

AMENDMENT NO. 5 TO THE AGREEMENT

**BETWEEN THE CITY OF SAN MATEO
AND IMPERIAL MAINTENANCE SERVICES, INC.
FOR CUSTODIAL SERVICES**

WHEREAS, the City of San Mateo ("City"), a municipal corporation of the State of California, and Imperial Maintenance Services, Inc. ("Contractor"), entered into an Agreement for Custodial Services ("Agreement") on January 31, 2018; and

WHEREAS, the City and Contractor amended the Agreement on April 22, 2019, to provide for up to five (5) one-year extensions; and

WHEREAS, on April 2, 2019, the City and Contractor entered into Amendment No. 1 to include additional maintenance services and clarify total compensation and extension options; and

WHEREAS, on April 22, 2019, the City and Contractor entered into Amendment No. 2 to add to the scope of services and make other minor amendments; and

WHEREAS, on June 24, 2020, the City and Contractor entered into Amendment No. 3 for the first one-year extension; and

WHEREAS, on July 1, 2021, the City and Contractor entered into Amendment No. 4 for the second one-year extension; and

WHEREAS, the City and Contractor wish to enter into a third one-year extension effective July 1, 2022, through June 30, 2023; and

WHEREAS, the City and Contractor wish to amend the original scope of work.

NOW, THEREFORE, the parties agree as follows:

1. Exhibit A will be replaced with the attached Exhibit A to include the following modifications to scope of work and cost:

"Additional Scope of Services at specific locations:

- a. Increase day porter one (1) hour each day, five (5) days a week at Beresford Recreation Center for a service increase of \$926.55/month.
- b. Increase site allocation by one (1) hour each day, five (5) days a week at WWTP for extra detailed cleaning for a service increase of \$925.55/month.

- c. Add one (1) day porter for two (2) hours a day, five (5) days a week at M.L. King Recreation Center for a monthly cost of \$1,853.10.
 - d. Perform monthly floor spray buff at M.L. King Recreation Center for a monthly cost of \$395.12.
 - e. Clean PD Barracks mid-day six (6) days a week for a monthly cost of \$1,044.00.
 - f. Substitute janitorial services from Street/Traffic trailer to 1st Vehicle Auto shop at PW corp. yard and increase site allocation by ½ hour each day five (5) days a week for a monthly increase of \$463.27.”
2. Section 5, “Payment,” is amended to provide for a monthly fee increase of \$5,607.59 to a total of \$62,715.92 monthly.
 3. The Public Works Director or City designee shall have the right to alter the scope between sites, within current contract cost, as mutually agreed by both parties.
 4. Section 4, “Term” of the Agreement is amended to read:

“The services of this agreement shall commence on February 1, 2018 and be completed on or about June 30, 2023.”
 5. The remaining terms of the Agreement remain in full force and effect.

IN WITNESS WHEREOF, CITY OF SAN MATEO and IMPERIAL MAINTENANCE SERVICES, INC. have executed this Agreement on _____.

CITY OF SAN MATEO

CONTRACTOR

Azalea Mitch
Publics Works Director

Alfonso Solis
CEO

APPROVED AS TO FORM

Gabrielle Whelan
Assistant City Attorney

ATTACHMENT A: SCOPE OF WORK

PART I - SECTION 1: GENERAL INFORMATION/LOCATIONS

- 1.0 **OVERVIEW:** There are a total of fourteen (14) specific locations associated with this base-scope of work/services. Each location has unique tasks and requirements associated with them and the specific scope of duties are detailed in this document. There are also three specific levels of cleaning and each location description will identify one of the three levels of cleaning (or a combination of 2 or all). These levels are described in SECTION 3.

Each location has a person assigned as the Building Manager, the Building Manager is the primary “Customer” and is responsible for reviewing the work performed and providing feedback to the City Project Manager who will work with the assigned Contract or Program Manager for the Contractor. There are also Division Managers who oversee multiple sites. As an example there are three Library locations and each building has an assigned manager, however all Library functions are overseen by one individual and that person will be involved in quality review as well.

Each location has requirements based on both size of the facility as well as services performed. Therefore, each has differing custodial staffing requirements from night-time cleaning only to full time day porter(s).

- 2.0 **LOCATIONS:** The following is a list of each location, general size of facility and type of functions associated with that facility (Square Footage numbers listed are approximate).
- 2.1 City Hall – 330 W. 20th Ave. 38,000 sf of office and meeting space including a large auditorium, 4 Public Restrooms, 4 Staff restrooms and a large Atrium/Lobby. Operates primarily M-F 8-5 with public meetings on select weekday evenings.
 - 2.2 Main Library – 55 W 3rd Ave. 93,806 sf of open Library, Meeting Rooms, Lobby and staff offices, 8 public restrooms and 4 staff restrooms. Operates at various hours from 10 AM to 9 PM and weekends. Open to public with significant amount of daily visitors.
 - 2.3 Marina Library Branch – 1530 Susan Court 5,329 sf off primarily open Library space, 2 public, and 1 staff restrooms. Open various hours including some weekend hours.
 - 2.4 Hillsdale Library Branch – 205 W. Hillsdale Ave. 6,468 sf off primarily open Library space, 2 restrooms. Open various hours including some weekend hours.
 - 2.5 Shoreview Recreation Center – 950 Ocean View Dr. 3,820 sf, 2 restrooms, class rooms, offices and kitchen. Operations are M-F 8-5.
 - 2.6 Lakeshore Recreation Center – 1550 Marina Court, 2,400 sf, 2 restrooms, class rooms and kitchen. Operations are M-F 8-5.
 - 2.7 Beresford Recreation Center – 2720 Alameda De Las Plugas, 34,800 sf, classrooms, auditorium, offices. 4 restrooms, kitchen. Various hours from 8 to 10 M-F and some weekends.
 - 2.8 Senior Center – 2645 Alameda De Las Plugas, 13,200 sf, meeting rooms, auditoriums, 2 restrooms and kitchen.

- 2.9 M.L. King Recreation Center – 725 Monte Diablo. This location is for special provision services only as described in site specific details.
- 2.10 Police Station Headquarters – 200 Franklin Parkway, 55,000 sf of office space and meeting rooms. 2 public restrooms, 5 staff restrooms, 2 locker rooms. Some operations are 24/7 however, primary operations are M-F 8-5.
- 2.11 Police Sub-Station - 360 1st Ave. 324 sf of office space. No restrooms
- 2.12 Main Street Garage Restrooms – 300 1st Ave 100 sf men's and women's restrooms (not public)
- 2.13 Municipal Service Center – 1949 Pacific Blvd. Consists of two buildings and 3 office trailers, totaling approximately 6,600 sf. 5 staff restrooms. Operations generally M-F 7-5.
- 2.14 Park Maintenance Offices – 2001 Pacific Blvd. 2,050 sf, 2 rest rooms. Primarily office space. 2 restrooms. Operations M-5, 7-4.
- 2.15 Waste Water Treatment Plant – 2050 Detroit Dr. 4,000 sf, meeting rooms and offices. 6 restrooms and 2 locker rooms.

3.0 **BUILDING ACCESS and SECURITY:** Each on site contractor employee is required to have a City Issued Identification Badge on their person at all times. For those buildings and areas controlled by card access the contractor employee badge will provide access. For those areas not controlled by card-reader keys will be issued to the contractor. The contractor is responsible for maintaining control of all badges and keys issued to their employees. Exception: For specialty, non-regular work such as annual window washing or carpet cleaning, the crews who perform the work will not be required to have City issued IDs, however at least one lead or supervisor who does have a City Contractor's Badge must be on-site with the crew at all times.

- 3.1 All areas shall be locked and the lights turned off when cleaning in each unoccupied area has been completed. Security lights (as directed) shall be turned on prior to leaving the facility.
- 3.2 Keys or other entry devices required by the Service Provider will be furnished by the City to designated Service Provider employee on a custody receipt and shall be returned to the City on demand.
- 3.3 Any loss of keys or entry devices must be reported to the City representative immediately. A charge of twenty-five dollars (\$25.00) will be made for each lost key or device. Keys are to be made/duplicated by the City ONLY with no exceptions.
- 3.4 Should a lost or stolen key jeopardize the security of the particular City facility, the Service Provider shall be totally responsible for all costs incurred by the City in re-keying the lock system. Service Provider is advised that this process could be quite costly.
- 3.5 Electronic security system (where installed) shall be properly disarmed and armed each time after-hours access is made.
- 3.6 All exiting doors are to remain locked while the Service Provider is in the space, except for designated doors to remain open for meetings. Do not block open occupant or exterior doors for any reason.

4.0 **SAFETY REQUIREMENTS AND TRAINING:** Service Provider shall provide safety training for its employees as required by federal, state and local laws and/or regulations. Service Provider shall provide documentation of this training to the City of San Mateo, Facilities Manager and shall be responsible for all costs associated with this training.

5.0 **REPORTING REQUIREMENTS**: The Service Provider agrees to furnish all information as required by the City in order to fulfill the responsibilities of the City for reporting on compliance with laws and regulations.

PART I - SECTION 2: GENERAL RESPONSIBILITIES AND DUTIES

- 1.0 **WORK SCHEDULES:** Custodial work is generally to be performed during "off hours" to minimize interference with normal building use. However, this scope of work also includes full time and part time Day Porter service as specified by building in PART II - SECTION 1. Non-weekly services such as carpet cleaning and window service will be performed per agreed to schedules, these schedules will be set in advance with each building manager.
- 1.1 Other than Day-Porter services, general Custodial work shall be performed between 5:00 PM and 6:00 AM local time Monday through Friday. Exceptions may be noted for specific locations as described in PART II - SECTION 1.
- 1.2 The custodial Service Provider will provide twenty-four (24) hour emergency response service.
- 2.0 **QUALIFICATIONS OF EMPLOYEES:** The Service Provider is responsible for the selection of employees and the evaluation of each applicant's capabilities and experience as related to performance of custodial and day porter services as required in the scope of work. However, the City of San Mateo reserves the right to dismiss from custodial work, day porter and supervision, those employees which it deems incompetent, careless or otherwise objectionable to the public interest.
- A. The Service Provider shall provide at the commencement of the contract a complete list of all employees assigned to perform the contract work.
- B. All of the Service Provider's employees will be required to wear a company uniform, identifying Service Provider and employee, and shall carry proper visible identification on their person at all times.
- C. Service Provider shall notify the Facility Manager at each service location or his/her representative immediately in writing of all changes in contract personnel by submitting name and address of employee and effective date of employment or termination.
- D. When in the opinion of the City, an employee does not constitute a satisfactory security risk, his employment on the contract will be denied.
- E. The San Mateo Police Department will run security checks of all personnel assigned to perform janitorial work or supervision at any City facility. The following information must be provided to the SMPD:
- a. Full name
 - b. Social Security Number
 - c. California Driver's License or ID number
 - d. Birth Date
 - e. Address
- The records check will include fingerprinting.
- 3.0 **CONTRACT MANAGEMENT:** The Service Provider shall designate a "Contract Manager" to be the primary person responsible for providing overall management of the contract relationship and shall be responsible for communicating with the City Project Manager responsible for the contract (Typically the Building Maintenance Supervisor).
- 3.1 The Contract Manager will inspect the contract work at least once per week and determine if quality of standards are being met.
- 3.2 The Contract Manger is to inspect the work not less than once a week at a designated time and communicate with each Facility Manager not less than every two weeks.
- 3.3 The Contract Manger and all supervisory personnel shall have the ability to communicate effectively in the English language.

4.0 **SUPERVISION**: The city considers effective supervision by Service Provider assigned and trained supervisors key to the success of the contract.

- 4.1 The Service Provider shall arrange for daily on site supervision of the employees performing the contract work.
- 4.2 The Service Provider or his supervisors shall be available at all times, when the contract work is in progress and during the day when the buildings are occupied by the City, to receive instructions from the Facility Manager at each service location or his/her representative.
- 4.3 The Service Provider's supervisor shall be fully and adequately trained and have experience in cleaning supervision, sufficient in scope to meet the approval of the City Project Manager.
- 4.4 Service Provider's supervisor will be required to perform daily inspections of all buildings serviced under the contract.
- 4.5 The Service Provider's supervisory personnel shall be able to communicate clearly in the English language and with non-English speaking personnel who may be employed by the Service Provider to perform the services described in the contract.
- 4.6 Service Provider's employees shall not be accompanied in their work area by acquaintances, family members or any other person unless said person is an authorized employee of the Service Provider.
- 4.7 The results of each inspection tour will be recorded on an agreed upon inspection form, signed by the supervisor, and stating that the work was completed. The form shall be completed for each facility or site, submitted weekly, and will become part of the contract file. This information shall be available to be faxed or e-mailed to City representatives if requested within 48 hours.
- 4.8 Service Provider's monthly invoice will not be approved for payment until the overall performance of the Service Provider is deemed satisfactory by the City Project Manager.

5.0 **CONFERENCE PRIOR TO START OF WORK**: After the contract is awarded, the Custodial Service Provider, or his designated representative and his employees who will be doing the custodial work, shall attend the Conference for the purpose of reviewing the specifications.

- 5.1 This shall occur at least one week prior to the start of the contract.

6.0 **COMMUNICATIONS**: A binder or other device will be maintained in a suitable place for the collection of pertinent information such as:

- 6.1 Schedule of work (Check List)
- 6.2 Instructions from Service Provider to its employees
- 6.3 Instructions from City to the Service Provider representative(s)
- 6.4 Names and Contact information for key persons
- 6.5 Normal Scheduled Work Hours for each Custodian, Day Porter or Crew
- 6.6 Report of "Needs" of building occupants.

Day Porters and Supervisors are expected to respond to phone calls from Building Managers at all times during their shifts.

7.0 **DISPLACED JANITOR OPPORTUNITY ACT**: The successful bidder shall be in compliance with California Labor Code Section 1060 – 1065.

8.0 **RESTRICTED PERSONNEL**: No visitors, guests, pets, or companions other than bonded personnel will be permitted inside any City facility any time the facility is not open to the public at large, nor may such persons enter the areas not open to the public at large at any time.

8.1 **Exception**: The contractor may bring specialized crews not specifically assigned to the contract with the City for specialized services such as window and carpet cleaning. However, these are restricted to employees of the Service Provider or bonded sub-contractors to the Service Provider. In such cases the Service Provider shall provide a bonded employee assigned to the City contract on site during such work and services, to provide over-sight and security. The Service Provider is responsible for all persons brought on to City Property for the purposes of performing contracted work.

9.0 **CLEANING SCHEDULES**: For non-weekly tasks that are included in the scope of work, which may include, carpet cleaning, resilient floor strip/wax deep clean, window cleaning and or any other specified services. The Service Provider shall, provide to each Facility Manager a schedule of planned dates for such tasks that meets the contractual requirement.

9.1 Schedules will be provided to Facility Manager within 30 days of the start of the contract. The schedules will be updated on or about July 1 of each succeeding year of the contract or extensions of contract.

9.2 Once schedules are provided any deviation from schedules will require prior approval from the Facility Manager.

9.3 It is understood that un-planned circumstances may cause a missed date of such services, however these should be the exception and very rare. In such an event the Service Provider will work with the Facility Manager to schedule the soonest possible date for the service that does not impact City business needs.

10.0 **HOLIDAY SCHEDULE**: The city observes the following holiday schedule:

New Year's Day	January 1
Martin Luther King Day	3 rd Monday in January
Presidents Day	3 rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4 th
Labor Day	1 st Monday in September
Veteran's Day	November 11
Thanksgiving Day	4 th Thursday in November
Day after Thanksgiving (except Library facilities)	Friday after Thanksgiving
Christmas Eve (Library facilities only)	December 24
Christmas Day	December 25

If a holiday falls on a Saturday it is observed the previous Friday, if it falls on a Sunday it is observed on the following Monday.

See Details for Police Department Exceptions to Holiday Schedule.

PART I - SECTION 3: BASE SCOPE OF WORK/REQUIREMENTS

1. **QUALITY:** As described in ATTACHMENT B COST/PAYMENT SCHEDULES, a component of the contract shall be PREFORMANCED BASE COMPENSATION or PBC. The PBC factor will be based on a set of Key Performance Indicators arrived at by mutual agreement between the City and the Service Provider. However, general quality and expectations of work performed are a component of the Base Compensation as well. Failure to perform the cleaning levels as described in this SECTION 3 to a level of reasonable satisfaction are grounds for withholding of payment or portions thereof as described within the contract agreement. General Cleaning Quality Requirements are as follows:
 - 1.1 Services performed under this contract shall be subject to inspection and approval of the Facility Manager at each service location or his/her representative.
 - 1.2 First quality cleaning and provision of restroom supplies will be required.
 - 1.3 Careless performance of the contract work will not be tolerated.
 - 1.4 Unsatisfactory work will be called to the attention of the Service Provider and he/she will be required to correct the work deficiencies within four (4) hours, and improve the overall work results to the satisfaction of the Facility Manager or his/her representative.
 - 1.5 Service Provider shall respond to the work site within (1) hour should unsatisfactory work cause an emergency condition as determined by the City. Failure by the Service Provider to comply with such requests will result in either the corrective work being performed by other means and the cost charged to the Service Provider or in termination of the contract.
 - 1.6 Notification of unsatisfactory work shall be deemed given as soon as City leaves telephone, e-mail or fax message notifying Service Provider of deficient performance.
 - 1.7 Service Provider shall provide e-mail addresses as well as telephone and fax numbers for this purpose, and shall provide a telephone number for emergency calls, and respond within 15 minutes with a phone call back.
2. **LIGHT BULB CHANGE OUT:** The contractor shall perform basic light bulb change outs for all ceiling fixtures at twelve (12) or below in all assigned work locations and table lamp fixtures at the Main Library. Light bulbs will be provided by the City and are available at the City corporation yard warehouse.
3. **RECYCLE/COMPOST:** Where provided by the city, recycle and composting containers shall be emptied and materials kept separated and shall be disposed of in proper collection bins. All batteries and fluorescent lamps shall be disposed of properly utilizing recycling containers at the City corporation yard.
4. **SUPPLIES AND EQUIPMENT:** The delivery of tools, equipment and supplies must be handled by the Service Provider. City staff will not be available to sign for deliveries and unlock storage closets.
 - 4.1 The Service Provider will furnish all necessary tools, equipment and supplies such as mops, vacuum cleaners, brooms, buffer, ladder, and hoses; and will supply all waxes and cleaners, paper and sanitary supplies, urinal blocks and cartridges (for waterless urinals), hand soaps, waste can liners and deodorant blocks and batteries for air freshening units.
 - 4.2 All products must be listed on the attached Exhibit C outlining approved products.
 - 4.3 The City will consider product alternatives not included in this list on a case-by-case basis when presented with detailed information by the Service Provider.
 - 4.4 The City may request a change of products to obtain a more satisfactory appearance, odor or other improvement.
 - 4.5 Use of high quality recycled paper products is required.
 - 4.6 If requested by City, the Service Provider shall supply to City the actual monthly cost of bathroom supplies for each facility. In this case, Service Provider and City shall meet no more than two times annually to review such expenditures.

- 4.7 Should the actual cost vary significantly from Service Provider's estimated monthly cost, the contract administrator shall negotiate to make equitable adjustments in such situations.
- 4.8 All products used by the Service Provider shall meet all EPA and Cal OSHA standards. The City will not be held liable for Service Provider's failure to comply with these requirements.
- 4.9 All products/chemicals will have proper identifying labels affixed to them as well as secondary containers (i.e. spray bottles).
- 4.10 Any chemical used in the performance of the contract work shall have the appropriate Material Safety Data Sheet in a labeled safety binder in each area/closet in which they are stored. A list of approved products is attached to this document.

5. **STORAGE OF SUPPLIES AND TOOLS:** All supplies and equipment shall be stored by the Service Provider in neat and orderly fashion in janitorial closets as designated by Facility Managers at each assigned location. A central storage area at the City Corporation Yard shall be supplied for the storage of bulk items and back-up stock.

5.1 All equipment and materials shall be used per manufacturer's directions for each application.

6. **SCHEDULE OF WORK TO BE PERFORMED:** The following basic services shall be performed in all buildings unless otherwise specified. See the special conditions listed under each building for additional specifications which are specific to each site found in PART II - SECTION 1 and may include or vary from these basic services.

7. **CLINICAL LEVEL OF CLEANING:** Requires the removal of all dirt of any kind, including bacteria and viruses from all surfaces;

CLINICAL LEVEL OF CLEANING	
Restrooms	
Daily	Fill and clean all dispensers (e.g. soap, paper, sanitary).
	Empty, clean and disinfect all waste and recycling receptacles including sanitary containers and insert new liners.
	Clean and disinfect all wash basins, counters, and fixtures with nonabrasive cleanser.
	Clean all mirrors, chrome, stainless steel, and polish to a shine.
	Wash and disinfect all urinals and toilets, removing stains and cleaning under rims and flush holes. Clean and disinfect toilet seats, fixtures and outside surfaces of urinals and toilets.
	Dust and spot clean with detergent all partitions, walls, doors and other surfaces.
	Sweep and damp mop floor with disinfectant detergent solution.
Weekly	Pour deodorizer down floor drains.
	Replace any burned out light bulbs/lamps 12' high or below (notify Project Manager if changing lamp doesn't work/there is a ballast issue)
Bi-weekly	Replace deodorant blocks in urinals.
Monthly	Dust, wash and disinfect walls, partitions, frames, and doors. Replace urinal filters and urinal cartridges in waterless urinals (Main Library). Spot clean more frequently as needed.
Annually	Machine-wash all ceramic tile walls.
As Needed	Change air freshener refills and batteries, as well as urinal/toilet/faucet sensor batteries.
Shower/Locker Rooms	

Daily	Fill and clean all dispensers.
	Empty, clean and disinfect all waste and recycling receptacles and insert new liners.
	Scrub and disinfect with antifungal cleanser, all shower areas and fixtures. All surfaces shall be free of soap scum, body oils, mineral deposits, stains and odors.
	Sweep and damp mop floors with disinfectant.
	Dust and spot clean lockers and benches. Benches shall be left dry.
	Dust and spot clean all doors, walls, partitions, mirrors and other surfaces.
	Clean floor drains of hair, soap and all other materials.
	Scrub entrances and walk ways with scrub brush and disinfectant cleanser.
Weekly	Clean and disinfect exterior of all lockers.
	Clean and disinfect all doors, walls, partitions, and benches. Leave benches completely dry.
	Replace any burned out light bulbs/lamps 12' high or below (notify Project Manager if changing lamp doesn't work/there is a ballast issue)
As needed	Change air freshener refills and batteries, as well as urinal/toilet/faucet sensor batteries.
Lunchroom	
Daily	Fill and clean all dispensers.
	Empty, clean and disinfect all waste and recycling receptacles, and insert new liners.
	Clean and disinfect all sinks, counters, and lunch tables
	Sweep and damp mop floor with disinfectant.
	Dust and spot clean refrigerator, microwave, and vending machines.
Weekly	Clean inside and outside of refrigerators on Fridays.
	Replace any burned out light bulbs/lamps 12' high or below (notify Project Manager if changing lamp doesn't work/there is a ballast issue)
	Empty refrigerators of all expired items.
Monthly	Wash exterior of vending machines.
Semi-Annually	Strip, seal and buff all resilient and hard surface floors.

8. **PRESTIGE LEVEL OF CLEANING:** Requires regularly scheduled cleaning of surfaces regardless of whether dirt is visible or not. Examples include daily cleaning of counters and regular vacuuming of carpeted areas.

PRESTIGE LEVEL OF CLEANING	
Entry Ways, Lobbies, Hallways, Corridors, Traffic Areas, Stairs	
Daily	Vacuum all carpets and spot clean carpet stains.
	Dust mop floors.
	Empty and clean wastebaskets, all recycling bins, compost bins, and trash barrels, including those outside entrances, and replace liners if soiled with

	damp or wet substances. Wastebaskets and trashcans shall be free of stains and odors.
	Clean drinking fountains.
	Clean doors, door glass, frames, kick plates and adjacent windows on both sides.
	Sweep and damp mop stairways, damp wipe handrails.
	Dust and wipe clean with damp or treated cloth: partitions, walls, baseboards, counters, cabinets and all other horizontal surfaces. Remove fingerprints and smudges.
	Sweep outside entryways.
	Empty and clean ashtrays, screen all sand urns. Replenish sand as needed.
Weekly	Clean interior windows between offices and open areas/public spaces.
	Replace any burned out light bulbs/lamps 12' high or below (notify Project Manager if changing lamp doesn't work/there is a ballast issue)
	Dust and damp wipe vinyl furniture; vacuum all fabric furniture including all chairs and couches.
	Clean and disinfect public telephone handsets.
Monthly	Dust window blinds/shades/covers.
	Dust ceiling and remove cobwebs.
	Clean and disinfect doorknobs or handles.
Semi-Annually	Strip, seal and buff all resilient and hard surface floors.
	Wash all windows, inside and out.
	Clean air-conditioning vents, ceiling diffusers, ventilation grilles and
	Shampoo carpets
Office Areas	
Daily	Empty wastebaskets and replace liners if needed.
	Empty and clean all recycling and compost containers. Replace liners is needed.
	Wastebaskets shall be free of stains and odors.
	Vacuum traffic lane areas and public spaces.
Weekly	Dust desks/shelves and all other horizontal surfaces, fixtures & equipment, high and low areas, e.g. pictures, clocks, partition tops. Vacuum office areas.
	Replace any burned out light bulbs/lamps 12' high or below (notify Project Manager if changing lamp doesn't work/there is a ballast issue)
Monthly	Using tank vacuum or backpack, vacuum corner edges and chairs.
	Dust window blinds, shades, covers.
	Raise chair mats, vacuum carpeted floor under mats and clean mats.
	Dust HVAC louvers.
Annually	Shampoo carpets
Meeting Rooms and Classrooms (such as the PD Classrooms)	
Daily	Vacuum and spot clean carpets.
	Push in and arrange all chairs and straighten tables.
	Dust mop and damp mop floors.
	Empty and clean wastebaskets and replace liners.
	Empty and clean all recycling and compost containers. Replace liners is needed.
	Dust and wipe clean with damp or treated cloth: tables, counters.

Weekly	Clean sinks.
	Clean marker boards.
	Vacuum chairs.
	Replace any burned out light bulbs/lamps 12' high or below (notify Project Manager if changing lamp doesn't work/there is a ballast issue)
	Clean entry doors and glass.
Monthly	Dust high and low areas.
Semi-Annually	Strip, seal and buff all resilient and hard surface floors if not carpeted.
Annual	Clean fabric covered chairs in meeting rooms.
	Shampoo carpets.
Elevators	
Daily	Sweep and mop floors and dust/wipe walls.
	Clean all stainless steel elevator with stainless steel cleaner including call button pad (do not spray cleaner directly on buttons).
Weekly	Sweep outside approach areas to elevators including threshold (especially removing all leaves).
	Wipe electronic eye in doorjamb area with glass cleaner.

9. BASIC LEVEL OF CLEANING: Entails the cleaning of visible dirt from surfaces.

BASIC LEVEL OF CLEANING (IF NOT ALREADY COVERED BY CLINICAL OR PRESTIGE CLEANING SCHEDULES)	
Waxed Floor Areas	
Daily	Broom sweep, dust mop, and spot clean.
Weekly	Damp mop.
Semi-Annually	Complete refinish – strip floors and baseboards, seal, and wax.
As needed	Machine buff.
Wood Floor Areas	
Daily	Broom sweep, dust mop, and spot clean.
Weekly	Damp mop wax (non-skid where required).
Carpeted Floor Areas	
Daily	Vacuum.
Semi-Annually	Shampoo carpets.
As needed	Clean baseboards and door jambs where vacuum mars finish and spot clean.
Furnishing Care	
Daily	Dust wooden furniture, work surfaces, tables, desks, files, cabinets, bookcases, shelves.
	Damp wipe outdoor chairs.
	Spot clean all as needed.
Weekly	Dust phones and business machines.
	Sanitize phones.
Monthly	Wax or polish wood furniture.
	Damp wipe all office furniture.
Yearly	Wash and scrub outdoor plastic furniture.

As Needed	Spot clean surfaces.
Interiors	
Daily	Remove graffiti immediately upon discovery. Clean and disinfect drinking fountains.
Weekly	Dust walls and doors. Replace any burned out light bulbs/lamps 12' high or below (notify Project Manager if changing lamp doesn't work/there is a ballast issue) Clean entrance glass and passage doors. Wash sills, ledges, and other flat surfaces within reach.
Monthly	Dust blinds, dust and straighten pictures and hanging objects, dust lighting fixtures. Clean ceilings for cobwebs
Yearly	Wash blinds and lighting fixtures.
As Needed	Spot clean all surfaces and fixtures.
Exteriors	
Daily	Remove graffiti immediately upon discovery (or enter work order in city app)
Weekly	Clean windows and glass entrance.
Monthly	Dust doors, clean sills.
Bi-Annually	Wash doors and windows.
As Needed	Spot clean doors, sills, and windows as needed. Pick up trash on decks.
Janitor Closets	
Daily	Clean utility sink. Straighten shelves and tools. Sweep floor.
Weekly	Mop floor.
Monthly	Scrub and bleach floor.
Parking Garages	
Daily	Empty waste containers, recycling bins, and pick up litter in garage. Straighten shelves and tools. Sweep floor.
Weekly	Sweep approaches to elevators and public stairwells.
Monthly	Sweep driveway along curbs at Main Library.

PART II - SECTION 1: SPECIFIC SCOPE OF WORK BY LOCATION

1. **OVERVIEW:** There are a total of fifteen (15) specific locations. Each location includes a Level of Cleaning as described in PART I – SECTION 3. Each location may also have specific requirements as well. These specific requirements as listed in this section may be subject to change as City requirements may change. Changes will be reviewed between Service Provider and Project Manager/Facility Manager prior to change. Alterations to costs will be negotiated as described in Attachment B of the contract agreement.
2. **CITY HALL – 330 W. 20th :**
GENERAL DESCRIPTION. City Hall houses the administrative and other offices of the various departments of the City of San Mateo and includes a Council Chamber for public meetings. Additionally, there are four smaller Conference Rooms (A, B, and C and Finance Department) for

smaller scheduled meetings, and a computer training room. Office areas are clustered around a central Atrium. Floor space to be maintained is approximately 35,774 square feet and is comprised of the following:

<u>AREA</u>	<u>SQUARE FEET</u>	<u>TYPE</u>	<u>COMMENTS</u>
Entryways (3)	681	Tile	7 glass doors
Lobby – “Atrium”	4422	Concrete/tile	
General Office Area	20,378	Carpet	162 full and part-time employees-78 male; 84 female, 1 sink (in Personnel Department)
Meeting Rooms			
Council Chambers	2760	Carpet	6 tables; auditorium
Conference Rooms (4)	1445	Carpet	14 tables; 83 chairs; 1 sink
Hallways (3)	1023	Carpet	
	665	Linoleum	
Restrooms (8)	1110	Tile	14 sinks, 14 toilets, 5 urinals,
	128	Carpet	2 showers
Lunchroom	529	Vinyl	5 round tables, 2 rectangular tables , 8 chairs
Kitchen	142	Vinyl	Appliances: sink, refrigerator, 2 microwaves
Other Areas:			
Mail room	322	Linoleum	
Credit Union Office	256	Carpet	
Gym room	326	Carpet	
Training room	529	Carpet	

Floor covering is approximately 26,845 square feet of carpet and 8,929 square feet of hard surface.

CLEANING HOURS:

The regular scheduled working hours shall normally be between the hours of 5 p.m. and 6 a.m., Monday to Friday. However, all janitorial cleaning services in the Council Chambers will be performed after scheduled meetings. Window washing may be done at other mutually agreed times. Under special circumstances it may be necessary to delay the Friday night cleaning until Sunday.

LUNCHROOM:

Wiping tables and emptying garbage mid-day and again at end of day is a part of this City Hall Custodial Agreement.

Cleaning of refrigerator to be performed alternate Friday evenings.

SECURITY:

Lock up the City Hall complex at 5:30 p.m. Only the main entrance doors on O’ Farrell and the door to the parking area shall remain unlocked until the conclusion of evening meetings. Special meetings lasting beyond midnight shall be an exception.

All doors are to be checked for security before leaving at night.

LIGHTS:

Turn off lights when leaving an area that has been cleaned, unless it is still occupied. Turn on certain night security lights and turn off all other lights.

ROOM SET-UP:

Proper arrangements of office furniture, daily, shall be included in this agreement. Check binder located at the Public Works counter daily for instructions. Meeting rooms are to be rearranged to standard set-ups unless a special set-up is required.

BATHROOM CLEANING AND SUPPLIES:

For evening cleaning service, bathrooms are to be cleaned toward the end of the shift. This will allow cleanup following evening meetings.

Storage rooms to be kept stocked with supplies provided by the Service Provider. Adequate supplies of paper products are to be maintained in storage rooms at all times.

Maintain batteries and deodorant material in air freshening unit in each restroom.

All restrooms shall be checked and restocked for janitorial supplies on weekdays; mid-day at a time convenient for users, preferably after 1 p.m. Front glass doors shall be cleaned at that time.

CARPETING:

Shampoo all carpeted areas semi-annually.

DUSTING:

Dusting of countertops and file cabinets shall be performed on a weekly basis.

OVERALL LEVEL OF CLEANING SERVICE:

Basic Service Level Required

3. **MAIN LIBRARY – 55 W. 3rd:**

GENERAL DESCRIPTION. The Main Library is a 3-story structure that opened in 2006. The facility includes 2½ levels of underground parking and three above ground floors plus a mezzanine level. Above level space consisting of public library spaces and staff offices, two courtyards, a 3rd floor terrace and a Café. The building is staffed with approximately 30 full time and 70, part time employees. The Main Library is a heavily used facility, averaging 1,400 visitors per day. Daytime custodial service is required 7 days per week, with the following schedule:

Monday – Thursday

1 custodian working 4 pm – 8:00 pm

Monday – Friday

1 custodian working 6 am – 2:30 pm (1/2 hour lunch break)

1 custodian working 7 am – 3:30 pm (1/2 hour lunch break)

Saturday

1 custodian working 6 am – 10:00 am

1 custodian working 7 am – 3:30 pm (1/2 hour lunch break)

Sunday

1 custodian working 7 am – 3:30 pm (1/2 hour lunch break)

Floor space to be maintained is approximately 62,000 square feet and is comprised of the following:

<u>AREA</u>	<u>FLOOR</u>	<u>SQ FEET</u>	<u>TYPE</u>	<u>COMMENTS</u>
<i>Public Spaces</i>				
Entrance Lobby	1	1,552	Stone	
New Books Area	1	516	Carpet	
Children's Library	1	8,757	Carpet	
Meeting Rooms (3)	1	3,587	Carpet	
Meeting Room Kitchen	1	100	Linoleum	
Current Periodicals	M	1,637	Carpet	
Information Services	2	4,736	Carpet	
Copy/Passport Center	2	206	Linoleum	
Business Library	2	1,772	Carpet	
Adult Non Fiction	2	8,811	Carpet	
Student Research Center	2	878	Carpet	
Biotech Library	2	648	Carpet	
Adult Fiction	3	7,524	Carpet	
Media	3	2,843	Carpet	
World Languages	3	1,280	Carpet	
Teen Library	3	1,305	Carpet	
Café	3	456	Linoleum	
<i>Staff Spaces</i>				
Circulation Staff Workroom & Accounts Desk	1	2,707	Carpet	
Technical Services Workroom	1	1,992	Carpet	
Children's Workroom	1	840	Carpet	
Shipping & Receiving	1	546	Carpet	
Information Services Workroom	2	2,323	Carpet	
Biotech Seminar Room	2	298	Carpet	
Project Read	3	909	Carpet	
Training Room	3	834	Carpet	
Admin. Office	3	2,331	Carpet	
Staff Lounge	3	997	Linoleum	
Mail Room	3	150	Linoleum	
<i>Misc. Spaces</i>				
Restrooms	Various floors (3 staff, 3 public)	1,345	Ceramic Tile	Fixtures include: 23 toilets, 4 urinals, 24 lavatories, 5 kitchen sinks, 3 janitor's sinks, 1 shower
Elevators (3)			Ceramic Tile	
Parking Structure	3 levels	73,092	Concrete	

SPECIAL PROVISIONS:

1. The Main Library's holiday schedule differs slightly from other City facilities. See notes to City

Holiday Schedule in "Definitions" section.

2. The Library is to be staffed with a regularly scheduled crew. Substitutions must be made and advance notice communicated to Library Management if a member of the regular crew is absent. Shifts cannot go unfilled.
3. All custodians are to be trained to work on the Main Library's various surfaces with skills assessed periodically.
4. Regular onsite supervision and assessment of custodians' work is expected for both weekday and weekend crews.
5. A weekly walk-thru is to be scheduled with Library Management to assess building conditions with a follow up e-mail by vendor/Service Provider summarizing agreed to next steps.
6. The library has a sophisticated security system with card key access to the parking garage and building. Keys issued to custodians are not transferrable. If lost or stolen, Library Management is to be informed immediately.
7. All after-hours work (floor work, etc.) is to be arranged one week in advance to allow for appropriate security arrangements to be made.
8. Lighting fixtures in this space have specific procedures for lamp changing. A document outlining this process will be provided and must be adhered to in order for them to function properly.
9. The Parking Structure has Sanitary and Storm drains located within the Structure. Contractor must insure no cleaning fluids or water from the power-washing is permitted to enter any drain that discharges to storm drains. Facilities Staff will help identify these drains. It is the responsibility of the Contractor to insure all fluids are disposed of within state and local laws and regulations.
10. A small carpet spot removal machine to be stored at Main Library for use by Custodial Staff for spills between scheduled cleaning.

OTHER TASKS:

In addition to general specifications and special provisions outlined above, Service Provider will:

1. Prioritize Public spaces for cleaning. Daily tasks in Public spaces are to be performed 7 days/week and include: vacuuming, carpet spot cleaning, graffiti removal, cleaning of restrooms, glass front doors, wooden staircase, exterior front entrance area, entry vestibule, elevators and emptying of waste and recycle receptacles in library and parking garage.
2. Daily waste removal and recycling includes garbage, mixed paper, cans/bottles/plastic, composting bin (Staff Lounge) and hardbound books.
3. Clean all exterior windows and interior windows above 8 feet once per year.
4. Public restrooms are to be cleaned twice per day on Fri. Sat. and Sun; once before opening to the public and a second time in the afternoon. On Mon, Tue, Wed, and Thu an additional cleaning is required between 4 and 6PM.

CLEANING SERVICES UNIQUE TO MAIN LIBRARY	
Daily	Break down all cardboard boxes and place in mixed paper recycling bins in trash enclosure.
	Tidy up and compact or empty waste containers throughout day. Can be done by either male or female as long as door is ajar with sign "Restrooms are being cleaned; not accessible".
	Wet mop wooden staircase with special solution.
	Bronze and stainless steel water sculptures – check for and remove debris.
	Trash enclosure – keep locked and maintain in neat and safe manner.
	Coffee Bar terrace – spot clean floor.

	Clean coffee bar terrace tables and chairs and Children's Courtyard tables and chairs.
	Sweep tan bark from sidewalk back into planter beds.
Weekly	Clean shower.
	Dust all window sills (1 st floor Saturdays, 2 nd floor Sundays, 3 rd floor Tuesdays).
	Children's round windows – wash windows and dust sills.
	Damp wipe all counters and desks in public areas
	Dust end panels on all shelves (do a section per day per assigned schedule)
	Dust all shelves (do a section per day per assigned schedule)
	Clean leather chairs with recommended cleaner
	Vacuum all upholstered furniture
	Public areas: dust and clean with recommended cleaner all study tables, reader tables, end tables, equipment tables, built-in counters and casework (rotate by assigned floor/sections - e.g. 1st floor Wed., 2nd floor Fri., 3rd floor Sun.)
	Sweep and wet mop east and west stairwells to garage
Monthly	Replace urinal cartridges in waterless urinals, first week of the month.
	Shampoo carpets in Oak Conference Room and Hall (1 st floor) and in front of public restrooms on floor 2 and 3.
	Carpet clean trouble areas as identified in weekly review meeting
Quarterly	Shampoo carpets in heavily trafficked areas.
Semi-Annually	Shampoo carpets in remaining areas including staff offices.
	Coffee Bar Terrace – Scrub and steam clean stone deck.
	Power-wash all levels of Parking structure.
As-needed	Change spray deodorizer cartridges mounted on the wall in restrooms.
	Set up/take down tables and chairs in meeting rooms per provided diagrams.
	Wash top and side surfaces of brown trash and recycling containers. Clean exterior surfaces of silver wastebaskets. Clean individual office/waste recycling baskets.
	Spot clean mesh fabric on meeting room chairs and all carpets on an on-going basis as stains are noticed.

4. **MARINA BRANCH LIBRARY – 1530 SUSAN COURT**

GENERAL DESCRIPTION. Marina is one of two branch libraries for the City of San Mateo. The floor space to be maintained will be approximately 5,000 square feet and is comprised of the following:

Floor covering will be approximately 3,880 square feet of carpet and 1,120 square feet of hard surface. Three restrooms will be provided consisting of: one (1) urinal, three (3) toilets, and three (3) sinks. Two (2) additional sinks are located in the staff lunchroom and janitor's closet. One small refrigerator will be located in the lunchroom.

CLEANING HOURS:

Clean six (6) days per week on Monday thru Saturday nights. Semi-annual carpet cleaning and semi-annual washing of ceiling windows, interior and exterior to be scheduled with Library Management.

Cleaning will be done after 8:00 p.m. when the library is closed to the public.

Special Provisions:

1. The Marina Library's holiday schedule differs slightly from other City facilities. See notes to City Holiday Schedule in "Definitions" section.
2. Except for special floor and window cleaning crews, Service Provider will not assign more than two different employees to the library except in emergency relief situations.
3. All custodians are to be trained to work on the Marina Library's various surfaces with skills assessed periodically.
4. All after-hours work (floor work, etc.) is to be arranged one week in advance to allow for appropriate security arrangements to be made.
5. A quarterly walk-thru is to be scheduled with Library Management to assess building conditions with a follow up e-mail by vendor/Service Provider summarizing agreed to next steps.

ADDITIONAL TASKS:

1. Exterior trashcans – empty daily.
2. Dust bookshelves at the library weekly

5. HILLSDALE BRANCH LIBRARY – 205 W. HILLDSALE BLVD.

GENERAL DESCRIPTION. Hillsdale is one of two branch libraries for the City of San Mateo. The floor space to be maintained will be approximately 5,300 square feet.

Floor covering will be approximately 4,100 square feet of carpet and 1,200 square feet of hard surface. Two restrooms will consist of: one (1) urinal, two (2) toilets, and two (2) sinks. Two (2) additional sinks are located in the staff lunchroom and janitor's closet. One small refrigerator will be located in the lunchroom.

CLEANING HOURS:

Clean six (6) days per week on Monday thru Saturday nights. Semi-annual carpet cleaning, and semi-annual washing of ceiling windows, interior and exterior to be scheduled with Library Management.

Cleaning will be done after 8:00 p.m. when branch libraries are closed to the public.

Special Provisions:

1. The Hillsdale Library's holiday schedule differs slightly from other City facilities. See notes to City Holiday Schedule in "Definitions" section.
2. Except for special floor and window cleaning crews, Service Provider will not assign more than two different employees to the library except in emergency relief situations
3. All custodians are to be trained to work on the Hillsdale Library's various surfaces with skills assessed periodically.
4. All after-hours work (floor work, etc.) is to be arranged one week in advance to allow for appropriate security arrangements to be made.
5. A quarterly walk-thru is to be scheduled with Library Management to assess building conditions with a follow up e-mail by vendor/Service Provider summarizing agreed to next steps.

ADDITIONAL TASKS:

1. Patio trashcans – empty daily.
2. Dust bookshelves at the library weekly.

6. SHOREVIEW CENTER – 950 OCEAN VIEW

GENERAL DESCRIPTION. Shoreview Center is a recreational and social center for the City of San Mateo. It is a one story building with administrative offices, an assembly room, studio, and

kitchen. The gross area of the facility is approximately 7,296 square feet. Floor space to be maintained is approximately 3,806 square feet and is comprised of the following:

<u>AREA</u>	<u>SQUARE FEET</u>	<u>TYPE</u>	<u>COMMENTS</u>
Entryways (2)			4 glass doors
Reception Area	180	Linoleum	
General Office Area	545	Carpet	5 employees
Assembly Room	1200	Linoleum	
Activity Room & Stage	1096	Hardwood	
Restrooms (2)	382	Concrete	6 sinks, 6 toilets, 2 urinals
Kitchen	332	Linoleum	
Other Areas:			
Studio	374	Linoleum	
Mailroom	45	Carpet	
Toy room	190	Linoleum	
Front sink	52	Linoleum	
Windows (102)			

Floor covering is approximately 590 square feet of carpeting and 3,806 square feet of hard surface.

SERVICE:

Facility to be serviced according to the Clinical, Prestige, and Basic Facility cleaning schedules.

CLEANING HOURS:

Cleaning is to be performed 5 days per week, Monday through Friday during non-program hours.

SECURITY:

All doors to be checked for security before leaving at night.

NO SERVICE NEEDED SCHEDULE:

August (Dates to be provided by Park and Rec) - closed (session break)

Labor Day

November 11 - closed (Veteran's Day)

Thanksgiving

December (Dates to be provided by Park and Rec) - closed (session break)

Martin Luther King Day

Presidents Day

April (Dates to be provided by Park and Rec) - closed (session break)

Memorial Day

June (Dates to be provided by Park and Rec) - closed (session break)

7. LAKESHORE CENTER – 1550 MARINA COURT

GENERAL DESCRIPTION: Lakeshore Center is a recreational and social center for the City of San Mateo. It is a one story building with an assembly room, activity room, and kitchen. The gross area of the facility is approximately 5,139 square feet. Floor space to be maintained is approximately 2,382 square feet and is comprised of the following:

AREA	SQUARE FEET	TYPE	COMMENTS
Entryways (4)			8 glass doors
Lobby/Hallway	394	Linoleum (100 sq. ft. carpet included)	
Office Area	114	Carpet	3 employees
Meeting Rooms			
Assembly	1,046	Hardwood	10 tables, 92 chairs
Activity	245	Linoleum	8 tables, 24 chairs
Snack Room	214	Linoleum	
Kitchen	100	Linoleum	Refrigerator, oven, microwave
Restrooms (3)	269	Linoleum	5 sinks, 6 toilets, 2 urinals
Windows (30)			

Floor covering is approximately 214 square feet of carpeting and 2,168 square feet of hard surface.

SERVICE:

Facility to be serviced according to the Clinical, Prestige, and Basic Facility cleaning schedules.

CLEANING HOURS:

Cleaning is to be performed 5 days per week, Monday through Friday during non-program hours.

SECURITY:

All doors will be checked for security before leaving at night.

NO SERVICE SCHEDULE:

August (Dates to be provided by Park and Rec) - closed (session break)

Labor Day

November 11 - closed (Veteran's Day)

Thanksgiving

December (Dates to be provided by Park and Rec) - closed (session break)

Martin Luther King Day

Presidents Day

April (Dates to be provided by Park and Rec) - closed (session break)

Memorial Day

June (Dates to be provided by Park and Rec) - closed (session break)

8. BERESFORD CENTER – 2720 ALAMEDA DE LAS PLUGAS

GENERAL DESCRIPTION. Beresford Center is a recreational and social center for the City of San Mateo. It is a one story building consisting of administrative offices, an assembly room, stage area, activity rooms, court yard, and conference room. Floor space to be maintained is approximately 34,719 square feet and is comprised of the following:

AREA	SQUARE FEET	TYPE	COMMENTS
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Entryways (2)			6 glass doors
Lobby/Reception	1248	Carpet	2 drinking fountains
Office Area	1,000	Carpet	12 employees
Meeting Rooms			
Social Room	1269	Hardwood	1 sink
Assembly	3072	Hardwood	25 tables, 200 chairs (when set up)
Studios A & B	1248	Tile	20 tables, 53 chairs, 2 sinks
Club Room	420	Tile	3 tables, 30 chairs (when set up)
Conference Room	672	Carpet	10 tables, 40 chairs, 1 sink
Activities Room	1536	Tile	19 tables, 53 chairs, 12 Assorted bookcases, cupboards and children's kitchen pieces, 1 sink
Hallways			
(4)	5,267	Carpet	
(1)	1334	Tile	
Restrooms (4)	784	Tile	10 sinks, 9 toilets, 3 urinals
Kitchen	384	Tile	2 ovens, 2 refrigerators, 2 sinks, 1 dishwasher, counters, table
Other Areas			
Stage	672	Hardwood	Mop & litter pick up
Court yard	2560	Concrete	Sweep, litter pick up & empty
A/V Closet	470	Concrete	garbage
Table Storage	4255	Concrete	Sweep & litter pick up
Sweep & litter pick up			Sweep & litter pick up
Windows (198)	11,467		

Floor covering is approximately 16,715 square feet of carpeting and 18,004 square feet of hard surface.

SERVICE:

Facility to be serviced according to the Clinical, Prestige, and Basic Facility cleaning schedules.

Increase day porter one (1) hour each day, five (5) days a week per Amendment No.5

CLEANING HOURS:

Cleaning is to be performed 5 days per week, Monday through Friday starting after 10:00pm. Refresh and restock for main restroom in afternoons between 4:00 and 5:00pm. Refresh is defined as: Restock of all paper goods as needed, pick-up of paper and garbage, wipe clean of sinks and counters as needed.

Calendars will be given with dates for weekly, monthly and yearly tasks.

A weekly walk-thru is to be scheduled with the Building Manager to assess building conditions with a follow up e-mail summarizing agreed upon next steps.

CLEANING PROCEDURES UNIQUE TO BERESFORD RECREATION CENTER:

Activities Room/Studios: Tables to be scrubbed and scraped to remove the paint, glue and other items left from the classes on a daily basis.

Lobby: Carpet to be cleaned on a quarterly basis. To be spot cleaned as needed

Rec staff will clear off the front desk counters and Custodial staff will dust on a monthly basis.

Front entrance garbage cans to be emptied daily.

Custodial Closets: Supplies, such as toilet paper, paper towels, etc., to be placed on shelves. All boxes should be broken down and placed in the recycle bin.

Restrooms: The drip mark from the brass handles on the back of the entry doors to be wiped off on a daily basis.

Inner Patio: The patio area to be swept and garbage cans emptied on a daily basis.

Front Entrance: The garbage cans are to be emptied on a daily basis.

ROOM SET UP:

The following is the schedule for after-hours set up needs. All diagrams are located in the set up binder found in the main custodial closet. All rooms to be left empty unless indicated below.

MONDAYS

Activity Room: Set up 5 sets of tiny tot tables, 6 chairs around each set, one card table, two high half hex tables, one ten-foot table, various book cases and play kitchen set up and carpets rolled out.

Studios: Two rows of 4 tables across the room each with a chair on the window side. One head table is set in front of the two rows near the hall door with a chair. Rest of the chairs are stacked in the back against the windows.

Conference Room: Six tables to be set up in an a square with 12 chairs placed outside the square. Additional chairs should be stacked in the back of the room or in the closet if space is available.

TUESDAYS

Activity Room: Set up 5 sets of tiny tot tables, 6 chairs around each set, one card table, two high half hex tables, one ten-foot table various book cases and play kitchen set up and carpets rolled out.

Studios: Two rows of 4 tables across the room each with a chair on the window side. One head table is set in front of the two rows near the hall door with a chair. Rest of the chairs are stacked in the back against the windows.

Conference Room: Six tables to be set up in a square with 12 chairs placed outside the square. Additional chairs should be stacked in the back of the room or in the closet if space is available.

WEDNESDAYS

Activity Room: Set up 5 sets of tiny tot tables, 6 chairs around each set, one card table, two high half hex tables, one ten-foot table, various book cases and play kitchen set up and carpets rolled out.

Studios: Two rows of 4 tables across the room each with a chair on the window side. One head table is set in front of the two rows near the hall door with a chair. Rest of the chairs are stacked in the back against the windows.

Assembly Room: Set up 14 stacks of 3 chairs each against wall with windows.

Conference Room: Six tables to be set up in a square with 12 chairs placed outside the square. Additional chairs should be stacked in the back of the room or in the closet if space is available.

THURSDAYS

Activity Room: Set up 5 sets of tiny tot tables, 6 chairs around each set, one card table, two high half hex tables, one ten foot table, various book cases and play kitchen set up and carpets rolled out.

Studios: Two rows of 4 tables across the room each with a chair on the window side. One head table is set in front of the two rows near the hall door with a chair. Rest of the chairs are stacked in the back against the windows.

Conference Room: Six tables to be set up in a square with 12 chairs placed outside the square. Additional chairs should be stacked in the back of the room or in the closet if space is available.

FRIDAYS

Activity Room: Set up 5 sets of tiny tot tables, 6 chairs around each set, one card table, two high half hex tables, one ten-foot table, various book cases and play kitchen set up and carpets rolled out. Once a month, small area carpets will need to be put back into their assigned rooms after being cleaned by another vendor.

Studios: Two rows of 4 tables across the room each with a chair on the window side. One head table is set in front of the two rows near the hall door with a chair. The rest of the chairs are stacked in the back against the windows.

Assembly Room: Push weights from the Exercise Closet to the Assembly Room and place next to the kitchen wall.

Conference Room: Six table to be set up in a square with 12 chairs placed outside the square. Additional chairs should be stacked in the back of the room or in the closet if space is available.

Additional rooms special set ups will be requested in advance.

SECURITY:

When entering the building during business hours, Custodial Staff will check in with the front counter receptionist.

When entering the building after Rec Center staff has left, custodial staff will turn-off alarm.

Custodial Staff will sign in and out in the binder provided.

All lights turned off, assembly room fans turned off doors checked for security, and the alarm turned on before leaving at night.

9. SENIOR CENTER – 2645 ALAMEDA DE LAS PLUGAS

GENERAL DESCRIPTION: San Mateo Senior Center is a recreational and social center for the City of San Mateo whose main clientele are older adults. It is a one story building consisting of Administrative Offices, an Assembly Room with a stage, a commercial style kitchen, common/lounge areas, a game room, and an Activity Room with a small apartment size kitchen. Floor space to be maintained is approximately 13,175 square feet and is comprised of the following;

AREA	SQ FT	TYPE	COMMENTS
Front Entrance way	450	Tile	4 glass doors
Reception Lobby Area	400	Carpet	
Back Lobby Entrance	550	Carpet	2 glass doors
Center Lobby Area	330	Carpet	1 drinking fountain
Lounge/Drop In Areas (2)	970	Carpet	2 glass doors in one, 1 glass door in the other
Activity Room	2,100	Laminate Wood	8 glass doors Sink, counter space
Activity Room storage closets	50	Laminate Wood	5 storage closets
Activity Room Kitchen	150	Laminate Wood	2 wooden doors, sink, counter space, stove, oven, microwave, refrigerator, rolling counter shutter door

Game Room	800	Carpet	2 glass doors, pool table
Game Room storage closets	20	Carpet	2 storage closets with carpet, 1 utility closet with carpet
Restrooms – Lady's- Men's – Unisex -	675	Tile floor Tile Floor Tile Floor	6 toilets, 4 sinks 2 urinals, 4 toilets, 4 sinks 1 toilet, 1 sink
Assembly Room	3,150	Hardwood	Stage in front half, Room divider, 8 glass doors, 3 storage closets, 1 pantry room, small walk thru storage area behind stage
Assembly Kitchen	350	Concrete	Stainless steel counters, 2 stainless steel portable work tables, 2 stainless steel single door refrigerators, 2 stainless steel single door freezers, 1 four well steam table, 5 stainless steels sinks, pantry room. 1 roll-up counter door.
Conference Room	550	Carpet	6 tables, 18 chairs
Office Area - 6 offices - 1 reception area - Inner Office area - Hallway	2,600	Carpet Carpet Carpet Carpet Carpet	Desk & chairs Wrap-around desk, chairs 1 desk, 3 tables, chairs 3 tables, 1 desk, 3 chairs, storage cabinet, office equipment. Storage closet, sink w/counter top
Outdoor areas - Patio area off assembly room - Patio area off entrance lobby - Patio areas off Activity Room and game room		Concrete	- Three picnic tables with chairs - Two benches - Two areas with 2 benches in each area

Custodial closets	30	1 carpet 1 concrete 1 Tile	3 closets dispersed throughout center
Windows			(39) regular windows (17) glass doors (36) floor to door frame windows (26) accent/decorative windows

SERVICE:

Facility to be serviced according to the Clinical, Prestige, and Basic Facility cleaning schedules.

- Daytime custodial service is required Monday – Friday, 7am – 4pm (1-hour lunch).
- Personnel must be able to read/write/communicate in English.
- The Senior Center staff is to be staffed with a regularly scheduled crew. Substitutions must be made and advance notice communicated to the Senior Center management staff if the regular personnel is absent. Shifts cannot go unfilled.
- The Assembly Room kitchen and storage areas adjacent to it must be cleaned and maintained at a level to pass the Health Department inspections.

OTHER TASKS:

This facility requires full-time day-time service as described. Service provider WILL assure coverage for facility in the event of assigned employee illness or vacation. Service provider to provide alternative service plan details to facility manager including emergency contact information.

10. M.L. KING RECREATION CENTER – 725 MONTE DIABLO

GENERAL DESCRIPTION. M.L. King Center is a recreational and social center for the City of San Mateo. It is a one story building consisting of administrative offices, class rooms, an assembly room with stage area, indoor basketball court, court yard, kitchen, and rest rooms. The facility is serviced by a full time city employee for day-to-day janitorial services. Add one (1) day porter for two (2) hours a day, five (5) days a week per Amendment No.5 This contract and bid is for SPECIAL PROVISIONS only as described in second table below:

<u>AREA</u>	<u>SQUARE FEET</u>	<u>TYPE</u>	<u>COMMENTS</u>
Offices	2,485	Carpet	1 drinking fountain
Doors	4	Glass	
Windows	45	3 x 8	
Windows	26	3 x 6	

THESE SPECIAL PROVISIONS APPLY SPECIFICALLY TO KING CENTER:

Interiors	
Yearly	Wash blinds and lighting fixtures.
Yearly	Shampoo All Carpets
Monthly	Floor spray buff
Exteriors	
Bi-Annually	Wash doors and windows.

11. POLICE STATION (HEADQUARTERS) – 200 FRANKLIN PARKWAY

GENERAL DESCRIPTION: The Police Headquarters is a 2-story structure that opened in 2009. The facility includes 1 level of underground parking with a firing range, restroom and conference room and 2 above ground levels of public spaces, meeting rooms, atrium and staff offices, several decks, a fitness center with two locker rooms, a jail and a dispatch area.

Square feet of the entire facility is approximately 54,000 square feet. Area to be maintained is comprised of the following:

<u>AREA</u>	<u>FLOOR</u>	<u>SQ FEET</u>	<u>TYPE</u>	<u>COMMENTS</u>
Public Spaces				
Front Lobby and Restrooms	1	1,521	Ceramic Tile	
Staff Spaces				
Atrium	1	1,400	Cork	
Meeting Rooms and Office Areas	1,2	17,610	Carpet	1 lavatory in Live-Scan room
Hallways, Storage Areas and Other	1,2	4,084	Vinyl	
Hallways, Storage Areas and Other	1,2	2,275	Rubber/Elastomeric	
Hallways, Storage Areas and Other	2	1,300	Cork	
Jail	1	1,046	Rubber/Elastomeric	4 lavatory/toilet combo units, 1 lavatory
Firing Range	Basement		Concrete	1 toilet and 1 lavatory
Decks	2	2,500	Elastomeric	
Kitchenette/Break Room	2	312	Vinyl	Fixtures include: sink and refrigerator.
Upper Lobby	2	477	Ceramic Tile	
Restrooms	B,1,2	1,573	Ceramic Tile	Fixtures include: 21 toilets, 7 urinals, 21 lavatories, 2 janitor's sinks, 7 showers
Men's and Women's Locker Rooms	1	2,341	Vinyl	
Elevators (2)	1			
Service Yard and Bulk Receiving	1	768	Concrete	

SERVICE:

Facility to be serviced according to the Clinical, Prestige, and General Facility cleaning schedules.

HOLIDAY EXCEPTIONS:

Areas that require service to cover holiday work schedules include; Patrol, Dispatch, Recreation Room. This requires daily garbage service and restroom re-stocking on these holidays.

THESE SPECIAL PROVISIONS SUPPLEMENT THE GENERAL SPECIFICATIONS:

- Some areas will need to be cleaned only by request and when supervision is available.
- A monthly walk-thru is to be scheduled with Police Management to assess building conditions with a follow up e-mail summarizing agreed to next steps.
- The PD has a sophisticated security system with card key access to the parking garage and building. Keys issued to custodians are not transferrable. If lost or stolen, Police Management is to be informed immediately.
- All after-hours work (floor work, etc.) is to be arranged one week in advance to allow for appropriate security arrangements to be made.
- The jail space has unique needs. Blood and toilet clogs must be cleaned as needed with daily checks.
- Background checks will be performed on all staff dedicated to/working in this facility including company owner.

CLEANING HOURS AND ADDITIONAL TASKS:

Main schedule is Monday through Friday starting 10:00 A.M. with additional weekend tasks listed below:

DAILY (Seven days per week):

- Wipe clean tables and pick up debris in patio area.
- Empty and clean outside ashtrays.

WEEKENDS:

- Empty garbage cans from all open offices (dispatch, patrol briefing, patrol sergeant's office, patrol lieutenant's office, recreation room, men's and women's employee restrooms, jail).
- Resupply all bathrooms with toilet paper, paper towels, and seat covers.
- Sweep underneath lockers in both locker rooms.
- Sweep all staircases, elevators, entrances, and sally port.
- Wipe down fridge in recreation room (inside and out).
- Clean the internal windowed section of the lobby entrance.
- Sweep outside building entrances, and entrance areas into the building from the garage area.

MONTHLY ON WEEKENDS:

- Pressure Wash patio area

QUARTERLY:

- Wash interior windows under 12 feet

12. POLICE SUB-STATION – 360 1ST AVE

GENERAL DESCRIPTION:

The Police Substation is 324 square feet of carpeted area with 3 work stations. It includes approximately 36 lineal feet of store front glass. This substation is to be cleaned 6 times weekly

13. PD Barracks – 1812 S. Norfolk Street

GENERAL DESCRIPTION:

These are not public accessed restrooms.

Clean PD Barracks mid-day six (6) days a week

14. MAIN STREET GARAGE RESTROOMS – 360 1ST

GENERAL DESCRIPTION:

These are not public accessed restrooms.

AREA	SQUARE FEET	TYPE	COMMENTS
Men's restroom	49	Tile	1 toilet, 1 sink
Women's restroom	49	Tile	1 toilet, 1 sink

BATHROOM CLEANING

Outside restrooms are to be cleaned and checked for supplies at 7:00 p.m.

- Clean and disinfect toilet
- Clean and disinfect and wipe down sink
- Pick up trash
- Wipe down walls
- Mop and clean floors
- Replace supplies
- Use signs – bathroom being serviced and slippery floors
- Pick up trash, sweep, clean glass, spot clean walls daily; dust/clean light fixtures and remove spider webs weekly.

15. MUNICIPAL SERVICE CENTER – 1949 PACIFIC BLVD.

GENERAL DESCRIPTION.:

The Municipal Service Center houses the administrative offices of the Public Works Maintenance Division. This is a two story facility with a conference room, office, and storage room located on the second floor. In addition, the facility includes a locker area and lunchroom for the field crews, another office area in the old sign shop, and office area for the vehicle maintenance Service Provider. There are approximately 60 employees at the facility, including the vehicle maintenance company employees. Floor space to be maintained is approximately 4,720 square feet and is comprised of the following:

AREA	SQUARE FEET	TYPE	COMMENTS
Entryway	12	Carpet	2 glass doors
Office Area			8 employees
Downstairs	958	Carpet	
	402	Vinyl	
Upstairs	288	Carpet	3 employees
Old Sign Shop	800	Carpet and Linoleum	2 employees

Conference Room	231	Carpet	1 table, 14 chairs, 1 sink
Hallway	108	Carpet	
Restrooms			
Ladies	36	Vinyl	1 sink, 1 toilet
Men's	312	Concrete	5 sinks, 3 toilets, 1 urinal, 2 showers
Staircase		Carpet	1 flight, 15 stairs
Lunchroom	400	Vinyl	4 tables with benches
Other Areas			
Assembly Area	352	Concrete	
Map Room	96	Concrete	
Locker Room	725	Vinyl	
Windows (30)	595		

Floor covering is approximately 1,597 square feet of carpet and 2,323 square feet of hard surface.
CLEANING HOURS AND ADDITIONAL TASKS: (Schedule is Monday through Friday after 3:30 p.m. unless specified otherwise below - such as warehouse)

Vehicle Service Island & Gas Island

Clean and service to include adding window cleaner and towels.

Locker Room

Pick up clothes hangers and place in holder daily.

Floor Cleaning

Wax and buff all resilient and hard surface floors monthly Strip, seal, and buff semi-annually.

Carpets

Shampoo semi-annually.

Miscellaneous

To be cleaned and serviced Monday through Friday, within the hours of 7 am and 4:30 pm.

15.1 PW CORP. YARD ADMINISTRATION TRAILER – 1949 PACIFIC BLVD.

The PW Administration Trailer area is 2,160 square feet: 1,989 square feet of carpet and 171 square feet of vinyl tile. Kitchenette has 1 sink 1 refrigerator. There are 2 restrooms with a toilet and sink each. The office area is a combination of 7 offices and 6 work stations.

Substitute janitorial services from Street/Traffic trailer to 1st Vehicle Auto shop at PW corp. yard and increase site allocation by ½ hour each day five (5) days a week

15.2 First Vehicle Auto Shop – 1949 PACIFIC BLVD.

The office area of the facility is approximately 1,200 square feet, consisting of two offices, a conference area, parts room and one restroom.

15.3 COMPLIANCE DIVISION TRAILER – 1949 PACIFIC BLVD.

15.4 Office area is 1,070 square feet: 920 square feet of carpet and 150 square feet of vinyl tile. Kitchenette has 1 sink, 1 water dispenser, and 1 mini refrigerator. Area consists of 3 offices, 3 work stations and a conference room. FACILITIES FLEET SERVICES DIVISION AND WAREHOUSE – 1961 PACIFIC BLVD.

GENERAL DESCRIPTION:

The Purchasing Warehouse houses administrative offices for the Purchasing and Stores Supervisor and assistant, and is the receiving area and storage facility for City supplies

and equipment. The gross area of the facility is 7,790 square feet. Floor space to be maintained is approximately 1,681 square feet and is comprised of the following:

<u>AREA</u>	<u>SQUARE FEET</u>	<u>TYPE</u>	<u>COMMENTS</u>
Office	1,294	Carpet/resilient tile	8 employees
Restroom	28	Linoleum	1 sink, 1 toilet
Receiving Area	289	Cement	

Floor covering is approximately 1,294 square feet of carpeting and 387 square feet of hard surface.

CLEANING HOURS: M-F after 5:00 pm. Prestige Level of Cleaning. Carpets shampoo annually. Resilient tile, strip-wax 2x annually.

16. PARK MAINTENANCE BUILDING – 2001 PACIFIC BLVD.

GENERAL DESCRIPTION:

The Park Yard houses the administrative offices of park maintenance and recreation services, and the park maintenance employees and equipment. The facility includes male and female locker rooms and a shower room. The employee count is 22 full-time, 2 part-time, and 12 seasonal workers. The gross area of the facility is 5,320 square feet. Floor space to be maintained is approximately 2,026 square feet and is comprised of the following:

<u>AREA</u>	<u>SQUARE FEET</u>	<u>TYPE</u>	<u>COMMENTS</u>
Entryway	50	Carpet	
Reception Area	100	Carpet	
General Office Area	481 154	Carpet Linoleum	12 employees
Conference Room	140	Carpet	1 table, 8 chairs
Hallways (2)	150 300	Carpet Linoleum	
Restrooms (2)	180	Linoleum	6 sinks, 5 toilets, 3 urinals
Lunchroom	170	Linoleum	3 tables, 14 chairs
Kitchen	50	Linoleum	Sink, countertops
Other Areas			
Locker Rooms (2)	206	Linoleum	
Shower Room	45	Linoleum	2 showers
Windows (11)	147		

Floor covering is approximately 921 square feet of carpet and 1,105 square feet of hard surface.

CLEANING HOURS:

Custodial services are to begin after 5:30 p.m. and before 5:00 a.m. Monday through Friday.

The entire area serviced according to Prestige Level Cleaning with the following exceptions:

- 1) Carpet Cleaning - front entrance and hallway carpet to be shampooed quarterly.
- 2) Hard surface floors - wax and buff monthly. Strip, seal and buff semi-annually.
- 3) Window sills - clean weekly.
- 4) Wash restroom walls weekly, spot-clean daily.

17. WASTE WATER TREATMENT PLANT – 892375 DETROIT DRIVE

GENERAL DESCRIPTION. The Wastewater Treatment Plant has numerous offices, conference rooms, locker rooms, and lunchrooms located in several different buildings. All spaces have hard floor surfaces either cement or VCT.

LOCATIONS

1. Administration Building: Offices, Locker Rooms/Restrooms, Lab, Kitchen/Break Room, Common Areas.
2. Main Structure: Offices, Locker Room/Restroom, Lab, Training Room, Common Areas.
3. Maintenance Building: Office Area, Locker Rooms, Restroom, Kitchen/Break Room, Common Areas.
4. Solids Handling Building: Locker Room/Restroom.
5. Conference Trailer Room A and Room B
6. Office Trailer - Contractor

SEMI- ANNUALY

- Strip and wax all hard surfaced floors.

HOURS OF SERVICE/SUPERVISION/SECURITY

- Daily hours shall be Monday through Friday, after 5:00 p.m. and prior to 7:00 a.m., unless otherwise specified.
- Janitorial Service Management shall stay in close contact with both management and cleaning personnel concerning all work performance and follow-up procedures. Monthly meetings may be requested between WWTP management and Janitorial Service Management.
- Janitorial Service shall have a checklist to cover all scope requirements. This list will be utilized by Janitorial Service Personnel and provided to the WWTP Management at the end of each visit.
- Janitorial Service Personnel shall ensure all locked offices are properly secured upon completion of duties.

SPECIAL-PROVISIONS

- 1) Mop the floors using clean water and soap nightly.
- 2) Fill the Shower soap dispensers.
- 3) Cleaning of the toilets on a nightly basis.
- 4) Clean windows and cobwebs.
- 5) Dusting of the appliances on the top in break room areas, dusting of locker tops, dusting of office partition tops.
- 6) Dusting/Cleaning on top of desks and any break tables.7) Increase site allocation by one (1) hour each day, five (5) days a week at WWTP for extra detailed cleaning per Amendment No.5