Utility Sinks** – Shall be free of dust, soil, cleaner residue and soap film. Utility sinks shall appear visibly and uniformly clean.
- 7.6 **Floors** – Shall be free of dust, gum, spots, stains and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.

8. EXAM ROOMS (Clinics Only)

- 8.1 **Exam Tables-** Clean and disinfect the entire surface of the exam table, including armrests, headrests, adjustment levers, and control panels.
- 8.2 **Counters and Tables-** All counters and tables shall be disinfected and free of dust, mold, soil, cleaner residue, and soap film. Surfaces shall appear visibly and uniformly clean and polished-dry. This includes eliminating streaks, embedded soil, film, and water spots without causing damage.
- 8.3 **Walls-** Walls shall be free of dust and soil and shall appear visibly and uniformly clean. Cleaning shall not cause damage and must eliminate film, streaks, and cleaner residue.
- 8.4 **Furniture-** All furniture shall be disinfected and free of dust, dried soil, and soil. Surfaces shall appear visibly and uniformly clean, with no cleaner residue, streaks, or film, and cleaning must not cause damage.
- 8.5 **Waste Containers-** Remove all contents from waste containers and replace liners. Clean and disinfect both the inside and outside of each container. Containers shall appear visibly and uniformly clean, free of streaks, food residue, and any offensive odors.
- 8.6 **Floors** - Floors shall be free of dust, gum, spots, stains, and debris. They shall appear visibly and uniformly smooth and clean. This includes eliminating dust streaks, lint, standing water, cleaner residue, and film.
- 8.7 **Sinks** – All sink shall be disinfected and free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, film and water spots.

**EXHIBIT D
COST SHEET – ALL LOCATIONS**

COUNTY BUILDING NAME & LOCATION

MONTHLY TOTAL

Provide an inclusive monthly cleaning cost for the locations below:

1. <u>Bldg. #CR0403 Corona CAC</u> (Price includes all labor, material and fees.)	<u>\$ 1,388.00</u>
2. <u>Bldg. #MU1311 Southwest Juvenile Hall- Admin</u> (Price includes all labor, material and fees.)	<u>\$2,316.00</u>
3. <u>Bldg. #MU1312 Southwest Juvenile Hall- Classrooms</u> (Price includes all labor, material and fees.)	<u>\$1,158.00</u>
4. <u>Bldg. #MU1313 Southwest Juvenile Hall- Dining area etc.</u> (Price includes all labor, material and fees.)	<u>\$1,159.00</u>
5. <u>Bldg. #MU1317 Southwest Court- (DA Office Only)</u> (Price includes all labor, material and fees.)	<u>\$290.00</u>
6. <u>Bldg. #MU1330 Southwest Juvenile Hall- Court/Office</u> (Price includes all labor, material and fees.)	<u>\$290.00</u>
7. <u>Bldg. #PR0831 Mead Valley Community Center- Common Core</u> (Price includes all labor, material and fees.)	<u>\$ 1,082.00</u>
8. <u>Bldg. #PR0831 Mead Valley Community Center – First Five</u> (Price includes all labor, material and fees.)	<u>\$ 923.00</u>
9. <u>Bldg. #PR0831 Mead Valley Community Center-The Grove</u> (Price includes all labor, material and fees.)	<u>\$ 1,954.00</u>
10. <u>Bldg. #PR0831 Mead Valley Community Center-Day Porter</u> (Price includes all labor, material and fees.)	<u>\$2,282.00</u>
11. <u>Bldg. #RV1082 Rustin Mental Health Facility- Day Porter</u> (Price includes all labor, material and fees.)	<u>\$4,600.00</u>

Monthly Total \$17,442

**EXHIBIT E
COST SHEET / ADDITIONAL
CLEANING CARPETS, WINDOWS
AND FLOORS**

<u>ADDITIONAL TASKS</u>	<u>COST PER HOUR</u>
Item 1 Carpet cleaning (Noted as #1 below)	\$ <u>27.00</u>
Item 2 Interior/Exterior window cleaning (Noted as #2 below)	\$ <u>27.00</u>
Item 3 Floor restoration (Noted as #3 below)	\$ <u>27.00</u>
Item 4 Holiday Hourly Rate	\$ <u>40.50</u>

(Price includes all labor, material and fees.)

1. All carpeting shall be shampooed twice a year as part of the basic service. It is also anticipated that there may be carpet in several other rooms that shall need to be cleaned more than twice a year; therefore, an hourly rate is requested for the extra cleaning of carpet. This price is to be shown on the Agreement Price Form under Additional Services, item 1.
2. All interior and exterior windows are to be cleaned at least once a year as part of the basic service. In the event the County requests additional window cleaning, an hourly rate is requested and is to be shown under the Agreement Price Form under Additional Services, item 2.
3. All hard and resilient floors are to be stripped, and three (3) coats of floor finish applied a minimum of every quarter as part of the basic service. In the event the County requests additional stripping and waxing services, an hourly rate is requested and is to be shown on the Agreement Price Form under Additional Services, item 3.

FMARC-91039-004-2-31 Ultra Shine, Inc

Final Audit Report

2026-04-03

Created:	2026-04-02
By:	Miranda Ulm (MUI@m@rivco.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAALTsmm8py81n6XRecNudhRJhO5K_0PytS

"FMARC-91039-004-2-31 Ultra Shine, Inc" History

-  Document created by Miranda Ulm (MUI@m@rivco.org)
2026-04-02 - 8:50:29 PM GMT- IP address: 158.61.6.4
-  Document emailed to felipe.aldea@ultrashine.com for signature
2026-04-02 - 8:51:07 PM GMT
-  Email viewed by felipe.aldea@ultrashine.com
2026-04-02 - 8:58:11 PM GMT- IP address: 104.28.124.19
-  Signer felipe.aldea@ultrashine.com entered name at signing as Felipe Aldea
2026-04-03 - 2:38:29 AM GMT- IP address: 172.225.42.81
-  Document e-signed by Felipe Aldea (felipe.aldea@ultrashine.com)
Signature Date: 2026-04-03 - 2:38:31 AM GMT - Time Source: server- IP address: 172.225.42.81
-  Agreement completed.
2026-04-03 - 2:38:31 AM GMT

PROFESSIONAL SERVICE AGREEMENT

for

JANITORIAL SERVICES

between

COUNTY OF RIVERSIDE

And

SERVICON SYSTEMS, INC



TABLE OF CONTENTS

<u>SECTION HEADING</u>	<u>PAGE NUMBER</u>
1. Description of Services	3
2. Period of Performance.....	3
3. Compensation.....	3
4. Alteration or Changes to the Agreement	5
5. Termination	5
6. Ownership/Use of Contract Materials and Products	6
7. Conduct of Contractor.....	6
8. Inspection of Service; Quality Control/Assurance	7
9. Independent Contractor/Employment Eligibility	7
10. Subcontract for Work or Services	9
11. Disputes	9
12. Licensing and Permits	9
13. Use by Other Political Entities	10
14. Non-Discrimination	10
15. Records and Documents	10
16. Confidentiality	10
17. Administration/Contract Liaison.....	11
18. Notices.....	11
19. Force Majeure.....	11
20. EDD Reporting Requirements.....	11
21. Hold Harmless/Indemnification	12
22. Insurance	13
23. General	15
Exhibit A- Scope of Services	19
Exhibit B- Basic Level of Cleaning Standards.....	26
Exhibit C- Quality Requirements	29
Exhibit D- Cost Sheet.....	34
Exhibit E- Cost Sheet- Additional Cleaning.....	36

This Agreement is made and entered into 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, on behalf of its Facilities Management Department (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, at the prices stated in Exhibit D, Cost Sheet and Exhibit E, Cost Sheet- Additional Cleaning.

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 that 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 B. 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 for three (3) years, with the option to renew for up to two (2) additional and consecutive one-year periods by a written amendment signed by the authorized representatives of both parties, 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 to a 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 D and Exhibit E. Maximum payments by COUNTY to CONTRACTOR shall not exceed five thousand dollars (\$5,000.00) 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. To order services or products, COUNTY shall issue a purchase order to CONTRACTOR specifying the amount of

services or products. CONTRACTOR shall not perform services or provide products unless it has received a purchase order signed by an authorized representative of COUNTY. Unless otherwise specifically stated in Exhibit D and Exhibit E, 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 dollar amount of profit will remain firm during the period of the Agreement. Annual increases shall not exceed the Consumer Price Index for Riverside-San Bernardino-Ontario, CA and 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

Attn: Accounts Payable

3450 14th Street Suite 200

Riverside, CA 92501

Electronic Invoices: FM-Invoices@rivco.org

- a) 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-91039-003-2/31); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.
- b) 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. In the State of California, government agencies are not allowed to pay excess interest and late charges, per Government Code 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 designee are 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:

- (a) Stop all work under this Agreement on the date specified in the notice of termination; and

(b) 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/FedReg, 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.

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 entity in Riverside County. 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. §12101 et 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 COUNTY Purchasing Agent, or designee, shall administer this Agreement on behalf of the COUNTY. The Purchasing Department is to 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 (2) days after their deposit in the United States mail, postage prepaid:

COUNTY OF RIVERSIDE

Facilities Management Department
Procurement Contract Specialist
3450 14th Street, Suite 200
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 ten (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.

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's 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.

A. 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.

B. 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.

C. 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.

D. General Insurance Provisions - All lines:

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.

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.

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.

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 retention's or self-insured programs shall not be construed as contributory.

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.

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

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

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.

23.13 This Agreement 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 Agreement 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 Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement 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.

[Signature Page Follows]

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

By: Karen S. Spiegel
Karen Spiegel
Chair, Board of Supervisors

Dated: JUN 23 2026

ATTEST:
Kimberly A. Rector
Clerk of the Board

By: [Signature]
Deputy

APPROVED AS TO FORM:
Minh C. Tran
County Counsel

By: Lisa Sanchez
Lisa Sanchez
Deputy County Counsel

Dated: 5/11/2026

SERVICON SYSTEMS, INC, a California corporation

By: Enio Martinez
Enio Martinez
Chief Operating Officer

Dated: 04/02/2026

By: Mike Abercrombie
Mike Abercrombie
Chief Revenue Office

Dated: 04/07/2026

EXHIBIT A
SCOPE OF SERVICES

1.0 SCOPE OF WORK

Custodial Services, as set forth in Exhibit B, Basic Level of Cleaning Standards – All Locations, are to be performed in the offices, conference rooms, breakrooms, kitchens, restrooms, lobbies, file rooms, lounges, training rooms, lactation rooms, copy rooms, storage rooms, elevators, stairwells, court rooms, and exterior break areas of the facilities listed below.

1.1 Service hours are listed below. The parties may adjust days and times if mutually agreed upon during the term of this Agreement. COUNTY shall not accept any subcontractors for these services; all work must be performed by the CONTRACTOR.

1.2 SERVICE LOCATIONS, BUILDING INFORMATION AND SERVICES HOURS:

BLDG #	Location Name	Location Address	BLDG Sq. Ft.	Service Days	Service Hours
RV1073	Lake Matthews Community Room	16453 El Sobrante Road Riverside, CA 92503	1,300	1 X per Week	7:00am-8:00am

Note: COUNTY may add/delete sites and/or modify services at locations as needed during the term of the Agreement.

Definitions: BLDG shall mean “Building” and Sq. Ft. shall mean “Square Foot.”

1.3 GENERAL REQUIREMENTS

1. CONTRACTOR shall provide labor and onsite supervision at all times to carry out the work and shall ensure only competent workers who are skilled in the type of work specified are employed.
2. CONTRACTOR’s employees and supervision must possess a current Live Scan Federal Level (as applicable to the location) clearance and background check.
3. The CONTRACTOR shall ensure that employees working during business hours maintain low voice levels and keep any music at a minimal volume to avoid disturbing others.
4. CONTRACTOR shall ensure that no person(s) not employed by the CONTRACTOR (i.e., spouse, children, brothers, sisters, friends, etc.) shall be allowed to enter the premises during CONTRACTOR’s performance of services.
5. CONTRACTOR shall provide relief personnel to ensure each assignment is performed per specifications and deliverables, regardless of employee absenteeism.
6. CONTRACTOR is responsible for maintaining satisfactory standards for their employees regarding conduct, appearance, and integrity (i.e., use of foul language, use of staff and/or residence personal items, cooking, phone, and TV usage).
7. All CONTRACTOR employees (janitorial crew) shall be able to read, write, speak and understand the English language to the extent required for communication in person, via telephone, and in writing with designated building representatives in connection

with the janitorial duties to be performed.

8. 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.
9. CONTRACTOR employees shall comply with building security. In addition, the CONTRACTOR shall ensure all employees are properly trained on safety and emergency procedures (such as fire building evacuations, etc.) for the facilities in which they work.
10. CONTRACTOR shall inform the COUNTY point of contact of any irregularities noted during performance of services including but not limited to doors left unlocked, lights not working or left on, defective plumbing, broken windows, broken bathroom fixtures, unstable or broken furniture, graffiti, vandalism and/or damage to the building or its contents.
11. CONTRACTOR is to keep favorable image along with maintaining sanitary conditions for its employees and all who visit these facilities, this includes following the Center for Disease (CDC) guidelines for COVID-19 cleaning.
12. By signing this Agreement, CONTRACTOR hereby certifies to the possession of all current required licenses, credentials, certificates, and business licenses that comply with all Federal and State laws and regulations related to the performance of custodial services hereunder and to being properly insured. **A copy of an Acord form should be submitted to the COUNTY as proof of current insurance coverage as required below.** CONTRACTOR will be required to endorse the policy to the COUNTY as an additionally insured. Current coverage and limits can also be found at: <https://rc-hr.com/risk-management/contracts>.

11.1 Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain, at its sole cost and expense, the below listed insurance coverage's during the term of this Agreement. With respect 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.

A. 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 of 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

B. 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.

C. Vehicle Liability:

If vehicles or mobile equipment are 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.

D. Janitorial Services Bonding (may be required)

13. The CONTRACTOR shall comply with the Displaced Janitor Opportunity Act (Labor Code § 1060 *et seq.*) including, but not limited to, the requirements set forth in Labor Code section 1061(b)(1).
14. CONTRACTOR shall be financially responsible for the repair and restoration to its pre-damaged condition any COUNTY property damaged by CONTRACTOR's performance and operation at no cost to the COUNTY.
15. All materials, supplies, and equipment used by the CONTRACTOR shall be suitable for the job and not harmful to the surfaces on which they are used.

14 STORAGE/USE OF EQUIPMENT AND MATERIALS

1. The CONTRACTOR shall obtain prior approval from the COUNTY designee for any space or area required for storage of the CONTRACTOR's equipment and materials.
2. Equipment and materials shall not be piled or stored at any location to hinder normal business operations or to constitute a hazard to person(s) or property.
3. All materials which are stored in the liquid state shall be stored on shelves not higher than three (3) feet above the floor.
4. All products stored in secondary containers shall be properly labeled as to the contents.
5. All vacuums used must be equipped with Hepa Filtration.
6. 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.
- 7.

15 MATERIALS AND SUPPLIES

1. All equipment and supplies necessary to perform these services shall be provided by the CONTRACTOR and approved by the COUNTY designee. 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.
2. Under no circumstances shall cleaning tools and materials be left unattended during service hours.
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.
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.
 5. Safety Data Sheets (SDS) - CONTRACTOR shall post current SDS sheets in appropriate areas and shall provide copies to the Custodial Service Department (CSD) for its required postings.
 6. Labor - Hours of work for this Agreement shall be in accordance with, and subject to the provisions of the State of California Labor Code.
 7. All materials and supplies shall be Environmentally Friendly.
 8. The COUNTY has an ongoing requirement for the products indicated in this Agreement. The CONTRACTOR shall maintain access to a reasonable stock of such products on hand for the term of the Agreement. Failure to maintain access to a reasonable stock may result in termination for breach of the Agreement.

1.6 **SECURITY**

1. CONTRACTOR shall be solely responsible for the proper use, control, and safeguarding of all keys and/or security cards issued to CONTRACTOR. Unless otherwise authorized in writing by COUNTY, all keys shall remain on the premises at all times and shall not be removed. Security cards shall be issued based on the hours during which CONTRACTOR is authorized to access the premises. CONTRACTOR shall be required to sign for and acknowledge receipt of all issued keys and/or security cards.
2. The CONTRACTOR shall not put identification on any keys. **CONTRACTOR shall not duplicate any keys for premises under any circumstances.** Any lost key/s or need for additional keys shall be promptly reported to the COUNTY designee in writing. The CONTRACTOR shall need to identify which keys were lost, who lost the keys, where they were lost, and the date and time of loss. The CONTRACTOR shall be assessed a fee not to exceed \$25.00 for each key not returned or lost and shall be further assessed the costs for parts and locksmith services to remove the lost key from the keying system.
3. **Unauthorized duplication of keys for a COUNTY facility is a misdemeanor under California Penal Code section 469.**
4. Security of COUNTY 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, janitorial 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 COUNTY.
5. **Under no circumstances shall CONTRACTOR's employees admit anyone to areas controlled by a key or access card in their possession.**

1.7 **INSPECTION OF SERVICES**

1. The CONTRACTOR shall inspect the COUNTY facility monthly to ensure quality and thoroughness. CONTRACTOR shall coordinate these inspections with the COUNTY's

representative who has the option of inspecting the facility with the CONTRACTOR. The CONTRACTOR shall refer to the Basic Level of Cleaning Standards Spreadsheet when inspecting the facility and shall provide a written report within five working days regarding the conditions at the time of the inspection and the steps necessary for addressing any issues.

2. The CONTRACTOR shall submit a schedule at least five working days in advance for sizeable services such as carpet and window cleaning and floor stripping and waxing activities, identifying the type of service, location and scheduled date and time. The CONTRACTOR shall schedule a time to inspect the completed work with the COUNTY's representative no later than five working days after the work has been performed. The CONTRACTOR shall designate one representative that is of supervisor authority or higher to conduct these inspections.

18 SERVICES PROVIDED BY THE COUNTY

1. The COUNTY shall provide lights, power, and water for cleaning.
2. The COUNTY shall provide lockable spaces for CONTRACTOR's supplies and equipment.
3. The COUNTY shall not be responsible for the CONTRACTOR's supplies, equipment, material, or personal belongings.
4. All trash shall remain property of the COUNTY.
5. The COUNTY shall provide bins, cans and dumpsters where the CONTRACTOR shall deposit trash and recyclables. Disposal of trash from these designated locations shall be the responsibility of COUNTY.
6. The COUNTY ensures that the CONTRACTOR has safety protocols on hand and available by request. COUNTY meets with CONTRACTOR bi-weekly and does quarterly site visits.

19 LOCATION: ADD/DELETE/MODIFY

Throughout the period of performance of this Agreement, COUNTY reserves the right to add and/or delete locations where janitorial services are needed or no longer needed as well as adjust the service level and type of service. As new facilities are built, acquired, leased, and/or become the responsibility of the COUNTY, additional janitorial service locations may be added to this Agreement providing the CONTRACTOR is able to service the location. A thirty (30) day written notice will be given to CONTRACTOR outlining any modifications needed. All such changes shall be made by written amendment to this Agreement. Services will be added at the rates listed in Exhibit D and Exhibit E.

1.10 COUNTY OBSERVED HOLIDAYS

Services on County observed holidays may be requested on an as needed basis.

HOLIDAY	DAY OBSERVED
* New Year's Day	January 1
Martin Luther King Jr's Birthday	Third Monday in January
*Lincoln's Birthday	February 12
Washington's Birthday	Third Monday in February

Memorial Day	Last Monday in May
Juneteenth	June 19
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans' Day	November 11
*Thanksgiving Day	Fourth Thursday in November
* Following Thanksgiving	Friday following the fourth Thursday in November
*Christmas Day	December 25

Note:

- Thanksgiving Day, which shall be the fourth Thursday in November unless otherwise appointed.
- Friday following Thanksgiving Day.
- December 24 and 31 when they fall on Monday.
- December 26 and January 2, when they fall on Friday.
- Friday preceding January 1, February 12, July 4, November 11 or December 25, when such date falls on Saturday, the Monday following such date when such date falls on a Sunday.

EXHIBIT B
Basic Level of Cleaning Standards – All Locations

I. GENERAL HOUSEKEEPING, PRIVATE OFFICES, LOBBIES AND LOUNGES	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
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
II. FLOORS AND CARPET							
1. Spot vacuum	X						
2. Detail vacuum			X				
3. Inspect for and remove minor spots	X						
4. Deep carpet restoration extraction						X	
III. FLOORS, RESILIENT AND HARD SURFACES							
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	

EXHIBIT B Cont.
Basic Level of Cleaning Standards – All Locations

	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
IV. WASHROOMS, EMPLOYEE & PUBLIC LOUNGES							
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			
17. Sweep and clean debris from floors	X						
18. Damp mop all floor surfaces	X						
19. Machine scrub restrooms and showers	X						

EXHIBIT B Cont.
Basic Level of Cleaning Standards – All Locations

	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
V. REGULAR SERVICES							
EXTERIOR WINDOWS							
1. Clean exterior							X
2. Clean interior							X
VI. ENTRANCES							
1. Sweep walkways	X						
2. Clean glass/doors	X						
3. Sweep patio, side, or rear doors	X						
VII. PARKING							
1. Empty trash receptacles	X						
VIII. MISCELLANEOUS							
1. Empty trash from exterior break areas	X						
2. Wipe down exterior furniture and exercise equipment		X					
3. Sweep and clean smoking areas and ash cans	X						
4. Empty recycle bins	X						

EXHIBIT C
QUALITY REQUIREMENTS ALL LOCATIONS

1. ENTRANCES

- 1.1 **Mats and Carpet** – Shall be free of spots, stains, gum, dirt and debris without causing damage. They shall appear visibly and uniformly clean. Adjoining walls, doors and floor surfaces shall also be free of dust, soil and cleaner residue.
- 1.2 **Glass and Metal Surfaces** – Shall appear streak-free, film-free and uniformly clean. This shall include the elimination of dust and soil from sills and ledges and heat registers.
- 1.3 **Corners/Thresholds** – Shall be free of dust, dried-soil, crud, finish build-up and debris. These areas shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue.
- 1.4 **Floors** – Shall be free of dust, dried-soil, gum, spots, stains and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.
- 1.5 **Walls and Fixtures** – Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film streaks and cleaner residue.
- 1.6 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.

2. RESTROOMS

- 2.2 **Dispensers** – Shall be free of dust, dried-soil and mold without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Dispensers shall be refilled when required with proper expendable supply items.
- 2.3 **Hardware** – Shall be free of dust, soil, mold and scale without causing damage. These surfaces shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine. This shall include the elimination of polish residue.
- 2.4 **Sinks** – Shall be free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, film and water spots.
- 2.5 **Mirrors** – Shall be free of dust and soil. Mirrors and surrounding metal framework shall

appear streak-free, film-free and uniformly clean.

- 2.6 **Toilets, Toilet Seats and Urinals** – Shall be free of dust, bacteria, soil, organic matter, cleaner residue and scale without causing damage. These fixtures shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks, film and water spots.
- 2.7 **Partitions** – Shall be free of dust, soil and graffiti without causing damage. Partitions shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks and film.
- 2.8 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 2.9 **Walls and Doors** – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry.
- 2.10 **Floors and Baseboards** – Shall be free of dust, soil, gum, stains and debris. Floors shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.
- 2.11 **Air Vents** – Shall be free of dust and soil without causing damage. This also pertains to air distribution units and exhaust vents. They shall appear visibly and uniformly clean.
- 2.12 **Light Fixtures** – Shall be free of dust and soil without causing damage. Fixtures shall remain in proper position and appear streak-free and uniformly clean.

3. **LOUNGE/BREAKROOM**

- 3.1 **Sinks** – Shall be free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, and film and water spots.
- 3.2 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 3.3 **Counters and Tables** - Shall be free of dust, mold, soil, cleaner residue and soap film

without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, and film and water spots.

3.4 Floors and Baseboards – Shall be free of dust, soil, gum, stains and debris. Floors shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks

3.5 Walls and Doors – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry., lint, standing water, cleaner residue and film.

4. CONFERENCE ROOMS:

4.1 Furniture – Shall be free of dust, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

4.2 Floors and Carpet - Shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil and foreign objects.

4.3 Carpet Spotting - Spillages or crusted material shall be removed along with spots, smears, and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned areas shall blend with adjacent areas of carpeting. Only approved cleaners can be used.

4.4 Walls and Doors – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry, lint, standing water, cleaner residue and film.

4.5 Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.

5 OFFICES

5.1 Furniture and Equipment – Shall be free of dust, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

5.2 Telephones – Shall be free of dust and soil. They shall appear visibly and uniformly

clean and polished-dry.

- 5.3 Lamps** – Shall be free of dust and soil without causing damage. Lamps shall appear visibly and uniformly clean. This shall include the elimination of streaks, cleaner residue and film.
- 5.4 Walls and Doors** – Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
- 5.5 Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 5.6 Workstation Partitions** – Shall be free of dust and soil without causing damage. Partitions shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.
- 5.7 Floors and Baseboards** – Shall be free of dust, dried-soil, soil, gum, spots, stains and debris.
- 5.8 Floors and Carpet** - Shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil and foreign objects.
- 5.9 Carpet Spotting** - Spillages or crusted material shall be removed along with spots, smears, and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned areas shall blend with adjacent areas of carpeting. Only approved cleaners can be used.

6 WINDOWS

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

7 JANITOR CLOSETS AND STOREROOMS

- 7.1 Shelves** – Shall be free of dust and soil. They shall appear visibly and uniformly clean. Supplies and equipment shall be stocked and organized neatly on shelves.
- 7.2 Janitor Carts** – Shall be free of dust and soil. They shall appear visibly and uniformly clean.
- 7.3 Supplies and Equipment** - Stored on janitor carts shall also be free of dust and soil

and organized neatly.

- 7.4 **Walls** – Shall be free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
- 7.5 **Utility Sinks** – Shall be free of dust, soil, cleaner residue and soap film. Utility sinks shall appear visibly and uniformly clean.
- 7.6 **Floors** – Shall be free of dust, gum, spots, stains and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.

**EXHIBIT D
COST SHEET – ALL LOCATIONS**

COUNTY BUILDING NAME & LOCATION

MONTHLY TOTAL

Provide an inclusive monthly cleaning cost for the locations below:

1. Bldg. #RV1073 Lake Matthews Community Room
(Price includes all labor, material and fees.)

\$241.28

Monthly Total \$ 241.28

**EXHIBIT E
COST SHEET / ADDITIONAL
CLEANING CARPETS, WINDOWS
AND FLOORS**

<u>ADDITIONAL TASKS</u>	<u>COST PER HOUR</u>
Item 1 Carpet cleaning (Noted as #1 below)	<u>\$ 36.06</u>
Item 2 Interior/Exterior window cleaning (Noted as #2 below)	<u>\$ 36.06</u>
Item 3 Floor restoration (Noted as #3 below)	<u>\$ 72.12</u>
Item 4 Holiday Hourly Rate	<u>\$ 50.13</u>

(Price includes all labor, material and fees.)

1. All carpeting shall be shampooed twice a year as part of the basic service. It is also anticipated that there may be carpet in several other rooms that shall need to be cleaned more than twice a year; therefore, an hourly rate is requested for the extra cleaning of carpet. This price is to be shown on the Agreement Price Form under Additional Services, item 1.
2. All interior and exterior windows are to be cleaned at least once a year as part of the basic service. In the event the County requests additional window cleaning, an hourly rate is requested and is to be shown under the Agreement Price Form under Additional Services, item 2.
3. All hard and resilient floors are to be stripped, and three (3) coats of floor finish applied a minimum of every quarter as part of the basic service. In the event the County requests additional stripping and waxing services, an hourly rate is requested and is to be shown on the Agreement Price Form under Additional Services, item 3.












FMARC-91039-003-2-31 Servicon Systems, Inc

Final Audit Report

2026-04-07

Created:	2026-04-02
By:	Miranda Ulm (MULm@rivco.org)
Status:	Signed
Transaction ID:	CBJCHBCAABA6H6PhJLUsewrRwtkzCldvHZiscqfQf_Wk

"FMARC-91039-003-2-31 Servicon Systems, Inc" History

-  Document created by Miranda Ulm (MULm@rivco.org)
2026-04-02 - 8:39:52 PM GMT- IP address: 158.61.6.4
-  Document emailed to enio.martinez@servicon.com for signature
2026-04-02 - 8:45:09 PM GMT
-  Email viewed by enio.martinez@servicon.com
2026-04-02 - 8:49:19 PM GMT- IP address: 199.195.200.250
-  Signer enio.martinez@servicon.com entered name at signing as Enio Martinez
2026-04-02 - 9:18:57 PM GMT- IP address: 199.195.200.250
-  Document e-signed by Enio Martinez (enio.martinez@servicon.com)
Signature Date: 2026-04-02 - 9:18:59 PM GMT - Time Source: server- IP address: 199.195.200.250
-  Document emailed to mike.abercrombie@servicon.com for signature
2026-04-02 - 9:19:02 PM GMT
-  Email viewed by mike.abercrombie@servicon.com
2026-04-02 - 10:43:22 PM GMT- IP address: 104.47.58.126
-  Email viewed by mike.abercrombie@servicon.com
2026-04-06 - 5:01:22 PM GMT- IP address: 104.47.70.126
-  Email viewed by mike.abercrombie@servicon.com
2026-04-07 - 5:25:12 PM GMT- IP address: 76.95.14.15
-  Signer mike.abercrombie@servicon.com entered name at signing as Mike Abercrombie
2026-04-07 - 5:26:11 PM GMT- IP address: 76.95.14.15
-  Document e-signed by Mike Abercrombie (mike.abercrombie@servicon.com)
Signature Date: 2026-04-07 - 5:26:13 PM GMT - Time Source: server- IP address: 76.95.14.15

✔ Agreement completed.

2026-04-07 - 5:26:13 PM GMT



Adobe Acrobat Sign

PROFESSIONAL SERVICE AGREEMENT

for

JANITORIAL SERVICES

between

COUNTY OF RIVERSIDE

And

COMMERCIAL BUILDING MANAGEMENT, CBM. INC.



TABLE OF CONTENTS

<u>SECTION HEADING</u>	<u>PAGE NUMBER</u>
1. Description of Services	3
2. Period of Performance	3
3. Compensation	3
4. Alteration or Changes to the Agreement	5
5. Termination	5
6. Ownership/Use of Contract Materials and Products	6
7. Conduct of Contractor	6
8. Inspection of Service; Quality Control/Assurance	7
9. Independent Contractor/Employment Eligibility	7
10. Subcontract for Work or Services	9
11. Disputes	9
12. Licensing and Permits	9
13. Use by Other Political Entities	10
14. Non-Discrimination	10
15. Records and Documents	10
16. Confidentiality	10
17. Administration/Contract Liaison	11
18. Notices	11
19. Force Majeure	11
20. EDD Reporting Requirements	11
21. Hold Harmless/Indemnification	12
22. Insurance	13
23. General	15
Exhibit A- Scope of Services	19
Exhibit B- Basic Level of Cleaning Standards	26
Exhibit C- Quality Requirements	29
Exhibit D- Cost Sheet	34
Exhibit E- Cost Sheet- Additional Cleaning	36

This Agreement is made and entered into by and between COMMERCIAL BUILDING MANAGEMENT, CBM. INC., a California corporation, (herein referred to as "CONTRACTOR") and the COUNTY OF RIVERSIDE, a political subdivision of the State of California, on behalf of its Facilities Management Department (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, at the prices stated in Exhibit D, Cost Sheet and Exhibit E, Cost Sheet- Additional Cleaning.

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 that 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 B. 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 for three (3) years, with the option to renew for up to two (2) additional and consecutive one-year periods by a written amendment signed by the authorized representatives of both parties, 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 to a 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 D and Exhibit E. Maximum payments by COUNTY to CONTRACTOR shall not exceed four hundred and fifty thousand dollars (\$450,000.00) 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. To order services or products, COUNTY shall issue a purchase order to CONTRACTOR specifying the amount of services or products. CONTRACTOR shall not perform services or provide

products unless it has received a purchase order signed by an authorized representative of COUNTY. Unless otherwise specifically stated in Exhibit D and Exhibit E, 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 dollar amount of profit will remain firm during the period of the Agreement. Annual increases shall not exceed the Consumer Price Index for Riverside-San Bernardino-Ontario, CA and 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

Attn: Accounts Payable

3450 14th Street Suite 200

Riverside, CA 92501

Electronic Invoices: FM-Invoices@rivco.org

- a) 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-91039-002-2/31); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.
- b) 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. In the State of California, government agencies are not allowed to pay excess interest and late charges, per Government Code 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 designee are 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:

- (a) Stop all work under this Agreement on the date specified in the notice of termination; and
- (b) 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/FedReg, 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.

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 entity in Riverside County. 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. §12101 et 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 COUNTY Purchasing Agent, or designee, shall administer this Agreement on behalf of the COUNTY. The Purchasing Department is to 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 (2) days after their deposit in the United States mail, postage prepaid:

COUNTY OF RIVERSIDE
Facilities Management Department
Procurement Contract Specialist
3450 14th Street, Suite 200
Riverside, CA 92501

CONTRACTOR
Commercial Building Management, CBM. INC
9825 Magnolia Ave., Suite B
Riverside, CA 92503

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 ten (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.

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's 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.

A. 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.

B. 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.

C. 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.

D. General Insurance Provisions - All lines:

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.

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.

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.

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 retention's or self-insured programs shall not be construed as contributory.

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.

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

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

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.

23.13 This Agreement 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 Agreement 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 Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement 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.

[Signature Page Follows]

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

By: Karen S. Spiegel
Karen Spiegel
Chair, Board of Supervisors

Dated: JUN 23 2026

ATTEST:
Kimberly A. Rector
Clerk of the Board

By: [Signature]
Deputy

APPROVED AS TO FORM:
Minh C. Tran
County Counsel

By: Lisa Sanchez
Lisa Sanchez
Deputy County Counsel

Dated: 5/11/2026

COMMERCIAL BUILDING MANAGEMENT, CBM, INC, a California corporation

By: Jesus Velasco
Jesus Velasco
President

Dated: 04/03/2026

By: Maribel Urbieto
Maribel Urbieto
Secretary

Dated: 04/03/2026

EXHIBIT A
SCOPE OF SERVICES

1.0 SCOPE OF WORK

Custodial Services, as set forth in Exhibit B, Basic Level of Cleaning Standards – All Locations, are to be performed in the offices, conference rooms, breakrooms, kitchens, restrooms, lobbies, file rooms, lounges, training rooms, lactation rooms, copy rooms, storage rooms, elevators, stairwells, court rooms, and exterior break areas of the facilities listed below.

CONTRACTOR **shall not** perform services in marked restricted areas within each facility such as the Data Room, holding cells, and/or other inmate areas in detention facilities.

11 Service hours are listed below. The parties may adjust days and times if mutually agreed upon during the term of this Agreement. COUNTY shall not accept any subcontractors for these services; all work must be performed by the CONTRACTOR.

12 SERVICE LOCATIONS, BUILDING INFORMATION AND SERVICES HOURS:

BLDG #	Location Name	Location Address	BLDG Sq. Ft.	Service Days	Service Hours
CR0423	Corona Clinic- Day Porter	2813 S. Main St, Corona, CA 92882	45,000	Monday- Sunday	8:00am- 4:30pm
CR0423	Corona Clinic- Night Custodian	2813 S. Main St, Corona, CA 92882	45,000	Monday- Sunday	5:00pm – 1:30am
JV5957	Jurupa Valley Clinic- Day Porter	8876 Mission Blvd, Jurupa Valley, CA 92509	45,000	Monday- Friday	10:00am- 6:30pm
JV5957	Jurupa Valley Clinic- Night Custodian	8876 Mission Blvd, Jurupa Valley, CA 92509	45,000	Monday- Friday	5:00pm - 1:30am
RV1001	Bankruptcy Court	3420 12 th St. Riverside, CA	84,746	Monday- Friday	6:00am- 5:00pm
RV1003	District Court	3470 12 th St. Riverside, CA	73,719	Monday- Friday	6:00am- 5:00pm

Note: COUNTY may add/delete sites and/or modify services at locations as needed during the term of the Agreement.

Definitions: BLDG shall mean “Building” and Sq. Ft. shall mean “Square Foot.”

13 GENERAL REQUIREMENTS

1. CONTRACTOR shall provide labor and onsite supervision at all times to carry out the work and shall ensure only competent workers who are skilled in the type of work specified are employed.
2. CONTRACTOR's employees and supervision must possess a current Live Scan Federal Level (as applicable to the location) clearance and background check.
3. The CONTRACTOR shall ensure that employees working during business hours maintain low voice levels and keep any music at a minimal volume to avoid disturbing others.
4. CONTRACTOR shall ensure that no person(s) not employed by the CONTRACTOR (i.e., spouse, children, brothers, sisters, friends, etc.) shall be allowed to enter the premises during CONTRACTOR's performance of services.
5. CONTRACTOR shall provide relief personnel to ensure each assignment is performed per specifications and deliverables, regardless of employee absenteeism.
6. CONTRACTOR is responsible for maintaining satisfactory standards for their employees regarding conduct, appearance, and integrity (i.e., use of foul language, use of staff and/or residence personal items, cooking, phone, and TV usage).
7. All CONTRACTOR employees (janitorial crew) shall be able to read, write, speak and understand the English language to the extent required for communication in person, via telephone, and in writing with designated building representatives in connection with the janitorial duties to be performed.
8. 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.
9. CONTRACTOR employees shall comply with building security. In addition, the CONTRACTOR shall ensure all employees are properly trained on safety and emergency procedures (such as fire building evacuations, etc.) for the facilities in which they work.
10. CONTRACTOR shall inform the COUNTY point of contact of any irregularities noted during performance of services including but not limited to doors left unlocked, lights not working or left on, defective plumbing, broken windows, broken bathroom fixtures, unstable or broken furniture, graffiti, vandalism and/or damage to the building or its contents.
11. CONTRACTOR is to keep favorable image along with maintaining sanitary conditions for its employees and all who visit these facilities, this includes following the Center for Disease (CDC) guidelines for COVID-19 cleaning.
12. By signing this Agreement, CONTRACTOR hereby certifies to the possession of all current required licenses, credentials, certificates, and business licenses that comply with all Federal and State laws and regulations related to the performance of custodial services hereunder and to being properly insured. **A copy of an Acord form should be submitted to the COUNTY as proof of current insurance coverage as required below.** CONTRACTOR will be required to endorse the policy to the COUNTY as an additionally insured. Current coverage and limits can also be found at: <https://rc-hr.com/risk-management/contracts>.

11.1 Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain, at its sole cost and

expense, the below listed insurance coverage's during the term of this Agreement. With respect 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.

A. 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 of 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

B. 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.

C. Vehicle Liability:

If vehicles or mobile equipment are 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.

D. Janitorial Services Bonding (may be required)

13. The CONTRACTOR shall comply with the Displaced Janitor Opportunity Act (Labor Code § 1060 *et seq.*) including, but not limited to, the requirements set forth in Labor Code section 1061(b)(1).
14. CONTRACTOR shall be financially responsible for the repair and restoration to its pre-damaged condition any COUNTY property damaged by CONTRACTOR's performance and operation at no cost to the COUNTY.
15. All materials, supplies, and equipment used by the CONTRACTOR shall be suitable for the job and not harmful to the surfaces on which they are used.

14 STORAGE/USE OF EQUIPMENT AND MATERIALS

1. The CONTRACTOR shall obtain prior approval from the COUNTY designee for any space or area required for storage of the CONTRACTOR's equipment and materials.
2. Equipment and materials shall not be piled or stored at any location to hinder normal

- business operations or to constitute a hazard to person(s) or property.
3. All materials which are stored in the liquid state shall be stored on shelves not higher than three (3) feet above the floor.
 4. All products stored in secondary containers shall be properly labeled as to the contents.
 5. All vacuums used must be equipped with Hepa Filtration.
 6. 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.
 - 7.

15 MATERIALS AND SUPPLIES

1. All equipment and supplies necessary to perform these services shall be provided by the CONTRACTOR and approved by the COUNTY designee. 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.
2. Under no circumstances shall cleaning tools and materials be left unattended during service hours.
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.
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.
5. Safety Data Sheets (SDS) - CONTRACTOR shall post current SDS sheets in appropriate areas and shall provide copies to the Custodial Service Department (CSD) for its required postings.
6. Labor - Hours of work for this Agreement shall be in accordance with, and subject to the provisions of the State of California Labor Code.
7. All materials and supplies shall be Environmentally Friendly.
8. The COUNTY has an ongoing requirement for the products indicated in this Agreement. The CONTRACTOR shall maintain access to a reasonable stock of such products on hand for the term of the Agreement. Failure to maintain access to a reasonable stock may result in termination for breach of the Agreement.

16 SECURITY

1. CONTRACTOR shall be solely responsible for the proper use, control, and safeguarding of all keys and/or security cards issued to CONTRACTOR. Unless otherwise authorized in writing by COUNTY, all keys shall remain on the premises at all times and shall not be removed. Security cards shall be issued based on the hours during which CONTRACTOR is authorized to access the premises. CONTRACTOR shall be required to sign for and acknowledge receipt of all issued keys and/or security cards.
2. The CONTRACTOR shall not put identification on any keys. **CONTRACTOR shall not duplicate any keys for premises under any circumstances.** Any lost key/s or need for additional keys shall be promptly reported to the COUNTY designee in writing. The CONTRACTOR shall need to identify which keys were lost, who lost the keys, where they were lost, and the date and time of loss. The CONTRACTOR shall be assessed a fee not to exceed \$25.00 for each key not returned or lost and shall be further assessed the

- costs for parts and locksmith services to remove the lost key from the keying system.
3. **Unauthorized duplication of keys for a COUNTY facility is a misdemeanor under California Penal Code section 469.**
 4. Security of COUNTY 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, janitorial 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 COUNTY.
 5. **Under no circumstances shall CONTRACTOR's employees admit anyone to areas controlled by a key or access card in their possession.**

1.7 INSPECTION OF SERVICES

1. The CONTRACTOR shall inspect the COUNTY facility monthly to ensure quality and thoroughness. CONTRACTOR shall coordinate these inspections with the COUNTY's representative who has the option of inspecting the facility with the CONTRACTOR. The CONTRACTOR shall refer to the Basic Level of Cleaning Standards Spreadsheet when inspecting the facility and shall provide a written report within five working days regarding the conditions at the time of the inspection and the steps necessary for addressing any issues.
2. The CONTRACTOR shall submit a schedule at least five working days in advance for sizeable services such as carpet and window cleaning and floor stripping and waxing activities, identifying the type of service, location and scheduled date and time. The CONTRACTOR shall schedule a time to inspect the completed work with the COUNTY's representative no later than five working days after the work has been performed. The CONTRACTOR shall designate one representative that is of supervisor authority or higher to conduct these inspections.

1.8 SERVICES PROVIDED BY THE COUNTY

1. The COUNTY shall provide lights, power, and water for cleaning.
2. The COUNTY shall provide lockable spaces for CONTRACTOR's supplies and equipment.
3. The COUNTY shall not be responsible for the CONTRACTOR's supplies, equipment, material, or personal belongings.
4. All trash shall remain property of the COUNTY.
5. The COUNTY shall provide bins, cans and dumpsters where the CONTRACTOR shall deposit trash and recyclables. Disposal of trash from these designated locations shall be the responsibility of COUNTY.
6. The COUNTY ensures that the CONTRACTOR has safety protocols on hand and available by request. COUNTY meets with CONTRACTOR bi-weekly and does quarterly site visits.

1.9 LOCATION: ADD/DELETE/MODIFY

Throughout the period of performance of this Agreement, COUNTY reserves the right to add and/or delete locations where janitorial services are needed or no longer needed as well as adjust the service level and type of service. As new facilities are built, acquired, leased, and/or become

the responsibility of the COUNTY, additional janitorial service locations may be added to this Agreement providing the CONTRACTOR is able to service the location. A thirty (30) day written notice will be given to CONTRACTOR outlining any modifications needed. All such changes shall be made by written amendment to this Agreement. Services will be added at the rates listed in Exhibit D and Exhibit E.

1.10 COUNTY OBSERVED HOLIDAYS

Services on County observed holidays may be requested on an as needed basis.

HOLIDAY	DAY OBSERVED
* New Year's Day	January 1
Martin Luther King Jr's Birthday	Third Monday in January
*Lincoln's Birthday	February 12
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
*Juneteenth	June 19
*Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
*Veterans' Day	November 11
*Thanksgiving Day	Fourth Thursday in November
* Following Thanksgiving	Friday following the fourth Thursday in November
*Christmas Day	December 25

Note:

- Thanksgiving Day, which shall be the fourth Thursday in November unless otherwise appointed.
- Friday following Thanksgiving Day.
- December 24 and 31 when they fall on Monday.
- December 26 and January 2, when they fall on Friday.
- Friday preceding January 1, February 12, June 19, July 4, November 11 or December 25, when such date falls on Saturday, the Monday following such date when such date falls on a Sunday.

1.11 COURT OBSERVED HOLIDAYS & CLOSURE DAYS

Services on County observed holidays may be requested on an as needed basis.

HOLIDAY	DAY OBSERVED
* New Year's Day	January 1
Martin Luther King Jr's Birthday	Third Monday in January
*Lincoln's Birthday	February 12
Presidents Day	Third Monday in February
Cesar Chavez Day	March 31
Memorial Day	Last Monday in May
*Juneteenth	June 19
*Independence Day	July 4
Labor Day	First Monday in September
Native American Day	Fourth Friday in September
*Veterans' Day	November 11

*Thanksgiving Day	Fourth Thursday in November
* Following Thanksgiving	Friday following the fourth Thursday in November
*Christmas Day	December 25

Note:

- Thanksgiving Day, which shall be the fourth Thursday in November unless otherwise appointed.
- Friday following Thanksgiving Day.
- Friday preceding January 1, February 12, June 19, July 4, November 11 or December 25, when such date falls on Saturday, the Monday following such date when such date falls on a Sunday.

EXHIBIT B
Basic Level of Cleaning Standards – All Locations

I. GENERAL HOUSEKEEPING, PRIVATE OFFICES, LOBBIES AND LOUNGES	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
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
II. FLOORS AND CARPET							
1. Spot vacuum	X						
2. Detail vacuum			X				
3. Inspect for and remove minor spots	X						
4. Deep carpet restoration extraction						X	
III. FLOORS, RESILIENT AND HARD SURFACES							
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	

EXHIBIT B Cont.
Basic Level of Cleaning Standards – All Locations

	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
IV. WASHROOMS, EMPLOYEE & PUBLIC LOUNGES							
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			
17. Sweep and clean debris from floors	X						
18. Damp mop all floor surfaces	X						
19. Machine scrub restrooms and showers	X						

EXHIBIT B Cont.
Basic Level of Cleaning Standards – All Locations

	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTE RLY	SEMI- ANNUAL	ANNUAL
V. REGULAR SERVICES							
EXTERIOR WINDOWS							
1. Clean exterior							X
2. Clean interior							X
VI. ENTRANCES							
1. Sweep walkways	X						
2. Clean glass/doors	X						
3. Sweep patio, side, or rear doors	X						
VII. PARKING							
1. Empty trash receptacles	X						
VIII. MISCELLANEOUS							
1. Empty trash from exterior break areas	X						
2. Wipe down exterior furniture and exercise equipment		X					
3. Sweep and clean smoking areas and ash cans	X						
4. Empty recycle bins	X						
IX. EXAM ROOMS (Only Clinics)							
1. Disinfect Exam tables	X						
2. Disinfect Counters and Tables	X						
3. Disinfect sinks	X						
4. Disinfect Furniture	X						

EXHIBIT C
QUALITY REQUIREMENTS ALL LOCATIONS

1. ENTRANCES

- 1.1 **Mats and Carpet** – Shall be free of spots, stains, gum, dirt and debris without causing damage. They shall appear visibly and uniformly clean. Adjoining walls, doors and floor surfaces shall also be free of dust, soil and cleaner residue.
- 1.2 **Glass and Metal Surfaces** – Shall appear streak-free, film-free and uniformly clean. This shall include the elimination of dust and soil from sills and ledges and heat registers.
- 1.3 **Corners/Thresholds** – Shall be free of dust, dried-soil, crud, finish build-up and debris. These areas shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue.
- 1.4 **Floors** – Shall be free of dust, dried-soil, gum, spots, stains and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.
- 1.5 **Walls and Fixtures** – Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film streaks and cleaner residue.
- 1.6 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.

2. RESTROOMS

- 2.2 **Dispensers** – Shall be free of dust, dried-soil and mold without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Dispensers shall be refilled when required with proper expendable supply items.
- 2.3 **Hardware** – Shall be free of dust, soil, mold and scale without causing damage. These surfaces shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine. This shall include the elimination of polish residue.
- 2.4 **Sinks** – Shall be free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, film and water spots.
- 2.5 **Mirrors** – Shall be free of dust and soil. Mirrors and surrounding metal framework shall appear streak-free, film-free and uniformly clean.

- 2.6 **Toilets, Toilet Seats and Urinals** – Shall be free of dust, bacteria, soil, organic matter, cleaner residue and scale without causing damage. These fixtures shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks, film and water spots.
- 2.7 **Partitions** – Shall be free of dust, soil and graffiti without causing damage. Partitions shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks and film.
- 2.8 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 2.9 **Walls and Doors** – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry.
- 2.10 **Floors and Baseboards** – Shall be free of dust, soil, gum, stains and debris. Floors shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.
- 2.11 **Air Vents** – Shall be free of dust and soil without causing damage. This also pertains to air distribution units and exhaust vents. They shall appear visibly and uniformly clean.
- 2.12 **Light Fixtures** – Shall be free of dust and soil without causing damage. Fixtures shall remain in proper position and appear streak-free and uniformly clean.

3. LOUNGE/BREAKROOM

- 3.1 **Sinks** – Shall be free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, and film and water spots.
- 3.2 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 3.3 **Counters and Tables** - Shall be free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, and film and water

spots.

3.4 Floors and Baseboards – Shall be free of dust, soil, gum, stains and debris. Floors shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks

3.5 Walls and Doors – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry., lint, standing water, cleaner residue and film.

4. CONFERENCE ROOMS:

4.1 Furniture – Shall be free of dust, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

4.2 Floors and Carpet - Shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil and foreign objects.

4.3 Carpet Spotting - Spillages or crusted material shall be removed along with spots, smears, and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned areas shall blend with adjacent areas of carpeting. Only approved cleaners can be used.

4.4 Walls and Doors – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry, lint, standing water, cleaner residue and film.

4.5 Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.

5 OFFICES

5.1 Furniture and Equipment – Shall be free of dust, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

5.2 Telephones – Shall be free of dust and soil. They shall appear visibly and uniformly clean and polished-dry.

- 5.3 **Lamps** – Shall be free of dust and soil without causing damage. Lamps shall appear visibly and uniformly clean. This shall include the elimination of streaks, cleaner residue and film.
- 5.4 **Walls and Doors** – Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
- 5.5 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 5.6 **Workstation Partitions** – Shall be free of dust and soil without causing damage. Partitions shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.
- 5.7 **Floors and Baseboards** – Shall be free of dust, dried-soil, soil, gum, spots, stains and debris.
- 5.8 **Floors and Carpet** - Shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil and foreign objects.
- 5.9 **Carpet Spotting** - Spillages or crusted material shall be removed along with spots, smears, and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned areas shall blend with adjacent areas of carpeting. Only approved cleaners can be used.

6 WINDOWS

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

7 JANITOR CLOSETS AND STOREROOMS

- 7.1 **Shelves** – Shall be free of dust and soil. They shall appear visibly and uniformly clean. Supplies and equipment shall be stocked and organized neatly on shelves.
- 7.2 **Janitor Carts** – Shall be free of dust and soil. They shall appear visibly and uniformly clean.
- 7.3 **Supplies and Equipment** - Stored on janitor carts shall also be free of dust and soil and organized neatly.

- 7.4 **Walls** – Shall be free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
- 7.5 **Utility Sinks** – Shall be free of dust, soil, cleaner residue and soap film. Utility sinks shall appear visibly and uniformly clean.
- 7.6 **Floors** – Shall be free of dust, gum, spots, stains and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.

8. EXAM ROOMS (Clinics Only)

- 8.1 **Exam Tables-** Clean and disinfect the entire surface of the exam table, including armrests, headrests, adjustment levers, and control panels.
- 8.2 **Counters and Tables-** All counters and tables shall be disinfected and free of dust, mold, soil, cleaner residue, and soap film. Surfaces shall appear visibly and uniformly clean and polished-dry. This includes eliminating streaks, embedded soil, film, and water spots without causing damage.
- 8.3 **Walls-** Walls shall be free of dust and soil and shall appear visibly and uniformly clean. Cleaning shall not cause damage and must eliminate film, streaks, and cleaner residue.
- 8.4 **Furniture-** All furniture shall be disinfected and free of dust, dried soil, and soil. Surfaces shall appear visibly and uniformly clean, with no cleaner residue, streaks, or film, and cleaning must not cause damage.
- 8.5 **Waste Containers-** Remove all contents from waste containers and replace liners. Clean and disinfect both the inside and outside of each container. Containers shall appear visibly and uniformly clean, free of streaks, food residue, and any offensive odors.
- 8.6 **Floors -** Floors shall be free of dust, gum, spots, stains, and debris. They shall appear visibly and uniformly smooth and clean. This includes eliminating dust streaks, lint, standing water, cleaner residue, and film.
- 8.7 **Sinks** – All sink shall be disinfected and free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, film and water spots.

**EXHIBIT D
COST SHEET – ALL LOCATIONS**

<u>COUNTY BUILDING NAME & LOCATION</u>	<u>MONTHLY TOTAL</u>
Provide an inclusive monthly cleaning cost for the locations below:	
1. <u>Bldg. #CR0423 Corona Clinic- Day Porter</u> (Price includes all labor, material and fees.)	<u>\$5,718.00</u>
2. <u>Bldg. #CR0423 Corona Clinic- Night Custodian</u> (Price includes all labor, material and fees.)	<u>\$5,474.00</u>
3. <u>Bldg. #JV5957 Jurupa Valley Clinic- Day Porter</u> (Price includes all labor, material and fees.)	<u>\$4,406.00</u>
4. <u>Bldg. #JV5957 Jurupa Valley Clinic- Night Custodian</u> (Price includes all labor, material and fees.)	<u>\$4,134.00</u>
5. <u>Bldg. #RV1001 Bankruptcy Court</u> (Price includes all labor, material and fees.)	<u>\$5,418.00</u>
6. <u>Bldg. #RV1003 District Court</u> (Price includes all labor, material and fees.)	<u>\$ 8,514.00</u>
Monthly Total	<u>\$33,664.00</u>

**EXHIBIT E
COST SHEET / ADDITIONAL
CLEANING CARPETS, WINDOWS
AND FLOORS**

<u>ADDITIONAL TASKS</u>	<u>COST PER HOUR</u>
Item 1 Carpet cleaning (Noted as #1 below)	<u>\$ 30.00</u>
Item 2 Interior/Exterior window cleaning (Noted as #2 below)	<u>\$ 30.00</u>
Item 3 Floor restoration (Noted as #3 below)	<u>\$ 35.00</u>
Item 4 Holiday Hourly Rate	<u>\$ 35.00</u>

(Price includes all labor, material and fees.)

1. All carpeting shall be shampooed twice a year as part of the basic service. It is also anticipated that there may be carpet in several other rooms that shall need to be cleaned more than twice a year; therefore, an hourly rate is requested for the extra cleaning of carpet. This price is to be shown on the Agreement Price Form under Additional Services, item 1.
2. All interior and exterior windows are to be cleaned at least once a year as part of the basic service. In the event the County requests additional window cleaning, an hourly rate is requested and is to be shown under the Agreement Price Form under Additional Services, item 2.
3. All hard and resilient floors are to be stripped, and three (3) coats of floor finish applied a minimum of every quarter as part of the basic service. In the event the County requests additional stripping and waxing services, an hourly rate is requested and is to be shown on the Agreement Price Form under Additional Services, item 3.











FMARC-91039-002-2-31 Commercial Building Management CBM Inc

Final Audit Report

2026-04-03

Created:	2026-04-02
By:	Miranda Ulm (MUlm@rivco.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAuG5Ybpc-l_zhClpU8GLAjY-gP6xGUOzx

"FMARC-91039-002-2-31 Commercial Building Management CBM Inc" History

-  Document created by Miranda Ulm (MUlm@rivco.org)
2026-04-02 - 8:28:38 PM GMT- IP address: 158.61.6.4
-  Document emailed to commercialbm71@gmail.com for signature
2026-04-02 - 8:29:29 PM GMT
-  Email viewed by commercialbm71@gmail.com
2026-04-02 - 8:36:07 PM GMT- IP address: 172.226.36.12
-  Signer commercialbm71@gmail.com entered name at signing as Jesus Velasco
2026-04-03 - 3:08:01 PM GMT- IP address: 75.249.46.231
-  Document e-signed by Jesus Velasco (commercialbm71@gmail.com)
Signature Date: 2026-04-03 - 3:08:03 PM GMT - Time Source: server- IP address: 75.249.46.231
-  Document emailed to cbmincorporated01@gmail.com for signature
2026-04-03 - 3:08:06 PM GMT
-  Email viewed by cbmincorporated01@gmail.com
2026-04-03 - 3:08:34 PM GMT- IP address: 66.249.84.224
-  Signer cbmincorporated01@gmail.com entered name at signing as Maribel Urbieta
2026-04-03 - 3:09:01 PM GMT- IP address: 75.249.46.231
-  Document e-signed by Maribel Urbieta (cbmincorporated01@gmail.com)
Signature Date: 2026-04-03 - 3:09:03 PM GMT - Time Source: server- IP address: 75.249.46.231
-  Agreement completed.
2026-04-03 - 3:09:03 PM GMT



Adobe Acrobat Sign

PROFESSIONAL SERVICE AGREEMENT

for

JANITORIAL SERVICES

between

COUNTY OF RIVERSIDE

And

H.N.W.BUILDING MAINTENANCE INC. DBA BENEFICIAL MAINTENANCE SERVICES



TABLE OF CONTENTS

<u>SECTION HEADING</u>	<u>PAGE NUMBER</u>
1. Description of Services	3
2. Period of Performance.....	3
3. Compensation.....	3
4. Alteration or Changes to the Agreement	5
5. Termination	5
6. Ownership/Use of Contract Materials and Products	6
7. Conduct of Contractor.....	6
8. Inspection of Service; Quality Control/Assurance	7
9. Independent Contractor/Employment Eligibility	7
10. Subcontract for Work or Services	9
11. Disputes	9
12. Licensing and Permits	9
13. Use by Other Political Entities	10
14. Non-Discrimination	10
15. Records and Documents	10
16. Confidentiality	10
17. Administration/Contract Liaison.....	11
18. Notices.....	11
19. Force Majeure.....	11
20. EDD Reporting Requirements.....	11
21. Hold Harmless/Indemnification	12
22. Insurance	13
23. General	15
Exhibit A- Scope of Services	19
Exhibit B- Basic Level of Cleaning Standards.....	26
Exhibit C- Quality Requirements	29
Exhibit D- Cost Sheet.....	34
Exhibit E- Cost Sheet- Additional Cleaning.....	36

This Agreement is made and entered into by and between H.N.W.BUILDING MAINTENANCE INC. DBA BENEFICIAL MAINTENANCE SERVICES, a California corporation, (herein referred to as "CONTRACTOR") and the COUNTY OF RIVERSIDE, a political subdivision of the State of California, on behalf of its Facilities Management Department (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, at the prices stated in Exhibit D, Cost Sheet and Exhibit E, Cost Sheet- Additional Cleaning.

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 that 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 B. 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 for three (3) years, with the option to renew for up to two (2) additional and consecutive one-year periods by a written amendment signed by the authorized representatives of both parties, 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 to a 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 D and Exhibit E. Maximum payments by COUNTY to CONTRACTOR shall not exceed thirty thousand dollars (\$30,000) 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. To order

services or products, COUNTY shall issue a purchase order to CONTRACTOR specifying the amount of services or products. CONTRACTOR shall not perform services or provide products unless it has received a purchase order signed by an authorized representative of COUNTY. Unless otherwise specifically stated in Exhibit D and Exhibit E, 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 dollar amount of profit will remain firm during the period of the Agreement. Annual increases shall not exceed the Consumer Price Index for Riverside-San Bernardino-Ontario, CA and 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

Attn: Accounts Payable

3450 14th Street Suite 200

Riverside, CA 92501

Electronic Invoices: FM-Invoices@rivco.org

- a) 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-91039-001-2/31); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.
- b) 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. In the State of California, government agencies are not allowed to pay excess interest and late charges, per Government Code 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 designee are 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:

- (a) Stop all work under this Agreement on the date specified in the notice of termination; and

- (b) 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/FedReg, 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.

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 entity in Riverside County. 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. §12101 et 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 COUNTY Purchasing Agent, or designee, shall administer this Agreement on behalf of the COUNTY. The Purchasing Department is to 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 (2) days after their deposit in the United States mail, postage prepaid:

COUNTY OF RIVERSIDE

Facilities Management Department
Procurement Contract Specialist
3450 14th Street, Suite 200
Riverside, CA 92501

CONTRACTOR

Beneficial Maintenance Services
26741 Portola Parkway
Suite 1E-PMB413
Foothill Ranch, CA 92610

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 ten (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.

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's 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.

A. 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.

B. 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.

C. 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.

D. General Insurance Provisions - All lines:

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.

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.

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.

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 retention's or self-insured programs shall not be construed as contributory.

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.

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

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

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.

23.13 This Agreement 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 Agreement 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 Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement 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.

[Signature Page Follows]

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

H.N.W.BUILDING MAINTENANCE INC. DBA BENEFICIAL MAINTENANCE SERVICES, a California corporation

By: Karen S. Spiegel
Karen Spiegel
Chair, Board of Supervisors

By: Mary Davey
Mary Davey
President

Dated: JUN 23 2026

Dated: 04/02/2026

ATTEST:
Kimberly A. Rector
Clerk of the Board

By: Mike Davey

By: [Signature]
Deputy

Mike Davey
Vice President

Dated: 04/02/2026

APPROVED AS TO FORM:
Minh C. Tran
County Counsel

By: Lisa Sanchez
Lisa Sanchez
Deputy County Counsel

Dated: 5/11/2024

EXHIBIT A
SCOPE OF SERVICES

1.0 SCOPE OF WORK

Custodial Services, as set forth in Exhibit B, Basic Level of Cleaning Standards – All Locations, are to be performed in the offices, conference rooms, breakrooms, kitchens, restrooms, lobbies, file rooms, lounges, training rooms, lactation rooms, copy rooms, storage rooms, elevators, stairwells, court rooms, and exterior break areas of the facilities listed below.

1.1 Service hours are listed below. The parties may adjust days and times if mutually agreed upon during the term of this Agreement. COUNTY shall not accept any subcontractors for these services; all work must be performed by the CONTRACTOR.

12 SERVICE LOCATIONS, BUILDING INFORMATION AND SERVICES HOURS:

BLDG #	Location Name	Location Address	BLDG Sq. Ft.	Service Days	Service Hours
RV1081	First 5	585 Technology Court, Riverside CA 92507	13,500	Monday-Friday	8:00am-4:30pm

Note: COUNTY may add/delete sites and/or modify services at locations as needed during the term of the Agreement.

Definitions: BLDG shall mean “Building” and Sq. Ft. shall mean “Square Foot.”

13 GENERAL REQUIREMENTS

1. CONTRACTOR shall provide labor and onsite supervision at all times to carry out the work and shall ensure only competent workers who are skilled in the type of work specified are employed.
2. CONTRACTOR’s employees and supervision must possess a current Live Scan Federal Level (as applicable to the location) clearance and background check.
3. The CONTRACTOR shall ensure that employees working during business hours maintain low voice levels and keep any music at a minimal volume to avoid disturbing others.
4. CONTRACTOR shall ensure that no person(s) not employed by the CONTRACTOR (i.e., spouse, children, brothers, sisters, friends, etc.) shall be allowed to enter the premises during CONTRACTOR’s performance of services.
5. CONTRACTOR shall provide relief personnel to ensure each assignment is performed per specifications and deliverables, regardless of employee absenteeism.
6. CONTRACTOR is responsible for maintaining satisfactory standards for their employees regarding conduct, appearance, and integrity (i.e., use of foul language, use of staff and/or residence personal items, cooking, phone, and TV usage).
7. All CONTRACTOR employees (janitorial crew) shall be able to read, write, speak and understand the English language to the extent required for communication in person, via telephone, and in writing with designated building representatives in connection

with the janitorial duties to be performed.

8. 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.
9. CONTRACTOR employees shall comply with building security. In addition, the CONTRACTOR shall ensure all employees are properly trained on safety and emergency procedures (such as fire building evacuations, etc.) for the facilities in which they work.
10. CONTRACTOR shall inform the COUNTY point of contact of any irregularities noted during performance of services including but not limited to doors left unlocked, lights not working or left on, defective plumbing, broken windows, broken bathroom fixtures, unstable or broken furniture, graffiti, vandalism and/or damage to the building or its contents.
11. CONTRACTOR is to keep favorable image along with maintaining sanitary conditions for its employees and all who visit these facilities, this includes following the Center for Disease (CDC) guidelines for COVID-19 cleaning.
12. By signing this Agreement, CONTRACTOR hereby certifies to the possession of all current required licenses, credentials, certificates, and business licenses that comply with all Federal and State laws and regulations related to the performance of custodial services hereunder and to being properly insured. **A copy of an Acord form should be submitted to the COUNTY as proof of current insurance coverage as required below.** CONTRACTOR will be required to endorse the policy to the COUNTY as an additionally insured. Current coverage and limits can also be found at: <https://rc-hr.com/risk-management/contracts>.

11.1 Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain, at its sole cost and expense, the below listed insurance coverage's during the term of this Agreement. With respect 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.

A. 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 of 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

B. 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.

C. Vehicle Liability:

If vehicles or mobile equipment are 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.

D. Janitorial Services Bonding (may be required)

13. The CONTRACTOR shall comply with the Displaced Janitor Opportunity Act (Labor Code § 1060 *et seq.*) including, but not limited to, the requirements set forth in Labor Code section 1061(b)(1).
14. CONTRACTOR shall be financially responsible for the repair and restoration to its pre-damaged condition any COUNTY property damaged by CONTRACTOR's performance and operation at no cost to the COUNTY.
15. All materials, supplies, and equipment used by the CONTRACTOR shall be suitable for the job and not harmful to the surfaces on which they are used.

14 STORAGE/USE OF EQUIPMENT AND MATERIALS

1. The CONTRACTOR shall obtain prior approval from the COUNTY designee for any space or area required for storage of the CONTRACTOR's equipment and materials.
2. Equipment and materials shall not be piled or stored at any location to hinder normal business operations or to constitute a hazard to person(s) or property.
3. All materials which are stored in the liquid state shall be stored on shelves not higher than three (3) feet above the floor.
4. All products stored in secondary containers shall be properly labeled as to the contents.
5. All vacuums used must be equipped with Hepa Filtration.
6. 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.

15 MATERIALS AND SUPPLIES

1. All equipment and supplies necessary to perform these services shall be provided by the CONTRACTOR and approved by the COUNTY designee. 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.
2. Under no circumstances shall cleaning tools and materials be left unattended during service hours.
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.
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.
 5. Safety Data Sheets (SDS) - CONTRACTOR shall post current SDS sheets in appropriate areas and shall provide copies to the Custodial Service Department (CSD) for its required postings.
 6. Labor - Hours of work for this Agreement shall be in accordance with, and subject to the provisions of the State of California Labor Code.
 7. All materials and supplies shall be Environmentally Friendly.
 8. The COUNTY has an ongoing requirement for the products indicated in this Agreement. The CONTRACTOR shall maintain access to a reasonable stock of such products on hand for the term of the Agreement. Failure to maintain access to a reasonable stock may result in termination for breach of the Agreement.

1.6 **SECURITY**

1. CONTRACTOR shall be solely responsible for the proper use, control, and safeguarding of all keys and/or security cards issued to CONTRACTOR. Unless otherwise authorized in writing by COUNTY, all keys shall remain on the premises at all times and shall not be removed. Security cards shall be issued based on the hours during which CONTRACTOR is authorized to access the premises. CONTRACTOR shall be required to sign for and acknowledge receipt of all issued keys and/or security cards.
2. The CONTRACTOR shall not put identification on any keys. **CONTRACTOR shall not duplicate any keys for premises under any circumstances.** Any lost key/s or need for additional keys shall be promptly reported to the COUNTY designee in writing. The CONTRACTOR shall need to identify which keys were lost, who lost the keys, where they were lost, and the date and time of loss. The CONTRACTOR shall be assessed a fee not to exceed \$25.00 for each key not returned or lost and shall be further assessed the costs for parts and locksmith services to remove the lost key from the keying system.
3. **Unauthorized duplication of keys for a COUNTY facility is a misdemeanor under California Penal Code section 469.**
4. Security of COUNTY 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, janitorial 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 COUNTY.
5. **Under no circumstances shall CONTRACTOR's employees admit anyone to areas controlled by a key or access card in their possession.**

1.7 **INSPECTION OF SERVICES**

1. The CONTRACTOR shall inspect the COUNTY facility monthly to ensure quality and thoroughness. CONTRACTOR shall coordinate these inspections with the COUNTY's

representative who has the option of inspecting the facility with the CONTRACTOR. The CONTRACTOR shall refer to the Basic Level of Cleaning Standards Spreadsheet when inspecting the facility and shall provide a written report within five working days regarding the conditions at the time of the inspection and the steps necessary for addressing any issues.

2. The CONTRACTOR shall submit a schedule at least five working days in advance for sizeable services such as carpet and window cleaning and floor stripping and waxing activities, identifying the type of service, location and scheduled date and time. The CONTRACTOR shall schedule a time to inspect the completed work with the COUNTY's representative no later than five working days after the work has been performed. The CONTRACTOR shall designate one representative that is of supervisor authority or higher to conduct these inspections.

18 SERVICES PROVIDED BY THE COUNTY

1. The COUNTY shall provide lights, power, and water for cleaning.
2. The COUNTY shall provide lockable spaces for CONTRACTOR's supplies and equipment.
3. The COUNTY shall not be responsible for the CONTRACTOR's supplies, equipment, material, or personal belongings.
4. All trash shall remain property of the COUNTY.
5. The COUNTY shall provide bins, cans and dumpsters where the CONTRACTOR shall deposit trash and recyclables. Disposal of trash from these designated locations shall be the responsibility of COUNTY.
6. The COUNTY ensures that the CONTRACTOR has safety protocols on hand and available by request. COUNTY meets with CONTRACTOR bi-weekly and does quarterly site visits.

19 LOCATION: ADD/DELETE/MODIFY

Throughout the period of performance of this Agreement, COUNTY reserves the right to add and/or delete locations where janitorial services are needed or no longer needed as well as adjust the service level and type of service. As new facilities are built, acquired, leased, and/or become the responsibility of the COUNTY, additional janitorial service locations may be added to this Agreement providing the CONTRACTOR is able to service the location. A thirty (30) day written notice will be given to CONTRACTOR outlining any modifications needed. All such changes shall be made by written amendment to this Agreement. Services will be added at the rates listed in Exhibit D and Exhibit E.

1.10 COUNTY OBSERVED HOLIDAYS

Services on County observed holidays may be requested on an as needed basis.

HOLIDAY	DAY OBSERVED
* New Year's Day	January 1
Martin Luther King Jr's Birthday	Third Monday in January
*Lincoln's Birthday	February 12
Washington's Birthday	Third Monday in February

Memorial Day	Last Monday in May
Juneteenth	June 19
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans' Day	November 11
*Thanksgiving Day	Fourth Thursday in November
* Following Thanksgiving	Friday following the fourth Thursday in November
*Christmas Day	December 25

Note:

- Thanksgiving Day, which shall be the fourth Thursday in November unless otherwise appointed.
- Friday following Thanksgiving Day.
- December 24 and 31 when they fall on Monday.
- December 26 and January 2, when they fall on Friday.
- Friday preceding January 1, February 12, July 4, November 11 or December 25, when such date falls on Saturday, the Monday following such date when such date falls on a Sunday.

EXHIBIT B
Basic Level of Cleaning Standards – All Locations

I. GENERAL HOUSEKEEPING, PRIVATE OFFICES, LOBBIES AND LOUNGES	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
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
II. FLOORS AND CARPET							
1. Spot vacuum	X						
2. Detail vacuum			X				
3. Inspect for and remove minor spots	X						
4. Deep carpet restoration extraction						X	
III. FLOORS, RESILIENT AND HARD SURFACES							
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	

EXHIBIT B Cont.
Basic Level of Cleaning Standards – All Locations

	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTE RLY	SEMI- ANNUAL	ANNUAL
IV. WASHROOMS, EMPLOYEE & PUBLIC LOUNGES							
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			
17. Sweep and clean debris from floors	X						
18. Damp mop all floor surfaces	X						
19. Machine scrub restrooms and showers	X						

EXHIBIT B Cont.
Basic Level of Cleaning Standards – All Locations

	DAILY	EVERY OTHER DAY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUAL	ANNUAL
V. REGULAR SERVICES							
EXTERIOR WINDOWS							
1. Clean exterior							X
2. Clean interior							X
VI. ENTRANCES							
1. Sweep walkways	X						
2. Clean glass/doors	X						
3. Sweep patio, side, or rear doors	X						
VII. PARKING							
1. Empty trash receptacles	X						
VIII. MISCELLANEOUS							
1. Empty trash from exterior break areas	X						
2. Wipe down exterior furniture and exercise equipment		X					
3. Sweep and clean smoking areas and ash cans	X						
4. Empty recycle bins	X						

EXHIBIT C
QUALITY REQUIREMENTS ALL LOCATIONS

1. ENTRANCES

- 1.1 **Mats and Carpet** – Shall be free of spots, stains, gum, dirt and debris without causing damage. They shall appear visibly and uniformly clean. Adjoining walls, doors and floor surfaces shall also be free of dust, soil and cleaner residue.
- 1.2 **Glass and Metal Surfaces** – Shall appear streak-free, film-free and uniformly clean. This shall include the elimination of dust and soil from sills and ledges and heat registers.
- 1.3 **Corners/Thresholds** – Shall be free of dust, dried-soil, crud, finish build-up and debris. These areas shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue.
- 1.4 **Floors** – Shall be free of dust, dried-soil, gum, spots, stains and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.
- 1.5 **Walls and Fixtures** – Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film streaks and cleaner residue.
- 1.6 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.

2. RESTROOMS

- 2.2 **Dispensers** – Shall be free of dust, dried-soil and mold without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Dispensers shall be refilled when required with proper expendable supply items.
- 2.3 **Hardware** – Shall be free of dust, soil, mold and scale without causing damage. These surfaces shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine. This shall include the elimination of polish residue.
- 2.4 **Sinks** – Shall be free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, film and water spots.
- 2.5 **Mirrors** – Shall be free of dust and soil. Mirrors and surrounding metal framework shall

appear streak-free, film-free and uniformly clean.

- 2.6 **Toilets, Toilet Seats and Urinals** – Shall be free of dust, bacteria, soil, organic matter, cleaner residue and scale without causing damage. These fixtures shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks, film and water spots.
- 2.7 **Partitions** – Shall be free of dust, soil and graffiti without causing damage. Partitions shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks and film.
- 2.8 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 2.9 **Walls and Doors** – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry.
- 2.10 **Floors and Baseboards** – Shall be free of dust, soil, gum, stains and debris. Floors shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.
- 2.11 **Air Vents** – Shall be free of dust and soil without causing damage. This also pertains to air distribution units and exhaust vents. They shall appear visibly and uniformly clean.
- 2.12 **Light Fixtures** – Shall be free of dust and soil without causing damage. Fixtures shall remain in proper position and appear streak-free and uniformly clean.

3. LOUNGE/BREAKROOM

- 3.1 **Sinks** – Shall be free of dust, mold, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, and film and water spots.
- 3.2 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 3.3 **Counters and Tables** - Shall be free of dust, mold, soil, cleaner residue and soap film

without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, and film and water spots.

3.4 Floors and Baseboards – Shall be free of dust, soil, gum, stains and debris. Floors shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks

3.5 Walls and Doors – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry., lint, standing water, cleaner residue and film.

4. CONFERENCE ROOMS:

4.1 Furniture – Shall be free of dust, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

4.2 Floors and Carpet - Shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil and foreign objects.

4.3 Carpet Spotting - Spillages or crusted material shall be removed along with spots, smears, and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned areas shall blend with adjacent areas of carpeting. Only approved cleaners can be used.

4.4 Walls and Doors – Shall be free of dust, soil, spots and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry, lint, standing water, cleaner residue and film.

4.5 Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.

5 OFFICES

5.1 Furniture and Equipment – Shall be free of dust, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

5.2 Telephones – Shall be free of dust and soil. They shall appear visibly and uniformly

clean and polished-dry.

- 5.3 **Lamps** – Shall be free of dust and soil without causing damage. Lamps shall appear visibly and uniformly clean. This shall include the elimination of streaks, cleaner residue and film.
- 5.4 **Walls and Doors** – Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
- 5.5 **Waste Containers** – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of any offensive odor emitting from the container.
- 5.6 **Workstation Partitions** – Shall be free of dust and soil without causing damage. Partitions shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.
- 5.7 **Floors and Baseboards** – Shall be free of dust, dried-soil, soil, gum, spots, stains and debris.
- 5.8 **Floors and Carpet** - Shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil and foreign objects.
- 5.9 **Carpet Spotting** - Spillages or crusted material shall be removed along with spots, smears, and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned areas shall blend with adjacent areas of carpeting. Only approved cleaners can be used.

6 WINDOWS

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

7 JANITOR CLOSETS AND STOREROOMS

- 7.1 **Shelves** – Shall be free of dust and soil. They shall appear visibly and uniformly clean. Supplies and equipment shall be stocked and organized neatly on shelves.
- 7.2 **Janitor Carts** – Shall be free of dust and soil. They shall appear visibly and uniformly clean.
- 7.3 **Supplies and Equipment** - Stored on janitor carts shall also be free of dust and soil

and organized neatly.

- 7.4 **Walls** – Shall be free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.
- 7.5 **Utility Sinks** – Shall be free of dust, soil, cleaner residue and soap film. Utility sinks shall appear visibly and uniformly clean.
- 7.6 **Floors** – Shall be free of dust, gum, spots, stains and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.

**EXHIBIT D
COST SHEET – ALL LOCATIONS**

COUNTY BUILDING NAME & LOCATION

MONTHLY TOTAL

Provide an inclusive monthly cleaning cost for the locations below:

1. Bldg. #RV1081 First 5

\$2,303.00

(Price includes all labor, material and fees.)

Monthly Total \$2,303.00

**EXHIBIT E
COST SHEET / ADDITIONAL
CLEANING CARPETS, WINDOWS
AND FLOORS**

<u>ADDITIONAL TASKS</u>	<u>COST PER HOUR</u>
Item 1 Carpet cleaning (Noted as #1 below)- As needed	<u>\$ 45.00</u>
Item 2 Interior/Exterior window cleaning (Noted as #2 below)- As needed	<u>\$ 50.00</u>
Item 3 Floor restoration (Noted as #3 below)- As needed	<u>\$ 45.00</u>
Item 4 Holiday Hourly Rate- As needed	<u>\$ 40.00</u>

(Price includes all labor, material and fees.)

1. All carpeting shall be shampooed twice a year as part of the basic service. It is also anticipated that there may be carpet in several other rooms that shall need to be cleaned more than twice a year; therefore, an hourly rate is requested for the extra cleaning of carpet. This price is to be shown on the agreement Price Form under Additional Services, item 1.
2. All interior and exterior windows are to be cleaned at least once a year as part of the basic service. In the event the County requests additional window cleaning, an hourly rate is requested and is to be shown under the agreement Price Form under Additional Services, item 2.
3. All hard and resilient floors are to be stripped, and three (3) coats of floor finish applied a minimum of every quarter as part of the basic service. In the event the County requests additional stripping and waxing services, an hourly rate is requested and is to be shown on the agreement Price Form under Additional Services, item 3.