

**DRAFT SERVICES AGREEMENT BETWEEN THE CITY OF SUNNYVALE
AND IMPERIAL MAINTENANCE SERVICES, INC. FOR CUSTODIAL
SERVICES**

THIS AGREEMENT dated _____ is by and between the CITY OF SUNNYVALE, a municipal corporation ("CITY"), and IMPERIAL MAINTENANCE SERVICES, INC. ("CONTRACTOR").

WHEREAS, CITY is in need of Custodial Services; and

WHEREAS, CONTRACTOR possesses the skill and expertise to provide the required services;

NOW, THEREFORE, THE PARTIES ENTER INTO THIS AGREEMENT.

1. Contract Documents

The complete Contract consists of the following documents: Invitation For Bids No. F18-196, consisting of Notice Inviting Bids, Instructions to Bidders, Specifications, Terms and Conditions and CONTRACTOR's completed Bid. These documents are all incorporated by reference. The documents comprising the complete contract are collectively referred to as the Contract Documents.

Any and all obligations of the CITY and the CONTRACTOR are fully set forth and described therein.

All of the above documents are intended to cooperate so that any work called for in one and not mentioned in the other or vice versa is to be executed the same as if mentioned in all documents.

2. Services by CONTRACTOR

CONTRACTOR shall provide services in accordance with Exhibit "A" incorporated herein by this reference. Services shall be provided to CITY's buildings referred to in the Invitation for Bids and subject to inspection and approval of the City.

3. Time for Performance

The term of this Agreement shall begin on the date of execution of contract. The schedule of performance may be revised by the mutual agreement of CONTRACTOR and the CITY.

4. Compensation

CITY agrees to pay CONTRACTOR in accordance with Exhibit "B". In no event shall the total amount of compensation payable under this agreement exceed the sum of Seven Hundred Seventeen Thousand Five Hundred Eighteen and No/100 Dollars (\$717,518.00) unless upon written modification of this Agreement. CONTRACTOR shall submit invoices to CITY no more frequently than monthly for services provided to date. All invoices, including detailed backup, shall be sent to City of Sunnyvale, attention Accounts Payable, P.O. Box 3707, Sunnyvale, CA 94088-3707 or accountspayable@sunnyvale.ca.gov. Payment shall be made within thirty days upon receipt of an accurate itemized invoice by CITY's Accounts Payable unit.

5. Conflict of Interest

CONTRACTOR shall avoid all conflicts of interest, or appearance of conflict, in performing the services and agrees to immediately notify CITY of any facts that may give rise to a conflict of interest. CONTRACTOR is aware of the prohibition that no officer of CITY shall have any interest, direct or indirect, in this Agreement or in the proceeds

thereof. During the term of this Agreement CONTRACTOR shall not accept employment or an obligation which is inconsistent or incompatible with CONTRACTOR'S obligations under this Agreement.

6. Confidential Information

CONTRACTOR shall maintain in confidence and at no time use, except to the extent required to perform its obligations hereunder, any and all proprietary or confidential information of CITY of which CONTRACTOR may become aware in the performance of its services.

7. Compliance with Laws

(a) CONTRACTOR shall not discriminate against any employee or applicant for employment because of race, religion, creed, color, national origin, gender, age (persons 40 years or older), disability, or any other basis to the extent prohibited by federal, state, or local law. All employees of CONTRACTOR shall be treated during employment without regard to their race, creed, color or national origin.

(b) CONTRACTOR shall comply with all federal, state and city laws, statutes, ordinances, rules and regulations and the orders and decrees of any courts or administrative bodies or tribunals in any manner affecting the performance of the Agreement.

8. Independent Contractor

CONTRACTOR is acting as an independent contractor in furnishing the services or materials and performing the work required by this Agreement and is not an agent, servant or employee of CITY. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employer and employee between CITY and CONTRACTOR. CONTRACTOR is responsible for paying all required state and federal taxes.

9. Indemnity

CONTRACTOR shall indemnify, defend, and hold harmless the CITY, its officers, officials, employees and volunteers from and against all claims, damages, losses and expenses, including attorney fees, arising out of the performance of the services described herein, caused in whole or in part by any negligent act or omission of CONTRACTOR, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, except where caused by the active negligence, sole negligence or willful misconduct of the CITY.

10. Insurance

CONTRACTOR shall take out and maintain during the life of this Agreement policies of insurance as specified in Exhibit "C" attached and incorporated by reference, and shall provide all certificates or endorsements as specified in Exhibit "C."

11. CITY Representative

Marc Freitas, as the City Manager's authorized representative, shall represent CITY in all matters pertaining to the services to be rendered under this Agreement. All requirements of CITY pertaining to the services and materials to be rendered under this Agreement shall be coordinated through the CITY representative.

12. CONTRACTOR Representative

Alfonso Solis shall represent CONTRACTOR in all matters pertaining to the services and materials to be rendered under this Agreement; all requirements of CONTRACTOR pertaining to the services or materials to be rendered under this Agreement shall be coordinated through the CONTRACTOR representative.

13. Notices

All notices required pursuant to this Contract shall be communicated in writing, and shall be delivered in person, by commercial courier or by first class or priority mail delivered by the United States Postal Service. Nothing in this provision shall be construed to prohibit communication by more expedient means, such as by email or fax, to accomplish timely communication. Each party may change the address by written notice in accordance with this paragraph. Notices delivered personally shall be deemed communicated as of actual receipt; mailed notices shall be deemed communicated as of three business days after mailing. All notices sent pursuant to this Contract shall be addressed as follows:

To CITY: Marc Freitas, Superintendent
Department of Public Works, Facilities Services Division
CITY OF SUNNYVALE
P. O. Box 3707
Sunnyvale, CA 94088-3707

To CONTRACTOR: Alfonso Solis, President
IMPERIAL MAINTENANCE SERVICES, INC.
8830 Cherry Hills Place
Stockton, CA 95209

Nothing in this provision shall be construed to prohibit communication by more expedient means, such as by telephone or facsimile transmission, to accomplish timely communication. However, to constitute effective notice, written confirmation of a telephone conversation or an original of a facsimile transmission must be sent by first class mail or commercial carrier, or hand delivered. Each party may change the address by written notice in accordance with this paragraph. Notices delivered personally shall be deemed communicated as of actual receipt; mailed notices shall be deemed communicated as of two days after mailing, unless such date is a date on which there is no mail service. In that event communication is deemed to occur on the next mail service day.

14. Assignment

Neither party shall assign or sublet any portion of this Agreement without the prior written consent of the other party.

15. Termination

a) If CONTRACTOR defaults in the performance of this Agreement, or materially breaches any of its provisions, CITY at its option may terminate this Agreement by giving written notice to CONTRACTOR. In the event of such termination, CONTRACTOR shall be compensated in proportion to the percentage of satisfactory services performed or materials furnished (in relation to the total which would have been performed or furnished) through the date of receipt of notification from CITY to terminate. CONTRACTOR shall present CITY with any work product completed at that point in time.

b) Without limitation to such rights or remedies as CITY shall otherwise have by law, CITY also shall have the right to terminate this Agreement for any reason upon ten (10) days' written notice to CONTRACTOR. In the event of such termination, CONTRACTOR shall be compensated in proportion to the percentage of services performed or materials furnished (in relation to the total which would have been performed or furnished) through the date of receipt of notification from CITY to terminate. CONTRACTOR shall present CITY with any work product completed at that point in time.

- c) If CITY fails to pay CONTRACTOR, CONTRACTOR at its option may terminate this Agreement if the failure is not remedied by CITY within (30) days after written notification of failure to pay.

16. Entire Agreement; Amendment

This writing constitutes the entire agreement between the parties relating to the services to be performed or materials to be furnished hereunder. No modification of this Agreement shall be effective unless and until such modification is evidenced by writing signed by all parties.

17. Governing Law, Jurisdiction and Venue

This Agreement shall be governed by and construed in accordance with the laws of the State of California, without regard to conflict of law or choice of law principles. Proper venue for legal actions will be exclusively vested in a state court in the County of Santa Clara. The parties agree that subject matter and personal jurisdiction are proper in state court in the County of Santa Clara, and waive all venue objections.

18. Severability Clause

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

19. Execution and Counterparts

This Agreement may be executed in multiple counterparts and/or with the signatures of the Parties set forth on different signature sheets and all such counterparts, when taken together, shall be deemed one original.

20. Miscellaneous

Time shall be of the essence in this Agreement. Failure on the part of either party to enforce any provision of this Agreement shall not be construed as a waiver of the right to compel enforcement of such provision or any other provision.

IN WITNESS WHEREOF, the parties have executed this Agreement.

ATTEST:

CITY OF SUNNYVALE ("CITY")

By _____
City Clerk

By _____
City Manager

APPROVED AS TO FORM:

IMPERIAL MAINTENANCE SERVICES, INC.
("CONTRACTOR")

By _____
City Attorney

By _____

Name and Title

By _____

Name and Title

EXHIBIT "A"
SCOPE OF WORK

- A. Contractor shall furnish all materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, labor and supervision necessary to provide CUSTODIAL SERVICES at the following City of Sunnyvale facilities:

Cluster 1 Buildings: Total of 162,492 Square Feet

Civic Center	
1. City Hall (456 West Olive Ave)	34,672 sq. ft.
2. City Hall Annex (650 West Olive Ave)	20,900 sq. ft.
3. South Annex (603 All America Way)	5,100 sq. ft.
4. Public Safety (700 All America Way)	40,950 sq. ft.
5. Library (665 West Olive Ave)	60,870 sq. ft.

Cluster 2 Buildings: Total of 92,918 Square Feet

Community and Senior Center Campus (550 East Remington)	
6. Recreation Building	17,912 sq. ft.
7. Indoor Sports Center	24,125 sq. ft.
8. Creative Arts Building	9,063 sq. ft.
9. Theatre	14,862 sq. ft.
10. Senior Center	23,000 sq. ft.
11. Heritage Center (Arboretum)	3,956 sq. ft.

Cluster 3 Buildings: Total of 82,033 Square Feet

The Route (various locations)	
12. Sunnyvale Office Center (505 West Olive Ave)	35,500 sq. ft.
Corporation Yard (CY) (221 Commercial St.)	
13. CY - Admin Building	7,319 sq. ft.
14. CY - Modular Building	2,160 sq. ft.
15. CY - Miscellaneous Areas	1,051 sq. ft.
16. Columbia Sports Center (785 Morse Ave)	19,735 sq. ft.
17. Water Pollution Control Plant (1444 Borregas Ave)	12,228 sq. ft.
18. Multi-Modal Transit Station (121 W. Evelyn Ave)	200 sq. ft.
19. Fire Station #5 Training Center (1210 Bordeaux Ave)	3,840 sq. ft.

Total of 19 Buildings with an Estimated Total Square Footage of 337,443

NOTE: The building square footages listed above are a good approximation although the City does not guarantee their accuracy. The Contractor shall be responsible for obtaining accurate custodial cleaning measurements.

- B. **Work Schedule** - Custodial services shall be provided up to seven (7) days per week at the time specified for each location. General cleaning shall be performed between the hours of 6:00 PM and 3:00 AM, except for facilities that are open later in the evening or that operate 24/7. (See Attachment "B" for times and frequency specific to each building.) The City reserves the right, with one (1) weeks' notice, to change cleaning schedules. Contractor shall provide twenty-four (24) hour emergency response, if requested, and shall respond to the City within four (2) hours of request for emergency services. Contractor shall provide a specific monthly schedule of all monthly, quarterly and semiannual services by building, giving specific dates. The schedule for the first two (2) months shall be provided within five (5)

days of the first day of the Agreement term. The schedule for the third month, and all subsequent months, shall be provided with each monthly invoice; and the invoices will not be paid if not accompanied by a cleaning schedule.

Example: If the contract is awarded on October 1, Contractor would have five (5) days to provide to the City monthly cleaning schedules for October and November. As November comes to a close and the City receives Contractor's November invoice, Contractor must attach the cleaning schedule for December, and this process would then continue throughout the term of the contract.

Such monthly, quarterly and annual cleaning services shall be provided on the day stated on the monthly cleaning schedule; and if such work requires more than one (1) day to conclude, the Contractor shall then complete the work on successive days. Contractor may request a change to this cleaning schedule with seven (7) days' notice.

C. Holidays - The following eleven (11) days are City holidays on which Contractor may need to provide service. All City facilities are dynamic due to their programmed use; and some locations will require service on holidays, and others will not.

Independence Day	New Year's Eve
Labor Day	New Year's Day
Thanksgiving	Martin Luther King Jr. Day
Day after Thanksgiving (Floating Holiday)	Presidents Day
Christmas Eve	Memorial Day
Christmas Day	

Buildings that will require service during holidays are listed below. Facilities Services will provide a schedule of which buildings will require holiday service thirty (30) days prior to each holiday.

- Public Safety Building (Operates 24 hours/7 days per week)
- Community/Senior Center - Recreation Building, Sports Center and Theatre (Various holiday services)
- Columbia Neighborhood Sports Center (Various holiday services)
- Water Pollution Control Plant (Operates 24 hours/7 days per week)
- Public Library (Various holiday services)
- Multi-Modal Transit Station

D. Supplies and Equipment

1. Contractor shall furnish and keep in good working order all necessary tools, equipment and supplies, including, but not limited to, floor finish, soaps, cleaners, mops, brooms, buffers, ladders, hoses, vacuum cleaners, etc. All electrical cords must have ground plug in place, and cords must be free of jacket breaks or other signs of distress. The Superintendent of Facilities Services, or his designee, must approve all supplies and/or equipment prior to their use under this contract. The City requires use of approved "Green Seal," "EcoLogo", "SF Approved" or other non-hazardous, third-party certified cleaning products in all its buildings. Any non-complying equipment or supplies shall be changed out immediately at the request of the Facilities Services Superintendent or his designee. Custodial closets located in City facilities may be used by Contractor and shall be kept clean and free of debris and odor at all times. All supplies and equipment stored in any City custodial closet shall be stored in a neat and orderly manner and in such a way as to prevent injury to City staff, the public, or Contractor's employees. Contractor's on-site supervisor shall maintain an equipment inventory, and a copy shall be given to the Superintendent's designee, upon request. Contractor shall provide clearly marked or color coded mops and tools, for restroom cleaning only.
2. The City shall provide the following products for Contractor to use at City locations: toilet paper; paper towels; toilet seat covers; black or clear trash can liners; clear food scraps and container recycling can liners; hand soap; and sanitary napkins. City shall also provide at its expense all utilities, including lights, power and water. Contractor shall stock and refill all restroom dispensers, as outlined in this section of the IFB, Paragraph O (Custodial Cleaning Specifications - Master List, #10 Restrooms, Locker Rooms, Dressing Rooms and Showers) and as listed in Attachment "B", Frequency and Task Chart.

E. Supervision

1. Contractor shall provide a supervisor or lead custodian who shall be present during all scheduled cleaning hours and special work assignments at a City facility. This individual shall speak, read, write, and understand English. Further, this supervisor shall pass a standard police background check to monitor and/or assist cleaners assigned to the Department of Public Safety building. All direction given to Contractor's supervisor shall be as binding as if given to Contractor.
2. Monthly custodial supervisor's reports shall be prepared and submitted to City's Facilities Services Superintendent, or his designee, noting any building deficiencies needing correction.
3. While performing work under this contract, Contractor's supervisor shall carry a cell phone and pager by which City staff shall be able to communicate with him/her. Other custodial staff, at a minimum, should carry pagers and may use City phones to respond to work-related issues.
4. Contractor shall provide a list of all Contractors' staff assigned to each work site. The list shall include name, address, and driver's license number and the employee's work schedule and assignment. At Contractor's expense, all of Contractor's employees shall have taken and satisfactorily passed background screening for drug and alcohol use. All contract employees shall be issued photo card access badges that the employee must display while working.
5. Contractor's employees (including supervisors and managers) who work (regular service, fill-in work for absences and window/carpet shampoo crews) in Public Safety Headquarters, 700 All America Way, shall have satisfactorily passed a background investigation through Sunnyvale Police Services. The cost of such background checks will be paid by the City, and the background checks require two weeks (14 days) to complete. Contractor is responsible for scheduling these background checks prior to any of its employees working in Public Safety Headquarters.

F. Employee Identification

Contractor personnel shall be easily recognized as Contractor employees. City, at its own expense, shall provide each employee with a picture identification key access badge. The badge shall include the employee's photograph, name, employee number and Contractor's name. The identification badge shall be displayed on the front of the employee's uniform at all times. Contractor accepts and understands that any employee who fails to meet this requirement may be asked to leave City property. Should this occur, the City will not compensate the Contractor or Contractor's employees for lost time. It is expressly understood that Contractor is responsible for ensuring that all employees possess and carry valid photo-identification at all times on City property. Replacement costs for employee identification and key access cards shall be the responsibility of the contractor. Contractor shall provide uniforms for their employees.

Contractor's employees shall wear their uniforms and identification badges prior to entering any City building, and uniforms and badges shall be worn at all times while working in a City facility. The uniform, at a minimum, shall be a uniform shirt to which Contractor's business name and/or logo have been affixed. Contractor's employees shall be at least eighteen (18) years of age and thoroughly trained and qualified in the work assigned to them. Contractor's employees shall be able to follow directions and shall be physically capable of performing the duties assigned to them, including lifting/moving heavy items, climbing ladders, etc.

Security Clearance: All Contractor's staff performing work under this contract shall undergo and pass, to the satisfaction of the City, a background investigation as a condition of beginning and continuing to work under this contract. The City shall use its sole discretion in determining the method of background clearance to be used, which may include, but not be limited to, fingerprinting and personal history questionnaires conducted by the City's Department of Public Safety.

G. Site Inspections, Performance/Payment Monitoring and Notifications

City and Contractor Site Inspections: City staff will regularly monitor Contractor's completed custodial services and will communicate directly with the Contractor's site supervisor or lead custodian any situations where services are not being performed according to City specifications.

Contractor's account manager shall conduct weekly inspections of all locations and provide a report on conditions to the Facilities Services Superintendent, or designee. Contractor's account manager and supervisor shall be available to meet with City Facilities Services Division representatives upon request to conduct building inspections to ensure compliance with contract specifications and resolve problems.

Notification of Deficiencies or Suspicious Activity: Contractor shall immediately alert the City Facilities Services Superintendent or designee of deficiencies in lighting, plumbing, electrical service, etc. and if suspicious activity is observed at any City facility.

- H. **Work Performance and Standards** - Contractor shall adhere to the highest quality standards of the custodial profession and the City's cleaning standards. Contractor shall immediately notify the Facilities Services Superintendent, or designee, of any occurrence or condition that interferes with its ability to be in full compliance with contract requirements.
- I. **Special Assignments** - City may request custodial services for special events not covered in the scope of services under this contract (i.e., an open house or dignitary visits) and outside the normal scheduled cleaning hours as outlined herein. City may request these special services up to, but not later than, forty-eight (48) hours prior to the event. If the required services are outside Contractor's normal cleaning schedule, Contractor shall quote, in advance, an hourly rate per person for the special assignment with a minimum of two (2) hours per employee. Contractor shall provide special cleaning service invoices within fourteen (14) days of the services being provided. City shall be under no obligation to pay any invoice which is submitted to City's Accounts Payable Division more than thirty (30) days beyond completion of special cleaning services.

Day Porter Service - City may request custodial services during business hours for certain facilities. The assignments will be made for extended periods of time and may require only two to four hours per day.

Please refer to Attachment "B" (Frequency and Task Chart) for details associated with Day Porter Services for the Library.

- J. **Emergency Work** - "Emergency work" is defined as any work beyond the general routine custodial work required by this contract. Emergency work shall require a shortened Contractor response time of two (2) hours, depending upon the nature of said work. Contractor shall have sufficient labor and call-out procedures to ensure that staffing is available 24 hours, seven days a week, for this type of unplanned requirement. The City will work closely with Contractor to develop a procedure for reacting to emergency situations. Contractor must provide emergency contact list with telephone numbers.
- K. **Storage** - Contractor may use City custodial closets, if available; and if utilized, Contractor shall keep this space in a neat, clean, odor free, and orderly condition. The City will not be responsible in any way for damage to or loss of Contractor's stored supplies and/or equipment or for Contractor's employees' personal belongings stored in any City custodial closets. If custodial closets are not available, Contractor shall store its supplies and equipment in its own facility or company vehicles.
- L. **Security** - Contractor shall be required to have available the keys provided by the City at all times while providing service to the City. All doors shall be unlocked and locked in such manner and at such times as required by each building's specifications. Contractor shall be responsible for ensuring that all doors are closed and locked during its performance of custodial duties. Lost keys or security card-keys shall be immediately reported to the Facilities Services Superintendent, or his designee. Contractor's employees shall NOT set off, or fail to reset, a building alarm, as instructed. Contractor may be charged for repeated occurrences of lost keys and/or false alarms in order to reimburse the City for associated costs. Contractor's employees shall not operate for personal use any City computers, fax machines, telephones, television sets and/or copiers while performing services under this contract. Contractor shall be financially responsible for any loss, damage, or accrued charges for any unauthorized usage of City equipment. Some City facilities have Key Watcher boxes, for storage of custodial building keys. Keys checked out from a box must be returned to the box at the end of each work shift.
- M. **Care of Facilities** - Contractor's employees shall regularly observe the general condition of all buildings and report problem areas to Contractor's supervisor or lead custodian. Contractor shall be responsible for knowledge of and use

of all fire alarms and fire prevention equipment. In case of emergency, Contractor's employees shall notify the City's Communication Center by dialing 911 and shall then call or page the Facility Services Superintendent, or his designee, immediately. Contractor shall report all required non-emergency repairs by contacting the Facilities Services Superintendent, or his designee, or calling the Facilities Services direct line at (408) 730-7761.

- N. Graffiti** - Contractor shall immediately remove all graffiti from all surfaces found inside any of the buildings after consulting with the Facilities Management Superintendent, or his designee, for removal methodology. Graffiti noticed on the outside of any building shall be reported to the Facilities Management Superintendent, or his designee, and called into the Facilities Management direct line as mentioned in the above paragraph.
- O. Custodial Cleaning Specifications (Master List)** - Following is a Master List of all services required under this contract. Not all services are required in all City facilities. Refer to Attachment "B", Frequency and Task Chart, to determine which services are required for each City facility.

1. Flooring

- a. Vinyl, linoleum, concrete, or tile floors (sweep) - Sweep with dust mop.
- b. Vinyl, linoleum, or concrete floors (damp or wet mop) - After sweeping, use warm water with an approved cleaner that leaves no visible or sticky cleaner residue, when dry. Rinse, if necessary, with clear warm water; and clean mop. Wipe all baseboards free of moisture and dirt. Protect all wall surfaces. Eliminate any mop streaks by changing out dirty mop water continuously.
- c. Vinyl and linoleum (clean and wax floors) - Dust entire floor and corners with dust mop. Damp mop and remove any spot or stains. Allow flooring to dry completely. Apply wax in traffic areas only, feathering out to corners. Corners shall be waxed only as part of complete stripping process (see d below).
- d. Vinyl and linoleum (strip) - Strip completely, rinse with neutral cleaner, and wax, including corners.
- e. Stone, marble, slate, granite, ceramic tile, travertine floors, stairs (damp mop) - Use a dedicated mop and good quality cleaner recommended for marble, slate, granite, ceramics and travertine. The floors shall be free of dust, dirt, cleaning material residue, streaks, mop strands, grease, and spills and thoroughly maintained to present an acceptable gloss. Protect all walls from splashing, and wipe off any moisture or chemicals from all baseboards. Polish wood molding, if necessary, to prevent moisture damage.
- f. Stone, marble, slate, granite, ceramic tile, travertine floors, stairs (strip, seal) - Apply stripping solution. Machine scrub (conventional machine) and wet vacuum stripping. Follow by an application of a neutralizer rinse, followed by a damp mopping with clear water. When floor is dry, apply finish or sealer. Protect all wall finishes, and wipe down all baseboards to be free of moisture and residue. Polish, as needed.
- g. Stone, marble, slate, granite, ceramic tile, travertine floors, stairs (refinishing) - Refinish as follows: Use a conventional (buffer) machine with a 3M blue cleaning pad and a trigger spray bottle with clean water to buff. Let floor dry. Follow with a dust mopping then a damp mopping. Let floor dry. Apply two (2) coats of floor finish. Be sure floor is thoroughly dry between coats. Within 24 hours of 1st application of finish, burnish with a high-speed buffing machine (1,100 rpm).

2. Hardwood Floors and Carpeting (Gymnasiums, Ballrooms and Dance Floors)

- a. Hardwood floors - Use a dedicated untreated dust mop on hardwood floors.
- b. Hardwood floor surfaces (wet mopping) - Use a dedicated wet mop with approved gym floor cleaner.
- c. Recreation Building. Lobby flooring is a wood laminate and must be cleaned with dust mop and damp mop when necessary. For example, damp mop when cleaning up liquid spills.
- d. Hardwood floor buffing - First, damp-mop floor to remove any dirt and debris; then use a Facilities Services approved water-based cleaner like Bona Pro Series for spot cleaning and cleaning the entire floor before buffing. A white polishing pad is recommended. (Bona is easy to use and won't cause any build up, film or dulling on the hardwood floor finish. Do not use this product on a floor that has been waxed or oiled.)
- e. Carpet and mats (vacuum traffic areas) - These areas include main entries and all doors, elevator lobbies, elevators, areas where food is available, main corridors in buildings and open landscaped areas. Vacuum traffic areas. Move all chairs, trashcans and other easily removed items; and vacuum underneath. Hand-wipe all baseboards.
- f. Carpets (vacuum all areas, including edges and corners) - Vacuum with an industrial- powered vacuum cleaner, and inspect for spots. Remove spots, following the manufacturer's recommendations completely, with a Facilities Services approved industrial-grade spot remover that leaves no visible residue. Report to the Facilities Services Superintendent, or his designee, all tears, burns, unraveling or other damage. Move all chairs, trash cans and other easily removed items; and vacuum underneath. Hand-wipe baseboards.

- g. Carpet Spot Cleaning (traffic areas) - These areas include main entries at all doors, elevator lobbies, elevators, areas where food is available, main corridors in buildings and open lobby areas. Spot clean, as needed, with good quality cleaner and/or solvent, hot water steam and vacuum extraction system.
- h. Carpet, Steam Cleaning (all areas) - Vacuum all areas to be cleaned. Then clean carpets using a truck mounted, hot water extraction, with a minimum of 180 degree water temperature, and minimum water pressure of 500 psi, with 14 lbs of suction extraction. Use ventilating fan dryers to hasten drying time in heavy-use areas. Use water-resistant coated pads under furniture.

NOTE: Contractor will often be required to steam-clean these areas after normal business hours (Monday through Friday) and/or during the weekends. An approved schedule will be required, so that building occupants can be notified and prepare their respective areas before cleaning begins.

3. **Doors and Entrances**

- a. Doors and entrances (clean and polish) - Clean and polish interior and exterior surfaces to a height of 8', removing all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas. On a nightly basis, inspect all doors and entrances; and clean doors and entrances across the entire width of the entrance front.
- b. Drinking Fountains - Clean, disinfect and polish.
- c. Graffiti (remove all marks and writing) - Remove from all interior surfaces (doors and walls). If unable to remove graffiti, call Facilities Services at (408) 730-7761 and leave a message. Leave caller's name, location of the building, floor and area where the graffiti is located.
- d. Walls, doors and molding (spot clean) - On a regular basis, inspect all walls, doors and moldings; and remove all fingerprints, smudges, dirt or accumulations from these areas, as required.

4. **Glass and Windows**

- a. Glass and window, and glass auto door cleaning (building entrances, lobby areas, staircases and glass building fronts) - Clean all interior and exterior glass surfaces to a height of 8'. On a nightly basis, inspect all glass and frames (window and/or door); and remove all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas, as required. When glass is part of an entrance area, clean across the entire width of the entrance front, if required.
- b. Glass and windows, interior/exterior all areas (including skylights, glass blocks) - Clean all interior and exterior glass surfaces with a Facilities Services approved soap solution. Inspect all glass surfaces; and remove all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas, as required. Cleaning shall include window frames and ledges.

NOTE: Contractor may be required to clean these areas after normal business hours (Monday through Friday) and/or during the weekends. An approved schedule will be required, so that building occupants can be notified and prepare their respective areas before cleaning begins.

In addition, Contractor will be required to use an aerial lift for any outdoor window cleaning above 10' off the ground. Contractor will not be allowed to stand on roofs or overhangs.

5. **Dusting**

- a. Dusting - Remove all accumulated dust, dirt, debris and cobwebs from all surfaces, corners, shelving crevices, office desks, bookcases, tables, partition tops, window ledges and baseboards. Use treated mops and cloths to help prevent the redistribution of same into the air. Dust desktops only if papers have been removed.
- b. Dusting (High Dusting) - Remove accumulated dust in high corner areas and HVAC vents and ledges.
- c. Dusting (Annual High Dusting) - Remove all accumulated dust, dirt and debris from all area surfaces, corners, crevices, light fixtures, partition tops, window ledges, door frames, jambs, and blinds. Use treated mops and cloths to help prevent the redistribution of same in the air. Blind slats shall be individually cleaned. Remove cobwebs inside rooms, corners and ceiling tiles.
- d. Ashtrays (sand urns) - Remove cigarette butts from all sand urns/trash containers. Receptacles which are located outside shall be clean and odor-free. Install a plastic liner of the appropriate size and strength, if required.

NOTE: Contractor may be required to clean these areas after normal business hours (Monday through Friday) and/or during the weekends. An approved schedule will be required so that building occupants can be notified and prepare their respective areas before cleaning begins.

6. Waste Receptacles – Service and Maintenance

a. Food scraps, Recycling and Trash Bins

Areas without the Mini Bin Program - Empty all food scraps, recycling, and trash bins. If plastic liners are dirty, ripped or damaged, replace with plastic liners of appropriate size, color (black or clear for trash, clear for food scraps and container recycling) and strength. Replace plastic liners monthly, regardless of condition.

Areas with the Mini Bin Program - In most areas, in an effort to reduce trash and encourage recycling behavior, standard receptacles for trash have been removed and replaced with small 5" x 5" Mini Bins. Large receptacles for trash (slim-jims) have been placed in central areas, and employees are responsible for emptying their own Mini Bins into the large trash receptacles and re-lining them, as required. In these areas, Contractor is not required to empty the small Mini Bins, but is responsible for emptying and relining the large trash receptacles. Further, Contractor will be responsible for ensuring that Mini Bin liners are restocked, so that they are available to City employees.

Library, 665 W Olive Ave. City-owned recycling bins for paper and containers, – empty into paper and container collection carts provided by franchised hauler.

Large trash receptacles – Place in outside trash dumpsters.

Food scraps – Place materials from kitchen pails and bins in outside (green) food scraps dumpsters or in outside food scraps carts.

Recyclable Cardboard Boxes - Flatten all accumulated cardboard boxes then place them in the designated cardboard recycling dumpster. (These boxes are usually left by staff next to large trash receptacles and/or in break rooms).

- b. Wastebasket/trash/food scraps/Recycling containers - Wash and disinfect all trash containers, food scraps and recycling containers, in all interior and exterior locations, monthly.
- c. Exterior Litter Receptacles, Sunnyvale Office Center Only (505 West Olive Ave) - Contractor will be responsible for emptying the perimeter outside litter receptacles surrounding the complex's seven (7) buildings. Contractor shall place trash in the trash dumpster on the north side of the campus. Any cardboard boxes shall be flattened and placed in the designated recycling dumpster. Contractor will not be responsible for City hauler-owned bottles/cans/container or paper recycling bins. Contractor shall clean and disinfect the exteriors of litter receptacles on a quarterly basis.

7. Elevators

- a. Elevators (clean and polish) - Remove all finger and handprints, grease, oils, smudges or marks. Polish interior walls, ceilings, and doors inside and outside. Vacuum carpet and elevator door tracts. Spot clean carpet or flooring, as necessary, to remove stains and odors.
- b. Elevators (clean and polish) - Polish stainless steel with Facilities Services approved stainless steel polish.

8. Stairwells, Exterior and Interior

- a. Staircases, balustrades and railings (sweep or dust mop and wipe) - Sweep or dust mop and wipe all staircase areas, including all railings and areas around and underneath stairs. Vacuum carpeted areas, and spot clean carpet.
- b. Stairwells - Damp mop and spot clean, as required.

9. Offices

- a. Wooden furniture (clean and polish) - Clean and polish all wooden furniture with Facilities Services approved polish. Do not disturb any paperwork on desks, tables and files.
- b. Formica and metal desks (clean all) - Clean all tables, stands, chairs, filing cabinets, locker tops and fronts. Do not disturb paperwork.
- c. Wood fixtures (polish) - Polish all wooden walls, doors, handrails and all accents.

- d. White boards and pen rails (clean) - Wash and clean (only if boards are erased).
- e. Fabric or carpeted wall coverings (dust and/or vacuum, spot clean) - With a soft brush, dust all fabric and/or carpeted walls to maintain a neat and clean appearance. Vacuum all areas where a traffic pattern is evident. Spot clean areas per manufacturer's specifications for wall covering. Damp wipe vinyl. Remove spots on cloth fabrics with chemical cleaner.
- f. Light switches (clean and disinfect) - Use damp cloth to remove all smudges, fingerprints and dirt. Apply disinfectant.
- g. Light fixtures (clean all) - Dust all with treated cloth. Vacuum and damp wipe, if necessary, to remove all accumulated dust and dirt.

10. Restrooms, Locker Rooms, Dressing Rooms and Showers

- a. Restrooms (clean, disinfect, restock supplies) - Clean and disinfect all urinals, toilets, partitions, plumbing and countertops and backsplashes. Damp mop floors with disinfectant, and remove any urine stains. Clean and polish chrome and stainless steel fixtures. Clean, disinfect and deodorize interior and exterior of sanitary napkin depositories. Replace disposal bags and plastic trash liners. Clean mirrors to streak-free condition. Install disinfectant in floor drains and deodorizers in urinals. Fill or restock all dispensers (soap, toilet paper, seat covers, paper towels, sanitary supplies and deodorizers). Toilet paper rolls should be left to run out; do not remove unless they are less than 1/8 empty.
- b. Showers (clean, disinfect) - Clean and disinfect all walls, floors and curtains. Entire area shall be free of soap scum, fungi, hair, urine deposits and unpleasant odors. Floors and tiled areas shall be free of streaks and mildew.
- c. Locker rooms or dressing rooms - Install disinfectant in floor drains. Disinfect HVAC vents and clean mirrors to streak-free condition. Wax floors to maintain original appearance. Vacuum all carpet areas, and remove all stains. Clean and disinfect lockers inside and outside, including tops of locker banks, if any locker is unlocked. Do not disturb personal belongings.
- d. Strip and Wax Restroom Floors - Strip completely, mop with neutral cleaner, and wax, including corners.
- e. Clean tile and concrete walls - Clean and disinfect all walls with general purpose cleaner, remove all fingerprints, smudges. and dirt.
- f. Strip and seal tile walls and floors - Strip all walls and floor tile with stripping agent. rinse tile walls and floor with neutral cleaner. apply water based tile sealer to walls and floor.

11. Auditoriums

- a. Theatre Building special cleaning (Community Center) - After final evening performance. Pick up all debris, empty all waste containers, and clean all entry doors. Vacuum and spot clean all carpets, including main theatre seating area, hallways, steps, lobby areas and the green room. Clean all dressing room floors and toilets, and disinfect shower stalls.
- b. Fabric furniture - Dust, vacuum and spot clean upholstered chairs and sofas, as necessary.
- c. Rehearsal Hall - Damp mop entire floor area.
- d. City Hall Council Chambers (clean after all meetings) - Pick up all debris. Vacuum and spot clean all carpets, and clean all entry doors.

12. Employee Kitchen Areas

- a. Kitchens/break rooms/concession area floors (degrease and disinfect) - Wet mop all kitchen floors with disinfectant. Refinish, if necessary, to maintain original appearance.
- b. Kitchens/break rooms/concession area sinks, counters and appliances (wash and disinfect) - Wash and disinfect all kitchen tabletops and generally clean up all stainless steel.
- c. Cabinets, sinks and appliances (degrease, disinfect and polish) - Degrease, disinfect and polish refrigerators, stoves, stove hoods, dishwashers, microwaves and all stainless steel, where applicable.
- d. Kitchen Vent Hoods Over Stoves - Degrease, clean and polish.

13. Special Areas

- a. Bleachers (clean all surfaces) - Clean all areas around and under bleachers. Damp mop floors and bleacher seats at the Indoor Sports Center and Columbia Neighborhood Sports Center.
- b. Jail area (clean and disinfect) - Clean and disinfect (when accessible) all walls, floors, glass sliding doors, ceilings and toilet fixtures.
- c. Custodial closets (clean and stock) - Clean, organize, stock and keep odor-free. If any chemicals are stored

here, maintain a binder of all Material Safety Data Sheets (MSDS) and keep in each closet.

- d. Exercise room floors - Damp mop by towel exercise room floor mats. Use warm water. Leave no visible or sticky residue. Senior Center exercise room, Public Safety Building exercise room, Corporation Yard exercise room, and WPCP exercise room.
- e. Exercise rooms - Wipe down, clean, deodorize and disinfect all exercise apparatus and mats. Remove and replace mats in same locations to ensure proper fit. Locations listed above in 12d.
- f. Shop area restrooms - Clean and disinfect all washbasins. Entire area shall be free of soap scum, fungi, grease, dirt and unpleasant odors. Clean and polish chrome and stainless steel fixtures. Fill all soap and paper towel dispensers, as needed.
- g. Conference rooms (setups) - Set up chairs, conference tables, etc., per room diagram or upon direction from Facilities Services staff.
- h. Personal computers - Clean monitor with anti-static cloth. Spray keyboards and CPU with pressurized air. Vacuum keyboard with backpack vacuum. Clean keyboard with treated cloth.
- i. City refrigerators - In break rooms only, clean inside and out, as designated.
- j. Patio tables - Wipe down, clean and disinfect tables at various City building locations. Department of Public Safety Building, Community Center Recreation Building, Senior Center, City Hall, Corporation Yard (Administrative Wing), Sunnyvale Office Center and Library.
- k. Venetian blinds - Dust and damp wipe blinds with a treated cloth to prevent redistribution of dust into the air.
- l. Mirrors (Dance Studio, Theatre Dressing and Exercise Rooms) - Clean all interior mirror glass surfaces. On a regular basis, inspect all mirrors; and remove all fingerprints, smudges, dirt, cobwebs, grease, oils or accumulations from these areas, as required. Cleaning shall include mirror frames and ledges.
- m. Classroom, Meeting Room and Ball Room Sinks (wash and disinfect) - Wash and disinfect all countertops and cabinets. Restock paper towels and any soap dispensers.
- n. Pottery Studio Cleaning - Completely clean pottery room floors of all glazing dust and chemical powders by using a quality shop vacuum with a good filtering system. After removing all dust off the floor, wet mop the entire surface area, as required to eliminate any mop streaks or caking. The dust powders are fine in nature, so the appropriate PPE (Personal Protective Equipment), such as face masks, gloves and safety glasses should be worn while performing this cleaning.
- o. Examination rooms - Wet mop all floors with disinfectant. Refinish, if necessary, to maintain original appearance. Also, wipe down and disinfect all cabinets, counters, refrigerators, and mini-sinks.
- p. Commercial Kitchens - Senior Center and Recreation Ballroom Kitchens.
Services requested are for quarterly cleanings of the kitchen to include: Floor cleaning and sanitization, clean and polish all stainless steel, clean and sanitize all sinks, dishwasher, steamer, clean the exhaust hood and filters, cleaning the interior of cold storage units and refrigerators, clean walls and ceiling.
Note: Senior Center kitchen daily service is provided by concessionaire.
- q. Upholstery cleaning - Clean seating upholstery with dry foam upholstery cleaner.

- P. Custodial Frequency and Expected Level of Service** - Frequency and Task Chart (Attachment "B"), establishes the expected level of custodial services and service frequencies for all City facilities included in this contract. Attachment "A", Building Cluster Chart, identifies City facilities in terms of Building Clusters, or groupings of locations.

The City reserves the right to determine level of service to be included in any contract resulting from IFB F16-196. Furthermore, the City reserves the right at any time during the initial contract term, and any authorized extensions, to adjust service levels upon thirty (30) days' written notice to Contractor or initiate negotiations with Contractor for a different service level.

City shall have the right to perform the work in conformance with specifications and charge the Contractor for cost incurred, or require that Contractor immediately cure the defective performance at no additional cost to City.

ATTACHMENT "A"
BUILDING CLUSTER CHART

Cluster 1

City Hall, 456 West Olive Ave.
City Hall Annex, 650 West Olive Avenue
South Annex, 603 All American Way
Department of Public Safety, 700 All American Way

Library Building, 665 West Olive Avenue

Cluster 2

Recreation Building (Community Center) 550 E. Remington Dr
Indoor Sports Center Gym (Community Center) 550 E. Remington Dr
Creative Arts Building (Community Center) 550 E. Remington Dr
Theatre (Community Center) 550 E. Remington Dr
Senior Center (Community Center) 550 E. Remington Dr
Heritage Building (Arboretum)

Cluster 3

Sunnyvale Office Center, 505 West Olive Avenue
Administration Wing (Corporation Yard Campus) 221 Commercial Street
Modular Building (Corporation Yard Campus) 221 Commercial Street
Miscellaneous Areas of the Corporation Yard Campus, 221 Commercial Street
Columbia Neighborhood Sports Center, 785 Morse Avenue
Water Pollution Control Plant, 1444 Borregas Avenue
Multi-Modal Transit Station, 121 W. Evelyn
Fire Station #5 Training Room (1210 Bordeaux)

ATTACHMENT "B"
FREQUENCY AND TASK CHART

Frequency and Task Chart for Cluster 1

City Hall, City Hall Annex, City Hall South Annex, and Department of Public Safety (DPS). –Between the hours of 6:00 pm to 2:00 am (Five days a week, Monday – Friday)

Daily	<ol style="list-style-type: none"> 1. Empty garbage and food scrap bins. Place food scraps in exterior food scrap bin. Flatten cardboard boxes and place in exterior cardboard recycling bins. 2. Restrooms – clean, disinfect and restock supplies 3. Auditoriums – City Hall Council Chambers – clean after all meetings 4. Drinking fountains – clean, disinfect and polish 5. Glass and windows (building entrances, lobby areas, etc.) – clean 6. Elevators – clean 7. Graffiti – remove all marks and writing 8. DPS showers, locker rooms, exercise rooms (floors and equipment), and jail area (when accessible) – clean and disinfect
Every Other Day	<ol style="list-style-type: none"> 1. Vinyl, linoleum, concrete or tile floors - sweep and/or dust mop 2. Carpet and mats – vacuum traffic areas 3. Library carpets – vacuum all areas, including edges and corners 4. Kitchen breakroom floors – degrease and disinfect 5. Kitchen breakroom sinks – degrease and disinfect 6. Classroom, meeting room and ballroom sinks – wash and disinfect 7. Ashtray (sand urns) outside – clean/remove cigarette butts
Weekly	<ol style="list-style-type: none"> 1. Vinyl and linoleum, concrete floors – damp or wet mop 2. Stone, marble, slate, granite, ceramic tile – damp mop 3. Carpets – vacuum all areas, including edges and corners, spot clean traffic areas 4. Stairwells and staircases – sweep, damp mop and spot clean 5. Elevators – clean and polish stainless steel 6. DPS – staircase railing and mirrors (exercise room) - clean
Monthly	<ol style="list-style-type: none"> 1. Vinyl and linoleum – clean and wax floors 2. Carpet spot cleaning – traffic areas 3. Walls, doors and molding – remove fingerprints, smidges and dirt 4. Doors and entrances – clean and polish, remove fingerprints and smudges 5. Dusting – remove all accumulated dust from table tops, desks, filing cabinets 6. White boards and pen rails – wash clean 7. Restroom floors – strip and wax 8. Patio tables – clean and disinfect
Every Other Month	<ol style="list-style-type: none"> 1. Vinyl and linoleum – strip and wax 2. Wooden furniture and fixtures – clean and polish 3. Formica and metal desks – clean 4. Fabric or carpeted wall coverings – dust and/or vacuum, spot clean 5. Light switches – clean and disinfect 6. Janitorial closets – clean, organize and stock 7. Venetian blinds – wipe down and clean
Semi-Annually	<ol style="list-style-type: none"> 1. Stone, marble, slate, granite, ceramic tile, stairs – strip and seal 2. Dusting – high dusting of HVAC vents and diffusers 3. Garbage/food scrap recycling containers – wash and disinfect 4. Light fixtures – clean 5. Personal computers – clean with anti-static cleaner

Annually	<ol style="list-style-type: none"> 1. Stone, marble, slate, granite, ceramic tile – refinish 2. Carpets – steam clean all 3. Glass and windows – interior and exterior – clean all 4. High dusting – remove all accumulated dust, dirt and debris 5. Fabric furniture – dust, vacuum and spot clean 6. Refrigerators – break rooms only – clean 7. Council Chambers seating – dust, vacuum and spot clean
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Frequency and Task Chart for Library

Between the hours of 9:15 p.m. to 3 a.m., Monday through Thursday
and 6:15 p.m. to 12 a.m., Friday through Sunday

Daily	<ol style="list-style-type: none"> 1. Empty garbage and food scrap bins. Place food scraps in exterior food scrap bin. Flatten cardboard boxes and place in exterior cardboard recycling bins. 2. Restrooms – clean, disinfect and restock supplies 3. Drinking fountains – clean, disinfect and polish 4. Glass and windows (building entrances, lobby areas, etc.) – clean 5. Elevators – clean 6. Graffiti – remove all marks and writing 7. Carpets and mats – vacuum traffic areas, including program room; spot clean carpet stains
Every Other Day	<ol style="list-style-type: none"> 1. Vinyl, linoleum, concrete or tile floors - sweep and/or dust mop 2. Carpets – vacuum all areas, including edges and corners, and one staircase 3. Kitchen breakroom floors – degrease and disinfect 4. Kitchen breakroom sinks – degrease and disinfect 5. Classrooms and meeting room sinks – wash and disinfect 6. Ashtray (sand urns) outside – clean/remove cigarette butts 7. Staircase railings – dust mop and wipe 8. Public study and computer tabletops and counters – clean and disinfect surfaces
Weekly	<ol style="list-style-type: none"> 1. Vinyl and linoleum, concrete floors – damp or wet mop 2. Stone, marble, slate, granite, ceramic tile – damp mop 3. Carpets – vacuum all areas, including edges and corners, spot clean traffic areas 4. Stairwells and staircases – sweep, damp mop and spot clean 5. Elevators – clean and polish stainless steel 6. Soft seating – vacuum, clean and disinfect surfaces 7. Caper chairs – wipe clean
Monthly	<ol style="list-style-type: none"> 1. Vinyl and linoleum – clean and wax floors 2. Carpet spot cleaning – traffic areas 3. Walls, doors and molding – remove fingerprints, smidges and dirt 4. Doors and entrances – clean and polish, remove fingerprints and smudges 5. Dusting – remove all accumulated dust from table tops, desks, filing cabinets 6. White boards and pen rails – wash clean 7. Restroom floors – strip and wax 8. Patio tables – clean and disinfect
Every Other Month	<ol style="list-style-type: none"> 1. Vinyl and linoleum – strip and wax 2. Wooden furniture and fixtures – clean and polish 3. Formica and metal desks – clean 4. Fabric or carpeted wall coverings – dust and/or vacuum, spot clean 5. Light switches – clean and disinfect 6. Janitorial closets – clean, organize and stock

	<ol style="list-style-type: none"> 7. Venetian blinds – wipe down and clean 8. High dusting of HVAC vents and diffusers
Quarterly	<ol style="list-style-type: none"> 1. Carpets – steam clean all 2. Garbage/food scrap recycling containers – wash and disinfect
Semi-Annually	<ol style="list-style-type: none"> 1. Stone, marble, slate, granite, ceramic tile, stairs – strip and seal 2. Dusting – high dusting of HVAC vents and diffusers 3. Garbage/food scrap recycling containers – wash and disinfect 4. Light fixtures – clean 5. Personal computers – clean with anti-static cleaner
Annually	<ol style="list-style-type: none"> 1. Stone, marble, slate, granite, ceramic tile – refinish 2. Glass and windows – interior and exterior – clean all 3. High dusting – remove all accumulated dust, dirt and debris 4. Fabric furniture – dust, vacuum and spot clean 5. Refrigerators – break rooms only – clean

**Day Porter Services at Library
Frequency and Task Chart of Services**

The day porter is expected to be on-site at the Main Library during the following hours:

11 a.m. to 8 p.m. Monday through Thursday
11 a.m. to 6 p.m. Friday
10 a.m. to 6 p.m. Saturday
12 p.m. to 6 p.m. Sunday

During these hours, the day porter shall be available to perform any of the janitorial services identified in the Library Cluster as needed and in coordination with the needs of the Library. In addition to basic janitorial services, the day porter shall be available and equipped to perform the following duties and assignments:

Daily	<ol style="list-style-type: none"> 1. Restrooms – perform light cleaning and public restroom upkeep including performing light corrective and preventive maintenance duties; report issues requiring specialized staff. 2. Change light bulbs; report issues requiring specialized staff. 3. Pick up garbage and litter off the floors and countertops 4. Perform light office maintenance with such tasks as furniture assembly and disposal, hanging bulletin boards/banners, etc. 5. Other basic cleaning, maintenance and repair duties as assigned including but not limited to: cleaning of spills in public areas, replacement of damaged carpet squares and maintaining appropriate levels of toiletries in all restrooms.
Monthly	<ol style="list-style-type: none"> 1. Dust all top and bottom shelves 2. Program Room tables – clean and disinfect surfaces

Frequency and Task Chart for Cluster 2

Community Center Complex – Recreation Building (REC), Indoor Sports Center (ISC), Creative Arts Center (CAC), Theater, Senior Center (SC), Heritage Center (Arboretum) – 10:30 pm to 6:30 am (Seven days a week)

Daily	<ol style="list-style-type: none"> 1. Empty garbage and food scrap bins. Place food scraps in exterior food scrap bin. Flatten cardboard boxes and place in exterior cardboard recycling bins. 2. Restrooms – clean, disinfect and restock supplies 3. ISC – showers and locker rooms – clean and disinfect 4. Drinking fountains – clean, disinfect and polish 5. Glass and windows (building entrances, lobby areas, etc.) – clean 6. Elevators – clean 7. Graffiti – remove all marks and writing 8. Vinyl, linoleum, concrete, hardwood, stone, marble, slate, granite or ceramic tile floors – sweep and/or dust mop 9. Carpets and mats – vacuum traffic areas 10. CAC – Pottery Studio – shop vacuum and wet mop 11. SC - Classroom, meeting room and ballroom sinks – wash and disinfect
Every Other Day	<ol style="list-style-type: none"> 1. Vinyl, linoleum, concrete, hardwood, stone, marble, slate, granite or ceramic tile floors – damp or wet mop 2. REC - Hardwood floors - buff 3. Carpet – vacuum all areas, including edges and corners 4. Kitchen breakroom/concession area floors – degrease and disinfect 5. Kitchen breakroom/concession area sinks – degrease and disinfect 6. Cabinets, sinks and appliances – degrease and disinfect 7. Kitchen vent hoods over stoves – degrease and disinfect 8. Classroom, meeting room and ballroom sinks – wash and disinfect 9. Ashtray (sand urns) outside – clean/remove cigarette butts 10. SC – Exercise room – clean and deodorize equipment
Weekly	<ol style="list-style-type: none"> 1. Carpets – spot clean traffic areas 2. Walls, doors and molding – remove fingerprints, smidges and dirt 3. Doors and entrances – clean and polish, remove fingerprints and smudges 4. Patio tables – clean and disinfect 5. SC – Mirrors in exercise room – clean 6. SC – Hardwood floor – buff
Monthly	<ol style="list-style-type: none"> 1. Vinyl, linoleum, concrete floors – clean and wax traffic areas 2. Dusting – remove all accumulated dust from table tops, desks, filing cabinets 3. Restroom floors – strip and wax 4. White boards and pen rails – clean 5. ISC – bleachers – clean all surfaces and under 6. ISC – Hardwood floor – buff 7. Theater – seating - vacuum
Every Other Month	<ol style="list-style-type: none"> 1. Vinyl, linoleum, concrete floors – strip and wax 2. Wooden furniture and fixtures – clean and polish 3. Formica and metal desks – clean 4. Fabric or carpeted wall coverings – dust and/or vacuum, spot clean 5. Light switches – clean and disinfect 6. Janitorial closets – clean, organize and stock 7. Venetian blinds – wipe down and clean 8. Dusting – high dusting of HVAC vents and diffusers
Semi-Annually	<ol style="list-style-type: none"> 1. Garbage/food scrap recycling containers – wash and disinfect 2. Light fixtures – clean

	3. Personal computers – clean with anti-static cleaner
Annually	<ol style="list-style-type: none"> 1. Carpets – steam clean all 2. Stone, marble, slate, granite, ceramic tile floors - refinish 3. Glass and windows – interior and exterior – clean all 4. High dusting – remove all accumulated dust, dirt and debris 5. Fabric furniture – dust, vacuum and spot clean 6. Refrigerators – break rooms only – clean 7. Theater – theater seating and lobby soft furniture – upholstery cleaning

Frequency and Task Chart for Cluster 3

Sunnyvale Office Center (SOC), Corporation Yard Administrative Wing (CY), Corporation Yard Modular, Corporation Yard Miscellaneous Areas, Columbia Neighborhood Center (CNC), Water Pollution Plant (WP), Fire Station #5 Training Center – Between the hours of 6:00 pm to 2:00 am (Five days a week, Monday – Friday)
Multi-Modal/Transit Station (MM) – Between the hours of 6:00 pm to 2:00 am (Seven days a week)

Daily	<ol style="list-style-type: none"> 1. Vinyl, linoleum or concrete floors – sweep and/or dust mop 2. CNC – Floors – vacuum traffic areas and dust mop hardwood 3. Empty garbage and food scrap bins. Place food scraps in exterior food scrap bin. Flatten cardboard boxes and place in exterior cardboard recycling bins. 4. Restrooms – clean, disinfect and restock supplies 5. Drinking fountains – clean, disinfect and polish 6. Glass and windows (building entrances, lobby areas, etc.) – clean 7. Graffiti – remove all marks and writing 8. Showers and locker rooms – clean and disinfect 9. CNC – examination rooms – wet mop and disinfect 10. CNC – disinfect exercise equipment 11. WP – carpet and mats – vacuum traffic areas 12. MM – Elevators – clean and polish
Every Other Day	<ol style="list-style-type: none"> 1. Vinyl, linoleum, concrete, hardwood or tile floors – damp or wet mop 2. Kitchen breakroom sinks and floors – degrease and disinfect 3. Ashtray (sand urns) outside – clean/remove cigarette butts 4. Cabinet, sinks and appliances – degrease, disinfect and polish 5. Carpet and mats – vacuum traffic areas 6. CNC – vacuum all areas, including edges and corners 7. WP – Staircases and railings – dust mop 8. WP – exercise room – damp mop and deodorize
Weekly	<ol style="list-style-type: none"> 1. 1. Carpet and mats – vacuum all areas, including edges and corners 2. Carpets – spot clean 3. CNC – Floors – stone, marble, slate, granite, ceramic tile – damp mop 4. Walls, doors and molding – remove fingerprints, smidges and dirt 5. CNC – doors and entrances – clean and polish, remove fingerprints and smudges 6. CNC – Bleachers – clean all surfaces around and under 7. WP – Stairwells and staircases – sweep, damp mop and spot clean 8. WP – Mirrors in exercise room – clean 9. MM – Elevators – clean and polish interior/exterior of each level 10. MM – Restroom – clean tile and concrete walls 11. SOC – Exterior picnic area recycling and garbage bins emptied into the exterior, central recycling and garbage bins.
Monthly	<ol style="list-style-type: none"> 1. Vinyl and linoleum – clean and wax floors (including MM elevators) 2. Walls, doors and molding – remove fingerprints, smidges and dirt 3. Doors and entrances – clean and polish, remove fingerprints and smudges 4. Dusting – remove all accumulated dust from table tops, desks, filing cabinets

	<ol style="list-style-type: none"> 5. White boards and pen rails – wash clean 6. Restroom floors – strip and wax 7. Patio tables – clean and disinfect 8. CNC – hardwood floors - buff
Every Other Month	<ol style="list-style-type: none"> 1. Vinyl and linoleum – strip and wax 2. Wooden furniture and fixtures – clean and polish 3. Formica and metal desks – clean 4. Fabric or carpeted wall coverings – dust and/or vacuum, spot clean 5. Light switches – clean and disinfect 6. Janitorial closets – clean, organize and stock 7. Venetian blinds – wipe down and clean 8. CNC – High dusting of HVAC vents and diffusers 9. MM – Restroom – strip and seal tile walls and floor
Quarterly	<ol style="list-style-type: none"> 1. CNC – Carpets – steam clean all 2. SOC NOVA offices – Carpets – steam clean all
Semi-Annually	<ol style="list-style-type: none"> 1. Vinyl, linoleum, stone, marble, slate, granite, ceramic tile floors and stairs – strip and wax 2. Dusting – high dusting of HVAC vents and diffusers 3. Garbage/food scrap recycling containers – wash and disinfect 4. Light fixtures – clean 5. Personal computers – clean with anti-static cleaner
Annually	<ol style="list-style-type: none"> 1. Carpets – steam clean all 2. Glass and windows – interior and exterior – clean all 3. High dusting – remove all accumulated dust, dirt and debris 4. Fabric furniture – dust, vacuum and spot clean 5. Refrigerators – break rooms only – clean 6. CNC and WP – Floors – refinish

EXHIBIT "B"
COMPENSATION SCHEDULE

City of Sunnyvale	1st Year	
	Monthly	Annual
Cluster 1 - Civic Center		
City Hall, City Hall Annex, South Annex, Public Safety, Library		
Staff Hours (10,760)		
Service Cost Subtotal	\$ 29,940	\$ 359,276
Cluster 2 - Community & Senior Center Campus		
Recreation Building, Indoor Sports Center, Creative Arts Building, Theatre, Senior Center, Heritage Center (Arboretum)		
Staff Hours (5,927)		
Service Cost Subtotal	\$ 16,492	\$ 197,903
Cluster 3 - The Route (various locations)		
Sunnyvale Office Center, Corp Yard Admin Building, Corp Yard Modular Building, Corp Yard Miscellaneous Areas, Columbia Sports Center, Water Pollution Control Plant, Multi-Modal Transit Station, Fire Station #5 Training Center		
Staff Hours (4,802)		
Service Cost Subtotal	\$ 13,362	\$ 160,339
Staff Hours Total (21,489)		
Service Cost Total	\$ 59,793	\$ 717,518

EXHIBIT "C"
INSURANCE REQUIREMENTS FOR CONTRACTS

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work by the Contractor, his agents, representatives, or employees.

Minimum Scope and Limits of Insurance Contractor shall maintain limits no less than:

1. **Commercial General Liability**: \$1,000,000 per occurrence and \$2,000,000 aggregate for bodily injury, personal injury and property damage. ISO Occurrence Form CG 0001 or equivalent is required.
2. **Automobile Liability**: \$1,000,000 per accident for bodily injury and property damage. ISO Form CA 0001 or equivalent is required.
3. **Workers' Compensation** Statutory Limits and **Employer's Liability**: \$1,000,000 per accident for bodily injury or disease.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared and approved by the City of Sunnyvale. The contractor shall guarantee payment of any losses and related investigations, claim administration and defense expenses within the deductible or self-insured retention.

Other Insurance Provisions

The **general liability** policy shall contain, or be endorsed to contain, the following provisions:

1. The City of Sunnyvale, its officials, employees, agents and volunteers are to be covered as additional insureds with respects to liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; premises owned, occupied or used by the Contractor; or automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the City of Sunnyvale, its officers, employees, agents or volunteers.
2. For any claims related to this project, the Contractor's insurance shall be primary. Any insurance or self-insurance maintained by the City of Sunnyvale, its officers, officials, employees, agents and volunteers shall be excess of the Contractor's insurance and shall not contribute with it.
3. Any failure to comply with reporting or other provisions of the policies including breaches of warranties shall not affect coverage provided to the City of Sunnyvale, its officers, officials, employees, agents or volunteers.
4. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
5. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, cancelled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the City of Sunnyvale.

Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of not less than A:VII, unless otherwise acceptable to the City of Sunnyvale.

Verification of Coverage

Contractor shall furnish the City of Sunnyvale with original a Certificate of Insurance effecting the coverage required. The certificates are to be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates are to be received and approved by the City of Sunnyvale prior to commencement of work.