



**SUBORDINATE CONTRACT
MA-063-24010014
WITH
UNIVERSAL BUILDING MAINTENANCE LLC
DBA ALLIED UNIVERSAL JANITORIAL SERVICES
FOR
JANITORIAL & DAY PORTER SERVICES**

This Subordinate Contract MA-063-24010014 (referred to as "Contract") is made and entered into upon execution of all necessary signatures between the County of Orange, Social Services Agency (SSA), a political subdivision of the State of California, with a place of business at 500 N. State College Blvd., Suite 100, Orange, CA 92868-1673 (referred to as "County"), and Universal Building Maintenance, LLC dba Allied Universal Janitorial Services, with a place of business at 1551 N. Tustin Ave., Suite 650, Santa Ana, CA 92705 (referred to as "Contractor"), for Janitorial Services. County and Contractor may be individually referred to as "Party," or collectively as "Parties."

ATTACHMENTS

This Contract is comprised of this document and the following Attachments, which are incorporated herein by this reference into this Contract:

Attachment I – Scope of Work

Attachment II – Price List

RECITALS

WHEREAS, the County of Orange, County Procurement Office (CPO) has issued Regional Cooperative Agreement RCA-017-22010002 (referred to as "RCA") on file with County of Orange, CPO, effective September 1, 2021 through August 31, 2026, for Janitorial Services (referred to as "Services") in accordance with the terms and conditions of the RCA between Contractor; and

WHEREAS, County desires to enter into a Contract for the Services per the RCA; and

WHEREAS, Contractor is willing to provide the Services specified in the Scope of this Contract as listed below; and

WHEREAS all terms and conditions, amendments/modifications of the RCA are incorporated herein by this reference into this Contract; and

WHEREAS, County and Contractor agree that this Contract is effective upon mutual agreement of both Parties and County of Orange Board of Supervisor's approval; and

NOW, THEREFORE, the Parties mutually agree as follows:

ARTICLES

1. **Scope of Contract:** This Contract specifies the terms and conditions, per RCA incorporated herein, by which County will procure the Services as specified in Attachment I – Scope of Work.
2. **Term of Contract:** This Contract shall commence on November 1, 2023, and continue through and including October 31, 2026, unless otherwise terminated by the County. This Contract may be renewed thereafter for one two-year term upon mutual agreement of both Parties. The County does not have to give a reason if it elects not to renew this Contract.



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3. **Compensation & Payment:** Contractor agrees to provide the Services at the fixed rates specified and set forth in Attachment II / Price List in this Contract and in accordance with the terms and conditions specified in the RCA. The total cost of this Contract shall not exceed \$1,315,000.00; provided, however, that in the event the County desires to procure Services in excess of the stated amount, the Parties shall enter into an amendment to this Contract for such additional expenditure.

Invoicing: Contractor shall submit invoices for payment processing to the following address:
Social Services Agency/Procurement Services at ssaprourementap@ssa.ocgov.com or mailed to
Attn: Processing Desk (MA)
500 N. State College Blvd., Suite 100
Orange, CA 92868-1673

Payment will be net 30 days after receipt of an invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rest with the contractor.

An acceptable invoice format shall minimally include:

- A. Contractor's name and address;
- B. Invoice number and date;
- C. Name of County agency/department ordering services/goods;
- D. Description of services/goods and date ordered;
- E. Contract MA-063-24010014;
- F. Total invoice amount;
- G. Contractor's federal taxpayer's ID number; and
- H. Contractor's remittance address (if different from line A)

Contractor has the option of receiving payment directly to their bank account via an Electronic Fund Transfer (EFT) process in lieu of a check payment. Payment made via EFT will also receive Electronic Remittance Advice with the payment details via email. An email address will need to be provided to the County via EFT Authorization Form. To request a form, please contact the DPA.

Payment in Advance/Partial Payment for June Invoices: Contractor may submit a full or partial invoice to County up to thirty (30) calendar days in advance of Contractor providing the services and/or goods described in Attachment I - Scope of Work for the month of June during the term of the contract. County's payment of a submitted invoice will be net thirty (30) calendar days after the invoice is received in a format acceptable to County and is verified and approved by County, subject to County's routine processing requirements.

The responsibility for providing an acceptable invoice rest with Contractor. All submitted invoices must reference the Contract number and include all information required by the invoicing instructions provision. An invoice may only cover services and/or goods not covered on a previously submitted invoice.

Contractor must refund to County any money the County paid in advance to Contractor when the services and/or goods do not meet the Contract requirements or the services and/or goods are not provided, including when the services and/or goods are not provided due to termination of the Contract pursuant to Article K of the RCA. Further, payments made by County do not preclude the right of County from thereafter disputing any services and/or goods involved or paid under this Contract and must not be construed as acceptance of any part of the services and/or goods.

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4. **Usage:** No guarantee is given by the County to the Contractor regarding usage of this Contract. Usage figures, if provided, are approximate, based upon the last usage. The Contractor agrees to supply services requested, as needed by the County of Orange, at prices listed in the Contract, regardless of quantity requested.
5. **Debarment:** Contractor shall certify that neither contractor nor its principals are presently debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in the transaction by any federal department or agency. Where Contractor as the recipient of federal funds, is unable to certify to any of the statements in the certification, Contractor must include an explanation with their bid/proposal. Debarment, pending debarment, declared ineligibility or voluntary exclusion from participation by any federal department or agency may result in the bid/proposal being deemed non-responsible.
6. **Notices:** Any and all notices, request demands and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing, except through the course of the Parties' project managers' routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand, or upon delivery on the actual day of receipt or no greater than four calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate Party at the address stated herein or such other address as the Parties hereto may designate by written notice from time to time in the manner aforesaid.

FOR COUNTY:	COPY TO:
County of Orange	County Of Orange
SSA/Procurement Services	SSA/ Facilities
500 N. State College Blvd., Suite 100	500 N. State College Blvd., Suite 100
Orange, CA 92868-1673	Orange, CA 92868-1673
Attn: Michael Thomas Farole	Attn: Peter Warren
Telephone: 714-541-7723	Telephone: 7147-541-7747
Email: Michael.farole@ssa.ocgov.com	Email: Peter.warren@ssa.ocgov.com

FOR CONTRACTOR:
Universal Building Maintenance, LLC dba Allied Universal Janitorial Services
1551 N. Tustin Ave., Suite 650
Santa Ana, CA 92705
Attn: Ramon Acosta
Telephone: 714-398-3724
Email: ramon.acosta@aus.com

- Signature Page follows -



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SIGNATURE PAGE**

The Parties hereto have executed this Contract on the dates shown opposite their respective signatures below.

**UNIVERSAL BUILDING MAINTENANCE, LLC
DBA ALLIED UNIVERSAL JANITORIAL SERVICES***

<small>DocuSigned by:</small>		<i>Mark Olivas</i>	
By	<small>C389FDD0CA4C470...</small>	By	_____
Print Name	Mark Olivas	Print Name	_____
Title	President	Title	_____
Date	8/22/2023 <small>Corporate Officer</small> 5:22:03 PM PDT	Date	_____ <small>Corporate Officer</small>

*If the contracting Party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one (1) person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two (2) categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the document twice, each time indicating his or her office that qualifies under the above described provision. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signator to bind the corporation.

COUNTY OF ORANGE
a political subdivision of the State of California

By	_____	_____
	Print Name	Title
	_____	_____
	Signature	Date

**COUNTY OF ORANGE
COUNTY COUNSEL
Approved as to Form:**

<small>DocuSigned by:</small>		<i>Condensed Frost</i>	
By	<small>D3AB98D76D0B425...</small>	Date	8/22/2023 5:20:08 PM PDT
	County Counsel		_____



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ATTACHMENT I

SCOPE OF WORK

I. GENERAL SCOPE OF WORK

Contractor shall, throughout the length of the Contract, provide all personnel, equipment, tools, materials, supervision and other items and services necessary to perform janitorial services at the SSA Eckhoff Facilities in a professional, systematic and thorough manner for the listed facility. These services shall include, but are not limited to, cleaning, washing windows (interior/exterior), vacuuming, sweeping, dusting, hard surface floor buffing, stripping, waxing and shampooing carpets and emergency clean-ups.

II. MINIMUM REQUIREMENTS

County pays in arrears after receipt of invoice therefore Contractor must have the financial stability to provide the services specified in this Contract for a period of 2 (two) months.

III. DEFINITIONS

- A. **Daily:** Shall mean the period of normal work week, i.e., Monday through Friday, including Saturday and Sunday, when necessary or so designated.
- B. **Weekly:** Shall mean per calendar week (Sunday – Saturday)
- C. **Bi -Weekly:** Shall mean every two weeks. It shall be per calendar month regardless of the number of days in the month.
- D. **Monthly:** Shall be per calendar month regardless of the number of days in that month. All work to be performed on a monthly basis shall be performed during the first full week of that month.
- E. **Quarterly:** Shall be every three (3) months. All work to be performed on a quarterly basis shall be performed during the second full week of the first month of that quarter. The first quarter shall commence upon the effective date of the Contract and all subsequent quarters shall commence on three (3) month intervals thereafter.
- F. **Semi-Annually:** Shall be every six (6)-months. All work to be performed on a semi-annual period basis shall be performed during the third week of the first month of the semi-annual period. The first semi-annual period shall commence upon the effective date of the Agreement and all subsequent semi-annual periods shall commence on six (6)-months intervals thereafter.
- G. **Annual:** Shall be once (1) per year. The first annual period shall commence upon the effective date of the Contract and all subsequent annual periods shall commence on one (1) year intervals thereafter. All work to be performed on an annual basis shall be performed during the fourth full week of the first month of the Contract year.
- H. **Day Porter:** Shall be Contractor employee, located on-site for the purpose of providing immediate attention during normal working hours to perform the Contract related services, including, but not limited to, the removal of hazards such as spills or broken glass, emergency clean-ups such as plumbing and roof leaks, refilling supplies, and general facility upkeep.
- I. **Dirt:** Particles of sand, soil, grit, pebbles, mud, dust, fuzz, tar, liquid stains, ashes, etc.
- J. **Damp Mopping:** Cleaning floor surfaces after sweeping and dust mopping to pick up any remaining dust or dirt, utilizing a clean mop, clean water, all-purpose floor cleaner (and a disinfectant where required by the scope of work) with a dry-wrung out mop.



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- K. **Disinfect:** To completely flood the fixture, floor, etc., with a germicidal disinfectant, to allow soaking, rinsing, and cleaning as directed by manufacturer's instructions.
- L. **Spray Buffing:** A process used to eliminate heel marks and scuffs in high traffic areas, and to restore the hard surface floor to a uniform appearance using a floor machine and soft buffing pad. Sweeping or dust mopping and damp mopping must occur before this procedure is done.
- M. **Carpet Cleaning:** Shampooing carpets with the deep dirt extraction (steam cleaning) method per manufactures recommendations.
- N. **Dust Mopping:** Removing dirt and debris from floor surfaces by use of a dust mop.
- O. **Easily Movable Items:** Any furniture, waste receptacles, chairs, etc., that weigh 50 pounds or less or can be moved by one person.
- P. **Emergency Clean-ups:** Including but not limited to cleaning up water from roof leaks and plumbing leaks.
- Q. **Floor Maintenance:** The tasks of sweeping, dust mopping, damp mopping, wet mopping, scrubbing, stripping, sealing, waxing, dry buffing or spray buffing to maintain floors in a neat, clean, orderly, and safe state. After receiving floor maintenance, the entire floor shall have a uniform coating of nonskid floor finish, have a uniform glossy appearance and be free of scuff marks, heel marks, and other stains and discoloration.
- R. **Glass:** All exposed glass or glass surfaces, including Lucite, plastic, or any transparent materials, mirrors, and entrance doors that are not considered windows.
- S. **High Glass:** Glass walls, elevators, and partitions with lower edge or upper edge that is at least six feet above the ground.
- T. **Neat/Clean:** Orderly, tidy, and free from dirt, stains, dust, and debris.
- U. **Scrubbing (hard surface floors):** Cleaning floor surfaces after sweeping or dust mopping, applying an all-purpose detergent with a mop and then agitating the detergent with a floor scrubber or slow buffing machine, followed by using a mop to rinse the area two or more times with clean water and picking-up residue with a wet-vacuum.
- V. **Sealing (hard surface floors):** After stripping and using a neutral cleaner, two coats of sealant are applied to protect and seal the floor surface.
- W. **Spray Buffing (hard surface floors):** A process used to clean and eliminate heel marks and scuffs in high traffic areas using a buffing pad, floor machine, and spray buffing chemical, leaving a uniform thin coat of non-skid wax. Sweeping or dust mopping and damp mopping must occur before this procedure is done.
- X. **Stairways/Stairwell/Staircase:** One or more flights of stairs, such as steps, risers, and landings to pass from one level to another. Note: All stair wells shall receive floor maintenance.
- Y. **Stripping (hard surface floors):** Using a stripping pad, scrubbing machine or floor machine and a stripping solution (alkaline solution) that breaks up and emulsifies the old wax on the floor including the edges, followed by rinsing with a neutralizer agent and rinsing the area two or more times with clean water (a wet vacuum shall be used to pick up stripper) leaving the floor clean with no wax build-up.
- Z. **Doors & Thresholds:** Clean all doors, door handles and thresholds of all interior, perimeter and elevator doors.
- AA. **Sweeping:** Removing all dirt and debris from floor surfaces by using a brush broom or dust mop.



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- BB. **Walk-Off Mats:** Mats made of various materials that are located inside and outside building entrances and throughout the building.
- CC. **Waxing:** Applying manufacturer recommended thin coats of non-skid floor wax solution that protects the hard surface floors, and leaves a non-slippery, glossy and uniform appearance.
- DD. **Wet Mopping:** Thoroughly cleaning hard floor surfaces after sweeping or dust mopping, utilizing clean water and an all-purpose detergent solution (and disinfectant where required by the Contract Scope of Work).
- EE. **Windows:** Includes all interior glass and windows, glass partitions inside and outside, trophy/display cases, directory boards, wall mirrors, door windows, doors and adjacent trim. After interior glass and windows have been cleaned there shall be no traces of film, dirt, smudges and water spots or other foreign matter left on the windows and sills. Includes all exterior glass and windows. After exterior glass and windows have been cleaned, exterior frames and interior frames, casing sills and glass shall be free of all traces of film, dirt, smudges, water spots, mineral deposits and other foreign matter.
- FF. **Trash:** All trash containers (interior and exterior) shall be emptied at the frequencies stated herein. Trash containers shall be returned to their initial locations. Boxes, cans, and papers placed near a trash receptacle and marked "TRASH" shall be removed. Soiled or torn plastic trash receptacle liners in such receptacles shall be replaced. All debris or liquids remaining in a trash receptacle must be removed and the trash receptacle cleaned. Trash shall be disposed of in plastic bags secured with bag ties. Contractor shall pick up any trash that may fall onto the facility or grounds during the removal of such trash. The trash shall be deposited in the nearest outside trash collection point. Dirty trash receptacles shall be washed inside and out and shall be odor free.
- GG. **Public Ash Trays and Urns:** All public ashtrays and urns shall be emptied and wiped with a cloth. Ashtrays will be washed with a cleaning solution and wiped dry as required to remove odor and stains. All public urns will be cleaned, removing debris, and the sand replaced, as needed.
- HH. **Low Dusting:** All dust, lint, litter, cobwebs, and dry soil shall be removed from the horizontal surfaces of chairs, file cabinets, conference tables, and other types of furniture and equipment, and from horizontal ledges, window sills, hand rails, baseboards, air conditioning vents, etc., up to seven feet above the top of the floor level.
- II. **High Dusting:** Contractor shall provide high dusting, removing all dust, lint, litter, and dry soil from surfaces higher than seven feet above the top of the floor surface. Air conditioning grills, where installed, shall be high dusted.

IV. CONTROL OF WORK

The Facility Manager or designee shall decide any and all questions which may arise as to the acceptability of the janitorial services performed, the manner and rate of performance, interpretation of the specifications, and/or the acceptable fulfillment of the Contract by the Contractor. The Facility Manager or approved designee shall also direct the inspection/administration of the work and decide questions regarding compensation.

Licenses: Contractor shall supply all licenses and permits required to perform this work in accordance with local restrictions and shall pay all fees resulting there from.

V. BUILDING SECURITY

- A. **Keys:** County will issue such keys (key cards) as necessary for access to the service locations. Contractor shall assume full responsibility for theft or loss of keys including payment for re-keying all locks operated by these keys. Keys shall not be duplicated.



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- B. Security System: The work area may be protected by limited access security systems. An initial access code number will be issued to the Contractor by the County. Thereafter, all costs for changing the access code due to changes in personnel or required substitution of Contracts shall be paid by the Contractor and may be deducted from payments due or to become due to the Contractor. Furthermore, any alarms originating from the Contractor's operations shall also be paid by the Contractor and may be deducted from payments due or to become due to the Contractor.
- C. Facility Security: Contractor shall keep all doors locked while working in the building and doors shall not be propped open. Keys shall not be left in the doors. Contractor shall not admit a person into the building that is not a direct employee of the Contractor and not actively engaged in performance of the work. Contractor shall restrict access to the designated buildings and designated parking area. At no time shall the Contractor or its employees enter other areas of the facility not specifically included in this contract for janitorial services. The Contractor shall check all windows and doors for proper closure and locking, extinguish all lights except master security lighting and reactivate the security system (if applicable) prior to leaving the facility.
- D. Damage: Contractor shall immediately report all damage conditions and occurrences to the Facility Manager at (714) 541-7758, including broken windows, vandalism, and/or other facility damage.

VI. CONTRACTOR'S RESPONSIBILITIES

- A. Background/Security: All personnel engaged in performance of this work shall be employees of the Contractor. Contractor warrants that its employees possess sufficient experience and security clearance to perform this work. Contractor shall research the employment and criminal records of each employee and shall maintain a copy of that research.
- B. Health: All personnel shall be in good health and free of contagious diseases. Contractor shall not allow any person(s) under the influence of alcohol or drugs on the premises or in the building. Neither shall the Contractor allow the use or presence of alcohol or drugs on the premises or in the building.
- C. Identification: All personnel shall wear uniforms furnished by the Contractor, at all times during the performance of this work. The Contractor's supervisor may wear badges in lieu of uniforms.
- D. Conduct: Contractor shall not employ people who are found to be incompetent, disorderly, troublesome, under the influence of alcohol or drugs, who fails or otherwise refuses to perform the work properly and acceptably, or is otherwise objectionable. Any person found to be objectionable shall be discharged immediately and not re-employed on this job for the service provided in this contract.
- E. Supervision: Contractor shall provide a supervisor or foreman who shall be present at all times during Contract operations, and who shall be responsible for both conduct and workmanship. The supervisor or foreman shall be able to communicate effectively in both written and oral English.
- F. Time Card: Contractor shall provide and maintain a biometric time card system on the SSA Eckhoff Facility site in a janitor's closet. The system must be stand alone and not require the use of the County's local computer network or telephone lines. Upon request from the Project Manager or designee, time reports will be furnished to the County to verify number of service hours performed at the site and on site personnel.

Contractor shall:

1. Not add new wiring to the facility for this function
2. Have no access County computer network or phone lines to run system
3. If needed, use janitorial closet to install and maintain the system.



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4. Have a wireless system or have feature that allows for data to be downloaded and transported off site.
- G. Training: Contractor shall have an ongoing training program for its entire staff. Contractor shall provide only personnel that have been fully trained for performance of this work. Supervisors shall have been trained in supervision as well as technical training in janitorial services.
- H. Vehicles: Contractor shall provide transportation when needed to meet the Contract specifications.
- I. Schedule: Within the first two weeks of the Contract, the Contractor shall prepare a schedule for the monthly, quarterly, and annual cleaning. The schedule shall be given to the County Facility Manager or approved designee. Any deviation from this schedule must be approved by the County Facility Manager or approved designee. Monthly Special Cleaning schedules must be provided 30 days in advance of the Special Cleaning taking place.

VII. CONSERVATION OF UTILITIES

Contractor shall make sure Contractor's employees practice utilities conservation. Contractor shall be responsible for operation under conditions that prevent the waste of utilities, to include the following:

- A. Lights shall be used only in the areas where work is actually being performed and turned off when the area has been cleaned.
- B. Employees shall not adjust mechanical equipment controls for heating, ventilation, or air condition systems.

VIII. CONTRACTOR'S OFFICE/EMERGENCY

The Contractor shall maintain an office in Orange County with a telephone communications system for twenty-four (24) hour emergency notification. All calls are to be returned within one (1) hour. Emergency response to the site will be no more than two (2) hours.

IX. PROTECTION AND RESTORATION

The Contractor shall protect all furnishings and improvements from damage by its operations. All damage shall be repaired or replaced, at the option of the County and at the Contractor's expense within a reasonable time after notification of such damage. Repairs and/or replacements shall be equal to original in all aspects.

X. RESTRICTIONS

- A. General: Contractor's personnel shall not disturb papers on desks, open drawers or cabinets, use radios, computers, television sets, coffee pots, stoves, microwaves, or refrigerators, nor shall they tamper with any personal or county property.
- B. Telephones: Telephones shall not be used by the Contractor or its employees for personal or business reasons with the following exception(s):
 1. To report need of medical aid, fire, or need of law enforcement, dial 9-911.
 2. Any calls to numbers other than those above will be considered a violation of this Contract and grounds for immediate termination.
- C. Cellphones: The Contractor and Contractor's employees shall limit the use any of personal cellphones except on breaks or in cases of emergencies.

XI. MATERIALS

Contractor shall furnish, at its expense, all equipment, tools, supplies, and dispensers to perform this work. The equipment, tools, supplies and dispensers shall include, but not be limited to:



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- A. Equipment: Wet and dry HEPA vacuum cleaners, commercial grade dry HEPA vacuums to have attached magnets, carpet extractors, janitorial carts, ladders, floor scrubbers, buffers/polishers, and carpet pile lifter.
- B. Tools: Brooms, mops, mop presses, dustless sweeping tools, buckets, sponges, squeegees, buffing and stripping pads, and hand floor stripping tools.
- C. Supplies: Floor, glass, tile, and carpet cleaners (Manufacturer Recommended) floor wax strippers, sealers, furniture, tile, and metal waxes/polishes, wood restorer, acid base cleaners, disinfectants, deodorant blocks, sand for sand urns/ash trays, plastic trash can liners, antibacterial hand soap, and air freshener spray cans.
- D. Paper Supplies: Toilet tissue, paper towels, toilet seat covers, sanitary napkins, and sanitary napkin receptacle liners that fit into the installed dispensers. County to approve quality of paper products provided by contractor.
- Note: Facilities have a high percentage of women staff and the usage of paper supplies is above average for its ratio.
- E. Dispensers: Paper towel, toilet paper, sanitary napkin dispenser, toilet seat cover dispensers, and soap dispensers. Contractor must ensure that supplies match the size requirements of the installed dispensers.

XII. QUALITY OF CLEANING MATERIALS/SUPPLIES

A. Quality, Safety and Effectiveness

All cleaning supplies, materials, and tools used in the performance of this Contract shall be of good commercial quality, suitable for the purpose intended and will not present unsafe conditions for the Public or County employees. All cleaning materials/supplies shall provide results necessary to provide the high standards of cleanliness required under this Contract. All cleaning processes used shall meet high standards of safety and effectiveness for commercial applications in high traffic areas and shall not damage the facilities being cleaned. The County shall have the right to prohibit the use of any process, material, supply, or tool which may damage County property or which may be a risk to employees, the public, or others using County facilities.

Note: The Contractor shall post copies of MSDS (Material Safety Data Sheets) for all chemicals used in each custodial closet in compliance with OSHA's Hazard Communication Standard 29 CFR 1910.1200. This shall include labeling the contents of all secondary type plastic bottles or containers.

B. Environmentally Preferable (Green) Products and Specifications

1. Janitorial Cleaners & Products

Janitorial Cleaners and Products are divided into the following classifications: Hard surface/General-Purpose Cleaners; Biologically-based Cleaning and Degreasing Compounds; Disinfectants and Disinfecting Cleaners; Carpet & Upholstery Cleaners; and Floor-Care Products. These classifications cover products ranging from bathroom, carpet and upholstery, general purpose, window/glass, disinfectant, and industrial cleaners.

Contractor must purchase products in compliance with the maximum allowable Volatile Organic Compound content, under the California Code of Regulations (Article 2 Section 94509, Title 17). The current level of VOC content for this product category is 30%. Products must, at a minimum, meet this VOC requirement. Product performance should meet industry acceptable performance standards. All products must be compliant with California OSHA requirements.



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Since improper use can affect the performance of green cleaning products, Contractor should provide training to maintenance staff on the proper use of the products. Training is considered essential for successful implementation.

a. Hard surface/General-Purpose Cleaning products

Hard surface cleaning products are used to remove both organic and inorganic soils from a variety of hard surfaces, including plastic, glass, ceramic, metal, porcelain, rubber, leather, wood, and stone. These products include bathroom cleaners, boat and bilge cleaners, cooking appliance cleaners, degreasers, dish cleaners, industrial cleaners, vehicle cleaners for household and institutional use, window and glass cleaners, and cleaning products with low potential for environmental illness.

The County defines an environmentally preferable hard surface/general-purpose cleaning product as one that is certified through one of the following agencies or has demonstrable evidence that it possesses the same attributes and standards of a certified product:

Environmentally Preferable Product Standards:

EcoLogo Standard CCD-146, www.ecologo.org/en/greenproducts/

Green Seal GS-37 & GS-34, www.greenseal.org/

EPA Design for the Environment (DfE) Program, www.epa.gov/dfc

All products must comply with the standards set forth in the California Code of Regulations (Article 2 Section 94509, Title 17) and be California OSHA compliant.

b. Biologically-based Cleaning and Degreasing Compounds

These are products used to remove soils from a variety of surfaces, including plastic, glass, ceramic, metal, porcelain, rubber, leather, wood, and stone. These products include the following product types: cleaners, bio-based-general facility maintenance cleaners, cleaners, bio-based cleaners all of which are generally 100 percent biodegradable and non-toxic.

The County defines an environmentally preferable biologically-based cleaning and degreasing product as one that is certified through one of the following agencies or has demonstrable evidence that it possesses the same attributes and standards of a certified product:

Environmentally Preferable Product Standards:

EcoLogo Standard CCD-110, www.ecologo.org/en/greenproducts/

EPA Design for the Environment (DfE) Program, www.epa.gov/dfc

All products must comply with the standards set forth in the California Code of Regulations (Article 2 Section 94509, Title 17) and be California OSHA compliant.

c. Disinfectants and Disinfecting Cleaners

Disinfectant cleaners are defined as liquid one-step cleaning and disinfecting products used in offices, schools, hospitals, and retail settings. Disinfectant products covered under this document are also known as hard-surface disinfectants or low-level disinfectants, and serve to kill pathogenic microorganisms (bacteria, fungi) on hard non-porous surfaces



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The County defines an environmentally preferable disinfectant or disinfecting cleaner as one that is certified through one of the following agencies or has demonstrable evidence that it possesses the same attributes and standards of a certified product:

Environmentally Preferable Product Standards:

EcoLogo Standard CCD-146, www.ecologo.org/en/greenproducts/

EPA Design for the Environment (DfE) Program, www.epa.gov/dfc

All products must comply with the standards set forth in the California Code of Regulations (Article 2 Section 94509, Title 17) and be California OSHA compliant.

d. Carpet & Upholstery Cleaners

Carpet & upholstery cleaners include the following product types: carpet spot and stain removers, carpet cleaners, fabrics and other woven materials.

The County defines an environmentally preferable carpet and upholstery cleaners as one that is certified through one of the following agencies or has demonstrable evidence that it possesses the same attributes and standards of a certified product:

Environmentally Preferable Product Standards:

EcoLogo Standard CCD-148, www.ecologo.org/en/greenproducts/

Green Seal GS-37, www.greenseal.org/

EPA Design for the Environment (DfE) Program, www.epa.gov/dfc

All products must comply with the standards set forth in the California Code of Regulations (Article 2 Section 94509, Title 17) and be California OSHA compliant.

e. Floor-Care Products

Floor-care products include the following product types: floor finish, neutralizers, restorers, sealers, strippers.

The County defines an environmentally preferable floor-care product as one that is certified through one of the following agencies or has demonstrable evidence that it possesses the same attributes and standards of a certified product:

Environmentally Preferable Product Standards:

i. EcoLogo Standard CCD-147 www.ecologo.org/en/greenproducts/

ii. Green Seal GS-40, www.greenseal.org/

iii. EPA Design for the Environment (DfE) Program, www.epa.gov/dfc

All products must comply with the standards set forth in the California Code of Regulations (Article 2 Section 94509, Title 17) and be California OSHA compliant.

f. Cleaning chemicals must be certified through one of these agencies and must remain certified for the duration of the contract. Products that are not listed through one of these certification agencies are prohibited as part of this cleaning contract. Contractor must provide proof of agency certification if the product is not listed on the certification agency's website.

g. Material Safety Data Sheets (MSDS) must be provided for both ready-to-use products and concentrate, if provided in concentrated form. Contractor must provide changes to



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any products and/or product lists used as part of this contract. These changes must be submitted in writing to the Project Manager or approved designee, along with any new MSDS. Noncompliant chemicals must be removed immediately from the building.

C. Paper Products

1. Janitorial Paper Products – Facilities have a high demand for paper supplies. Contractor must ensure that supplies match size requirements of the installed dispensers.
 - a. Paper products that are environmentally preferable are found on the following agency product lists and standards:
 - i. EcoLogo, www.ecologo.org/en/greenproducts/
 - ii. Green Seal, www.greenseal.org/
 - iii. Conservatree, www.conservatree.com
 - iv. Forest Stewardship Council (FSC) chain of custody certification, <http://www.fscus.org/>
 - v. Chlorine Free Products Association's Totally Chlorine-free (TCF) and/or Processed Chlorine-free (PCF) marks, <http://www.chlorinefreeproducts.org/>
 - b. Chlorine-free or less-chlorinated paper products are preferential. The following language on labels and in catalogs addresses the level of chlorine used in the production process:
 - i. Unbleached.
 - ii. Bleached without chlorine or chlorine derivatives.
 - iii. Totally chlorine-free (TCF). This applies to virgin paper fiber that is unbleached or processed without chlorine or chlorine derivatives.
 - iv. Processed chlorine-free (PCF) applies to recycled paper fiber that is unbleached or bleached without chlorine or chlorine derivatives; however, since some of the waste paper being recycled may previously have been bleached with chlorine, recycled paper products labeled PCF cannot be labeled TCF. If the final product contains any virgin fiber, then that fiber must be TCF.
 - v. Elemental chlorine-free (ECF) paper fiber is bleached with chlorine derivatives that produce fewer dioxins than elemental chlorine.
 - c. The following products meet the minimum standards established for performance of this work. Specific product names have been used to represent an acceptable product in each category. Contractor may utilize products of its choice which are equal to those stated:
 - i. Toilet tissue: White, 2 ply, facial quality non recycled, compact, reference Waxie Catalog number 850240 or Scott brand;
 - ii. Paper towels: White, 1 ply, C-fold, Envision, Pacific Blue or equal;
 - iii. Seat Covers: Shieldor or equal;
 - iv. Hand soap: Powdered – Luron, Boraxo MD-7, or a “green” product; Liquid -- non-abrasive, antibacterial; Waxie (Green) 380204;



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- v. All purpose cleaner (with a germicidal disinfectant): Simple Green, Maintex or Guardian or equal;
- vi. Feminine napkins: Kotex or equal;
- vii. Wood Cleaning: Any "Green" product
- viii. Floor finishes: (commercial quality)
 - Stripper: Non ammoniated, Waxie W-400 stripper,
 - Sealer: 16 percent solids, Waxie W-300 sealer
 - Wax: 16-17 percent solids, Johnson's Complete Wax
 - Spray Buff: Johnson's Snapback
 - Sweeping
 - Compound: Green Wax – Waxie 910240
- ix. Plastic liners for waste and rubbish containers:

Size:	2 x 8 x 24	1 mil	16 x 14 x 37	1.4 mil
	15 x 9 x 24	1 mil	23 x 10 x 40	1.4 mil
	15 x 9 x 33	1 mil	23 x 17 x 48	1.4 mil
	23 x 17 x 48	1 mil		

XIII. CONTRACTOR'S - PERFORMANCE

The Contract specifications define the minimum level of service and frequency deemed acceptable. It is intended that the Contractor shall schedule its operations to meet or exceed these requirements. It is further intended that the Contractor shall put forth a level of effort to provide a thorough cleaning of the facility, not merely surface cleaning to the sanitary standards of a hospital.

Contractor shall at all times provide adequate supervision of Contractor's employees to ensure complete and satisfactory performance of all work in accordance with the terms of this Contract.

XIV. SCHEDULE OF DEDUCTIONS

The Schedule of Deductions, as specified in Section IV. Compensation/Payment Schedule V. Schedule of Deductions will aid the County in understanding the cost allocation for the different items that the Contractor will be performing under this Contract. Contractor's associated cost for each service task identified is specified in the Schedule of Deductions.

In the event that the County finds, in a scheduled or random inspection, that the Contractor has not completed the services in accordance with the Contract requirements, monetary deductions will be made against monthly invoices in accordance with Schedule of Deductions section. Be advised that the amount of the invoice deduction for an individual service may exceed the amount listed in the Schedule of Deductions.

XV. SPECIFICATIONS

A. Facility Description

1. Location:

Social Services Agency, Eckhoff facility
800 and 840 North Eckhoff, Orange, CA 92868

2. Area Measurements of Facility

The following area measurements for the facility are approximate. There may be variations due to relocation of partitions or other modifications.



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Facility	Bldg Size	Square Feet (Inside)		Total Area (Sq. Ft) to be Cleaned	Number of Employees		Average Daily Number Of Clients	Number Of Restrooms + Showers
		Tile	Carpet/ Other		Avg.	Max.		
800 Eckhoff	4 Floors	6,235	49,869 Carpet	56,104	292 17% Male	319	100	9
840 Eckhoff	2 Floors	8,274	91,690 Carpet	99,964	533 20% Male	631	N/A	8 + 2 Showers

3. Operational Hours/Hours Of Day Porter And Janitorial Services

800 Building public waiting area and playroom – clean only after 9:15 PM

840 Building, Section F, second floor – clean only after 11 PM

HOURS	MON	TUE	WED	THU	FRI	SAT	SUN
Regular hours - open to public and employees	7:00 AM 9:00 PM	7:00 AM 9:00 PM	7:00 AM 9:00 PM	7:00 AM 9:00 PM	7:00 AM 9:00 PM	8:00 AM 5:00 PM	---
Day Porter Hours	7:30 AM 4:30 PM	7:30 AM 4:30 PM	7:30 AM 4:30 PM	7:30 AM 4:30 PM	7:30 AM 4:30 PM	On call	---
Evening Hours - Available hours for Janitorial service * Lobby may only be cleaned after 9:15p.m.	5:30 PM 2:00 AM*	5:30 PM 2:00 AM*	5:30 PM 2:00 AM*	5:30 PM 2:00 AM*	5:30 PM 2:00 AM*	Anytime	---

4. Summary Daily Service Hours/Minimum Number Of Works

a. Minimum number of daily service hours (including Day Porter). Note: Contractor is expected to provide the required level of daily service regardless of actual hours listed. The listed hours do not include the required monthly, quarterly and annual services. If Contractor does not work the minimum daily service hours per day, Contractor shall be deducted the cost for the general cleaning and dusting.

Day	800-840 Eckhoff Service Hours
Mon	48
Tue	48
Wed	48



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Day	800-840 Eckhoff Service Hours
Thu	48
Fri	48
Sat	5
Sun	-0-

b. Minimum number of workers (includes 1 Supervisor and day porter(s)).

Day	800-840 Eckhoff
Mon	7
Tue	7
Wed	7
Thu	7
Fri	7
Sat	1
Sun	-0-

c. County Observed Holidays

- New Year's Day
- Martin Luther King Day
- Lincoln's Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Day

B. Facility Cleaning Requirements

1. Buildings and Service Areas

The Contractor shall, at a minimum, perform the following services:

a. **Daily** (Monday through Friday)

- i. Sweep all of the hard surface floors in both buildings, with the Kex System of dustless sweeping cloths or a similar type of dustless sweeping system.
- ii. Mop all hard surface floors with a neutral cleaner, including the break rooms, lobbies, and corridors. Remove marks and spots from the hard surface floors in the public waiting area and playroom of the 800 building and Sheriffs Communications area located in the 840 building. Spot clean all soiled areas in the remainder of the hard surface floors.



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- iii. Thoroughly vacuum with a Hepa-filter vacuum, all carpeted floors, hallways, offices, lobbies, elevators, entry rugs, and immediately spot clean or shampoo carpets by carpet manufacturer's approved methods, areas stained over an area of two square feet or less.
- iv. Clean interior and exterior of building entrance glass doors, inside and outside, including the metal frame, door thresholds, metal walk off mats and carpet walk off mats, reception windows and glass partitions leaving no traces of film, dirt, smudges, water or other foreign matter.
- v. Remove daily all trash from the entire facility, empty all exterior trash cans from all entrances and exits, dispose trash in the trash dumpsters and /or other trash containers that are provided for disposal of trash.

Provide containers on wheels, or other similar methods, to move trash from one part of the building to another. Under no circumstances shall trash containers or other equipment be slid on the floor.

Shall not recycle trash or store recycled bottles and cans on the premises.

Install plastic trash liners for each trash can. This includes trash cans in all rooms, offices, common areas, halls, coffee break-lunch rooms, sheriff security offices and other areas of the buildings where trash cans are located. The liners shall be appropriate for the trash can for which they are used.

Empty all waste receptacles and clean around rubbish disposal areas and public ashtrays and urns. Change trash can liners as needed and wash receptacles as needed.

- vi. Clean and polish all drinking fountains, both inside and outside the building, with an approved germicidal. All porcelain and polished metal surfaces of drinking fountains shall be cleaned, including the orifices and drain, as well as exterior surfaces of the fountains and shall be free from streaks, stains, spots, smudges, scale and other obvious soil.
- vii. Restock paper towels and soap dispensers in the break areas and coffee bars.
- viii. Clean sinks and wipe down tabletops and counters in all employees' break areas and coffee bars using an approved germicidal cleaner.
- ix. Wipe down all lounges, all administrative conference rooms, meeting rooms and counsel areas, etc., with an approved germicidal cleaner.
- x. Wipe down interior and exterior elevator doors, elevator door thresholds, wipe down cab walls and disinfect call buttons, clean sills and plates utilizing an approved germicidal cleaner and soft cloth.
- xi. Clean and dust all office furniture, fixtures, ledges and all other horizontal surfaces in the lobby and waiting area.
- xii. Sweep and spot mop stairways and stairwells and clean the handrails.
- xiii. Straighten chairs in employee lounges, conference rooms.
- xiv. Fill paper towel dispensers in employee lounges, break rooms, and coffee stations.
- xv. Sweep sidewalks, traffic circle walkways and parking area, entrances, porches, ramps and exterior steps.
- xvi. Attend to coffee stations, wipe counters and clean sinks.



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xvii. Clean and remove all finger marks, smudges and graffiti from doors, door handles door frames, around light switches, glass doors partitions and kick plates.

xviii. Keep janitor closets clean and orderly.

b. Weekly

i. Thoroughly vacuum with a Hepa-filter vacuum cleaner, all carpeted areas in the offices, lobbies, corridors elevators, including corners, behind doors, and edges in areas which normal vacuuming does not reach, such as wall edges, stair edges, around furniture, cabinets and under desks. All moveable office furniture, chairs, trash receptacles and easily moveable items shall be moved in order to vacuum underneath the carpets and rugs, and shall be returned to their proper positions when the carpet and rug maintenance operations have been completed. All tears, burns and raveling shall be brought to the attention of the Facility Manager.

ii. Spot clean all carpets, rugs and mats to be free of all visible lint, litter and soil. Carpet style mats and entrance mats shall be vacuumed with Hepa-filter vacuum cleaner to remove soil and dirt and to restore resiliency of the carpet pile. Rubber or polyester entrance mats shall be swept, vacuumed, or hosed down and then dried to remove soil and grit. Soil and moisture underneath entrance mats shall be removed, and mats returned to their normal location

iii. Detail sweep and damp mop all hard surface floors with a neutral cleaner, including corners and edges.

iv. Wipe down all furniture and tables in the public waiting area, playroom lobby, changing room of the 800 building using an approved germicidal cleaner with a soft cloth. Move all of the furniture and sweep and mop the floor.

v. Dust desks, chairs, tables, telephones, file cabinets, windowsills, shelves, lamps, and other office furniture, partitions, baseboards, picture frames, ledges, door jams and partition frames. All surfaces to be left in a clean and dust-free condition. Spot clean as necessary.

vi. Sweep sidewalks, exterior building entrances, porches, ramps and exterior steps. Sweep and damp mop, lobby entrances, porches, steps and sidewalks.

vii. Remove marks and spots and spray buff all tile floors in both buildings.

viii. Disinfect all phones.

ix. Saturdays: from 7AM to 12 Noon, one crew member to rotate each week one floor of the 800 building or one section of the 840 building to detail clean and dust that space.

c. Bi-Weekly

i. Spot clean walls and partitions, including partition glass. The cleaning of glass and mirrors includes all glass partitions, walls, doors, mirrors and adjacent trim with a lower edge below seven feet. Glass that extends higher than seven feet shall not be included. After glass cleaning, there shall be no traces of film, dirt, smudges, water or other foreign matter. Both sides of glass partitions, walls and doors are to be cleaned.

i. Clean kick marks, finger marks, and other spots from doors, door facings, walls, woodwork, staircases and the public built in benches.

ii. Thoroughly sweep and mop all stairwells and stairways and clean the handrails in the 800 building.



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iii. Thoroughly vacuum all stairwells and stairways and clean the handrails in the 840 building. All floor surfaces on the stairways shall be cleaned and all lint, dust, dirt, cobwebs and debris removed. Grease and grime shall be removed from metal or rubber stair guards, handrails and baseboards. Remove all marks, dirt, smudges, scuffs and other foreign matter from adjoining stairwell walls to provide and maintain a clean, uniform appearance

d. **Monthly**

- i. Wash all interior and exterior waste baskets and rubbish containers and wipe down and replace plastic liners.
- ii. Strip, wax and buff the hard surface floors in the public waiting room and the playroom.
- iii. Clean and polish all interior metal fixtures and surfaces, including door push and kick plates and pulls.
- iv. Clean and remove all marks and stains from counters and partitions.
- v. Clean all metal and wood furniture.
- vi. Dust blinds, windowsills and draperies shall be cleaned to be free of dust, lint and spider webs
- vii. Vacuum and spot clean upholstered furniture, with a product specifically designed for upholstered furniture, removing all dust, lint, dirt, debris, stains, gum and all foreign substances.
- viii. Clean all base boards with a damp cloth.

e. **Quarterly**

- i. Hose down fabric canopies at the building entrances.
- ii. Brush and vacuum all vents and grills, doors, walls and partition surfaces and door vents; remove grill to clean inside vents.
- iii. Clean and polish all woodwork, including, but not limited to wood panels, railings, Formica-type furniture, counters, and partitions.
- iv. Vacuum upholstered furniture.
- v. Wipe down tables and chairs surface and legs in waiting area, play area, interview rooms, conference rooms and break rooms.

2. Restrooms & Showers

a. **Daily** (Monday through Friday)

- i. Clean and refill soap, towel, toilet tissue, sanitary napkins, sanitary disposal bags and toilet seat cover dispensers. Contractor shall ensure restrooms are stocked so that supplies do not run out. Sufficient extra supplies shall be stored in designated areas on site and provided to last until next servicing. Deodorizing blocks shall be used in all toilets and urinals.
- ii. Clean and polish mirrors and faucets.
- iii. Using a germicidal detergent, thoroughly damp clean and disinfect all surfaces of the wash bowls, toilet bowls, urinals, sanitary napkin dispensers, showers, shower mats, soap dispensers, plumbing fixtures, partitions, doors, walls, seating, floors, and other such surfaces. All surfaces will be left free of deposits, dirt, streaks, and odors. Disinfect



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using an approved germicidal cleaner and acid-based chemical to remove any water deposits or stains.

- iv. Thoroughly damp clean and disinfect all surfaces of partitions, stalls, stall doors, entry doors, including handles, kick plates, ventilation grates, metal guards, etc., and wall areas adjacent to wall-mounted soap dispenser, urinals and toilets. Remove all graffiti daily. Disinfect surfaces using an approved germicidal cleaner and acid-based chemical to remove any water deposits or stains in the toilets.
- v. De-scale showers, toilet bowls and urinals. After de-scaling, the entire surface shall be free from streaks, stains, scale, scum, urine deposits, rust stains and rings. Spray shower curtains with an approved mildew disinfect chemical to stop mildew from building up on the shower curtains.
- vi. Using an approved germicidal cleaner, sweep and wet mop floors, corners, coves, behind entry doors, and difficult to reach areas. The entire surface, including the grout, shall be free from litter, dust, dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Easily moveable items shall be tilted or moved aside to sweep and damp mop underneath.
- v. Remove trash, empty and clean the waste paper containers. Wipe down as needed with an approved all-purpose cleaner. Empty and change waxed bags in sanitary napkin disposal receptacles, and install sanitary napkin receptacle liners in all women's restrooms.
- vii. Wipe down all stainless steel surfaces with an approved stainless steel cleaner using soft clothes.
- viii. Add water and disinfectant to all floor drains.
- ix. Unstop common toilet stoppages with plunger.

b. Weekly

- i. Clean and wet-wipe with an approved disinfectant all of the walls and around plumbing fixtures, toilet compartment partitions, partition doors, soap dispensers, and door hardware. Remove all graffiti.
- ii. Clean all exposed plumbing and remove hard water deposits from all chrome fixtures.
- iii. Clean pull bars.
- iv. Dust tops of partitions, window sills and lockers.
- v. Additional Saturdays cleaning for 840 building, second level North area, men's and women's restrooms,.

Note: Toilets and urinals shall be cleaned using an acid base cleaner to remove lime deposits and to prevent alkaline buildup in the traps. Wire-formed bowl brushes are prohibited due to the marks left on porcelain, but pumice stones are acceptable. Rings in toilets bowels are not acceptable.

c. Monthly

- i. Wipe down all walls with an approved disinfect. Machine scrub and disinfect the floors in the men's and women's restrooms, changing room and showers in both facilities. Seal restrooms floors, changing room and shower floors with a minimum of two coats of sealer.



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- ii. Remove vent plate to clean, brush and vacuum around and into the duct.
 - iii. Dust Venetian blinds.
 - iv. Clean door jambs, removing all finger prints and surface grime.
 - v. Inspect existing automatic air freshener dispensers and replace spray can as necessary.
3. **Other Fixed Fee Services** – Contractor shall provide these services unless cancelled by the Facility Manager upon receipt of the schedule specified in Section VI, Contractor Responsibilities.
- a. **Quarterly**
 - i. **Floor Waxing & Stripping**
Strip, wax and buff all hard floor surfaces. Provide additional spot floor finish correction when requested by the Facility Manager.
 - ii. **Carpet Cleaning**
Vacuum carpet with a HEPA-vacuum and steam clean. Clean the carpets by hot water, steam, deep extraction, using the carpet cleaning method recommended by the manufacturer. Bonnet buffing method of cleaning carpets is not acceptable. The carpet area will be free of stains, dirt, browning, carpet wicking or any other discoloration. Chairs, trash containers, plastic chair protectors and easily movable items shall be moved to clean the carpets and returned to their original locations after cleaning.
 - iii. **Window Cleaning**
Clean interior and exterior windows for both buildings, including the patio doors and windows, when requested by the Facility Manager or designee. After windows have been cleaned, exterior frame casings, sills and glass shall be free of all traces of film, dirt, smudges, water, water spots, streaks and other foreign matter.
 - b. **Semi Annually**
Vacuum Venetian blinds: Contractor shall vacuum and clean all venetian blinds.
 - c. **Annually**
Clean and Polish: Contractor shall clean and polish all wood, metal, and Formica-type furniture, counters, and partitions must be cleaned and polished.
4. **Day Porter Services**
- The Eckhoff facility requires two Day Porters to be in attendance for eight hours per day, Monday through Friday. Day Porters shall be the Contractor's employee, located on-site for the purpose of providing immediate attention during normal working hours to Contract-related services, including, but not limited to, the removal of hazards such as spills or broken glass, plumbing leaks, roof leaks, refilling supplies, and general facility upkeep.
- a. **Hours Of Service**
Day Porters shall work staggered shifts Monday through Friday, between 7:00 AM to 6:00 PM, with staggered one-hour lunch and two 15-minute breaks during the shift. Lunch should be coordinated by the Facility Manager or designee between 11:30 AM and 1:30 PM. The breaks should be taken near the midpoint of the morning and afternoon.

One day porter shall be on duty on Saturdays for five (5) hours.
- If determined by the Facility Manager or designee that only one day porter is needed, the



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second day porter position and service hours will be transferred to the night shift, with the County providing notice at least 30 days prior to the transfer. The hours of service for one day porter will be Monday through Friday, 7:30 AM to 4:30 PM.

Note: If one day porter is moved to the night shift, the associated cost shall be transferred to janitorial services.

b. Attendance

Contractor shall provide full day porter service during all of the hours designated for the performance of this work and shall provide suitable substitutes if the regular staff is unavailable. All of the work performed by the day porter shall be in addition to and not a substitute for any regular night time custodial operations. Substitute staff shall have the same basic skills and responsibilities as the regular day porter.

c. Supervision

- i. The day porter will report to and be supervised by the Facility Manager. Contractor shall inspect the work performed by the day porter work on a weekly basis.
- ii. Day Porter shall sign in and sign out with the designated Facility Manager or designee at the beginning and end of each shift.
- iii. The Facility Manager will prepare a list of daily tasks for the day porter and a schedule based upon anticipated work to be performed during the day. If the Facility Manager opts not to prepare a list of daily tasks, the Contractor shall be responsible to establish a daily schedule. The schedules will contain designated times for the day porter to return to their respective Facility Manager to obtain additional assignments that might develop during the day.

d. Required Clothing and Identification

Day Porter shall wear a uniform furnished by the Contractor (closed toe shoes, long pants, polo shirt) and shall wear an easy to read name badge.

e. Communication

Contractor shall furnish a pager or cell phone for the day porter, ensuring they can respond immediately when contacted by their respective Facility Manager.

f. Basic Skills

Day Porter shall:

- i. Be knowledgeable of general custodial practices, including correct and appropriate application of all chemicals and use of all cleaning machines and tools, including all Contractor-provided tools.
- ii. Be able to speak and write effectively and fluently in English.
- iii. Possess general maintenance skills.
- iv. Work productively, unsupervised, and with a minimum of direction.
- v. Immediately respond to all requests by their respective Facility Manager. For immediate health and safety hazards, day porter should take immediate action, with or without direction from the Facility Manager or other staff.

g. Daily Duties:



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- i. Continuously inspect, monitor and clean the building lobby and the client waiting area in the 800 building.
- ii. Inspect all restrooms at least twice a day. Check and fill toilet tissue, seat covers and towel dispensers. Inspect and service public restroom on the first floor of the 800 building three times a day.
- iii. Clean threshold of doors and elevators, elevator call buttons and panels. Remove all marks, writing on walls, graffiti, dirt, smudges, scuffs, food, trash and any other foreign matter from the elevator floor, walls, sills and ceiling.
- iv. Keep entry glass doors and frames in a clean condition.
- v. Maintain, keep clean, and pick up trash from the exterior ground, the parking lot and landscaped areas.
- vi. Maintain and keep clean cigarette urns and refill with sand, as needed.
- vii. Building entrances shall be maintained, kept clean and free of dust, debris, cobwebs, and bird droppings. Public telephone, signage, water fountains, lighting fixtures shall be kept clean.
- viii. Keep trash enclosures clean.
- ix. Attend to emergency situations such as toilet overflows, spills, etc.
- x. Clean excess water on the restroom counters and floors.
- xi. Empty and replace trashcan liners.
- xii. Perform other janitorial functions as requested by the Facility Manager.
- xiii. Report any carpet stains or spills to the Contractor Supervisor to be cleaned by the janitor.

Note: When mopping restroom floors during the day, a "Wet Floor" sign must be placed in front of the restroom doors.

- h. Inform the Facility Manager of any major repairs needed that require expert skills or special tools. When appropriate, the day porter shall take necessary actions, such as to turn off water, power, etc., to prevent further damage or limit hazard, until repair personnel arrive.
 - i. Report any building or equipment deficiencies to the Facility Manager. Give a full description and location of the work needed, and any additional information that will aid in the prompt and economical repair of said deficiency. Post signs or barricades to restrict access, and inform clients/personnel of hazards, as appropriate.
 - j. Move furniture, boxes, supplies, etc., up to 50 pounds in weight, as required,.
- 5. Custodial (Janitor's) Closets**

The Contractor shall keep all tools, equipment, and supplies left on the job site in the janitor's storage closet and not in any other part of the building. The janitor's closet shall be kept in a neat and orderly manner at all times and shall become part of the regular inspection. Any and all flammable liquids shall be kept off premises. Rags and other flammable solids shall be kept in state fire marshal approved containers. All containers shall be properly labeled as to contents. If any toxic material must be stored, it shall be appropriately labeled with name and proper antidotes. All buckets, wringers, mop sinks, and other tools and equipment shall be kept clean and free of objectionable odors. The floor/wall sinks, whether porcelain or stainless steel shall be kept clean and polished at all times. Empty bottles and cans shall not to be stored in the custodial closets.

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Contractor shall furnish and have readily available for the day porter all cleaning supplies, cleaning tools and equipment, including a wet-vacuum, dry HEPA-VAC vacuum, a carpet extractor machine and paper products required for performance of this work. These items will be stored in the custodial/janitor's closets. No mixing of cleaning chemicals on-site.

XVI. SECURED FACILITY REQUIREMENTS

- A. Contractor shall prepare and submit a form to the Facility Manager or approved designee for identifying all persons who will be working on or who will need access to the facility.
- B. The information form will be provided by the Facility Manager or approved designee, upon request, and will be screened by the County.
- C. The information forms shall be thoroughly and accurately completed. Omissions or false statements, regardless of the nature or magnitude, may be grounds for denying clearance.
- D. No person shall be employed on this work that has not received prior clearance from the County.
- E. The County need not give a reason clearance is denied.
- F. All backups must also be cleared by the County to work at facilities.

XVII. ADDITIONAL WORK:

Upon County request, Contractor shall increase the frequency of services for additional work as specified in the Scope of Work, Section XV of this Contract. Contractor must obtain Facility Manager's written approval prior to commencing any additional work.



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ATTACHMENT II

I. Fixed Monthly Fees:

PRICE LIST

DESCRIPTION	RCA HOURLY RATE	ESTIMATED MONTHLY HOURS	ESTIMATED MONTHLY COST
Day Porters (2 Full Time)	\$24.68	348	\$8,588.64
Supervisor (1 Full Time)	\$26.78	174	\$4,659.72
Cleaners (4 Full Time)	23.98	696	\$16,690.08
Floor Technician / Quarterly Window Washing	\$26.64	70	\$1,864.80
Saturday Cleaning (5 hrs/wk)	\$25.38	22	\$552.02
Total Monthly Fixed Price			\$32,355.26

Pricing updates resulting from amendments to RCA shall automatically be extended to this Contract, and Contractor may invoice using updated pricing.

Pricing includes Quarterly services (floors, carpets, windows) specified in Attachment I Scope of Work. Pricing includes Semi-annual services (venetian Blinds) and Annual service (Clean and polish) specified in Attachment I Scope of Work.

II. Additional Work Fees:

The contract includes a not to exceed amount of \$50,000 per year for additional work and emergencies to be invoiced in accordance with the RCA pricing. Contractor shall perform the additional work only upon County written request for additional Work not called for under the Attachment I Scope of Work of this Contract. Hourly rates shall be all inclusive of costs for the work to include; direct and indirect labor charges, transportation, overhead travel, all necessary equipment, tools, depreciation, other expenses and all profit.