



**SUBORDINATE CONTRACT
MA-063-22010459
WITH
UNIVERSAL BUILDING MAINTENANCE, LLC
DBA ALLIED UNIVERSAL JANITORIAL SERVICES
FOR
JANITORIAL AND DAY PORTER SERVICES**

This Subordinate Contract MA-063-22010459 (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, having a place of business at 1551 N. Tustin Ave., Suite 650, Santa Ana, CA 92705 (referred to as “Contractor”), for Janitorial and Day Porter 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 01, 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 January 1, 2022 and continue through and including December 31, 2024, unless otherwise terminated by the County. This Contract may be renewed for one-additional two-year term. The County does not have to give a reason if it elects not to renew this Contract.
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 \$1,914,830; provided, however, that in



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the event 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/Orangewood Children and Family Center
Attn: **Thanh Loan Nguyen**
401 The City Drive, South
Orange, CA 92868

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 rests 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-063-22010459;
- 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.

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.



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6. **Notices:** Any and all notices, requests 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/ Facility Program
500 N. State College Blvd., Suite 100	500 N. State College Blvd., Suite 100
Orange, CA 92868-1673	Orange, CA 92868-1673
Attn: Sabrina Correa	Attn: Ramon Sanchez
Telephone: 714-541-7738	Telephone: 714-541-7848
Email: Sabrina.Correa@ssa.ocgov.com	Email: Ramon.Sanchez@ssa.ocgov.com

FOR CONTRACTOR:
Universal Building Maintenance, LLC dba Allied Universal Janitorial Services
1551 N. Tustin Ave., Ste. 650
Santa Ana, CA 92705
Attn: Joel Feeser
Telephone: 714-923-3700 Mobile: 562-708-2158
Email: Joel.Feeser@aus.com

- Signature Page follows -

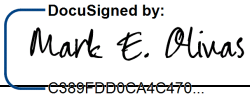


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SIGNATURE PAGE

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*


By	 C389FDD0CA4C470...	By	
Signature	Mark E. olivas	Signature	
Print Name		Print Name	
Title	President Corporate Officer	Title	Corporate Officer
Date	10/19/2021	Date	

*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	_____	Title	_____
Print Name			
Signature	_____	Date	_____

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

By	 D2AB99D76D0B425	Date	10/19/2021
	Deputy County Counsel		



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**ATTACHMENT I
SCOPE OF WORK**

**PART A
DEFINITIONS/PERFORMANCE OF WORK
FOR JANITORIAL AND DAY PORTER SERVICES**

DEFINITIONS:

County: The County of Orange, Social Services Agency.

SSA/Facilities Services: Staff in charge of inspection and administration of this Contract.

Deputy Purchasing Agent: Designee of the Director of the SSA/Procurement authorized to act on their behalf in regards of this Contract.

Group Home: The Tustin Family Campus Facility is designated as a California Licensed Group Home.

Interpretation: The words "adequate", "necessary", "needed" or "required" as indicated in these specifications shall be construed to mean, "As determined by the County's Project Manager".

Daily: Shall mean the period of normal workweek, i.e., Monday through Friday, including Saturdays, Sunday and when necessary or so designated.

Weekly: Shall mean per calendar week (Sunday – Saturday)

Bi -Weekly: Shall mean every two weeks. It shall be per calendar month regardless of the number of days in the month.

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.

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.

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.

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.

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, (plumbing and roof leaks) refilling supplies and general facility upkeep.

Dirt: Particles of sand, soil, grit, pebbles, mud, dust, fuzz, tar, liquid stains, ashes, etc.



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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.

Disinfect: To completely flood the fixture, floor, etc., with a germicidal disinfectant, to allow soaking, rinsing and cleaning as directed by manufacturer's instructions.

Spray Buffing: A process used to eliminate heel marks, 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.

Carpet Cleaning: Shampooing carpets with the deep dirt extraction (steam cleaning) method per manufacturer's recommendations.

Dust Mopping: Removing dirt and debris from floor surfaces by use of a dust mop.

Easily Movable Items: Any furniture, waste receptacles, chairs, etc., that weigh 50 pounds or less, or movable by one person.

Emergency Clean-ups: Cleaning up water from roof leaks and plumbing leaks.

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.

Glass: All exposed glass or glass surfaces except windows, including all Lucite, plastic or any transparent materials, including mirrors and entrance doors.

High Glass: Glass walls, elevators and partitions with lower edge or upper edge that is at least six feet above the ground.

Neat/Clean: Orderly, tidy and free from dirt, stains, dust and debris.

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, picking-up residue with a wet-vacuum.

Sealing (hard surface floors): After stripping and using a neutral cleaner, two coats of sealant are applied to protect and seal the floor surface.

Spray Buffing (hard surface floors): A process used to clean, eliminate heel marks, 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.

Stairways/Stairwell/Staircase: One or more flights of stairs, including the steps, risers and landings to pass from one level to another, a flight of stairs with the supporting framework, casings and handrails, the vertical shaft in which stairs are located. Note: All Stairwells shall receive floor maintenance.

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.

Sweeping: Removing all dirt and debris from floor surfaces by using a brush broom or dust mop.



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Walk-Off Mats: Mats made of various materials that are located inside and outside building entrances and throughout the building.

Waxing: Applying manufacturer recommended thin coats of non-skid floor wax solution that protects the hard surface floors and is non-slippery and leaves a glossy and uniform appearance.

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).

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, including escalator glass (if applicable). 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 and water spots or other foreign matter.

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.

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.

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, windowsills, handrails, baseboards, air conditioning vents, etc., up to seven feet above the top of the floor level.

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.



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**PART B
SERVICE STANDARDS
FOR JANITORIAL AND DAY PORTER SERVICES**

Section 1: General Conditions

- 1-01 **Intent:** It is the intent of these specifications that the 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 Cypress Facility 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.
- 1-02 **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.

Section 2: Security Consideration

- 2-01 **Background/Security:** All personnel engaged in performance of this work shall be employees of the Contractor and as such shall be warranted to possess sufficient experience and security records to perform this work. Contractor shall research the employment and police records of each employee and shall maintain a copy of that research.
- 2-02 **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.
- 2-03 **Conduct:** No person(s) shall be employed for this work that is found to be incompetent, disorderly, troublesome, under the influence of alcohol or drugs, and 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 shall not be re-hired on this work location or on any SSA/County facility.
- 2-04 **Loitering/Solicitation:** Contractor personnel shall not loiter on or about the premises during unscheduled hours and shall not solicit "odd jobs", extra work or, in any manner, harass or annoy tenants of the premises.
- 2-05 **Telephones:** shall not be used by the Contractor or its employees for personal or business reasons with the following exception(s):
- A. Notification to the Orange County Sheriff of damage as required in this Contract.
 - B. To report need of medical aid, fire, or need of law enforcement, call 911.
- Any calls to numbers other than those above shall be considered a violation of this Contract and grounds for immediate termination.
- 2-06 **Staff:** Personnel other than janitorial staff will not be allowed to enter the building (e.g., children, friends, relatives, etc. will not be authorized entry into the facility).
- 2-07 **Damage:** Contractor shall immediately report all security conditions and occurrences out of the norm to the Orange County Sheriff (714-288-6742) After business hours contact Facility's Analyst (714-245-6045)
- 2-08 **Restrictions:** Contractor's personnel shall not disturb papers on desks, open drawers or cabinets, or use radios, television sets, coffee pots, stoves or refrigerators, nor shall they tamper with any personal or COUNTY property.



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Radios: Contractor's employees shall not use any of the County-owned two-way radios or special telecommunications equipment under any circumstances. No exceptions shall be made to this rule. Violation is grounds for immediate termination of this Contract, as well as appropriate punitive action.

- 2-09 **Identification/Uniforms:** All personnel shall wear uniforms, furnished by the Contractor, at all times during the performance of this work. The Contractor's supervisor may wear a badge in lieu of a uniform.
- 2-10 **Time Cards** Contractor shall provide and maintain a biometric timecard system on the SSA Cypress Facility site in a janitor's closet. The system must 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:
- A. Not add new wiring to the facility for this function
 - B. Have no access County computer network or phone lines to run system Use janitorial closet to install and maintain the system, if needed.
 - C. Have a wireless system or have feature that allows for data to be downloaded and transported off site.
- 2-11 **Training:** Contractor shall have an ongoing training program for its entire staff. Contractor shall only provide 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.
- 2-12 **Vehicles:** Contractor shall provide transportation when needed to meet the Contract specifications. 2-13 **Schedule:** Within 10 days of the effective date of the Contract, Contractor shall provide a mutually agreeable schedule to the County Project Manager or designee for the monthly, quarterly and annual cleaning. Any deviation from this schedule must be approved by the County Project Manager or approved designee.
- 2-14 **Building Security**
- A. **Keys:** County will issue such keys and/or key cards as necessary for access to the service locations. Contractor shall assume full responsibility for theft or loss of said keys/key cards and shall pay for re-keying all locks operated by the issued keys. Keys shall not be duplicated.
 - B. **Security System:** The work area may be protected by limited access security systems. An initial access code number may 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 then reactivate the security system (if applicable) prior to leaving the facility.
 - D. **Damage:** Contractor shall immediately report all damage conditions and occurrences to the local police department or the Orange County Sheriff and to the OC Public Works/Central Utility Facility (714-834-3244), including broken windows, vandalism, and/or other facility damage.



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2-15 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.

2-16 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.

2-17 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, 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.

2-18 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.

Section 3: Schedules and Staffing

3-01 Periodic Services: All periodic services shall be performed within the frequencies listed in these specifications. A written schedule shall be provided to the District Manager and Contract Facility Manager with dates and times when quarterly, semi-annual, and annual services will need to be provided.

3-02 Staffing: Contractor shall furnish to SSA Facilities Services a written schedule for each position used in cleaning the premises, indicating coverage by hours for each day and shift.

Contractors proposed staff at full occupancy shall be the minimum numbers of personnel supplied by Contractor under such conditions. Reductions in Contractor staff shall be accomplished in a manner proportionate to reduction in building occupancy and use, subject to SSA Facilities Services approval.

No allowances will be granted to compensate for additional personnel required to satisfy the optimum cleaning requirement of this agreement.

3-03 Emergency Back-Up Staff: Contractor shall maintain and show evidence of an adequately backtrained back-up force and supervisory staff ready to assist SSA/Facilities Services immediately in the event of flood, fire,



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natural/man-made disaster or any other emergency. It shall be the Contractor's responsibility to ensure that adequate coverage is provided.

3-04 **Back-Up Staff for Daily Services:** It shall be the Contractor's responsibility to provide trained back-up staff whenever regular crew cannot be present.

3-05 **Supervision:** Contractor will provide a management level supervisor, assigned exclusively to the premises, to assure adequate supervision of all Contractor personnel on all shifts. Said supervisor shall be able to communicate effectively in both written and oral English. Contractor shall maintain and show evidence of an adequate management level supervisory staff who shall make periodic scheduled and unscheduled visits to the premises, a minimum of once a month both during building operating hours and when nightly cleaning services are being performed. The purpose of such visits is to ensure the maintenance of the optimum level of cleanliness and proper communication with SSA Facilities Services.

The supervisory staff will also be responsible for the following:

- A. Remain available on request by SSA Facilities Services to respond to complaints of any nature relating to activities of the cleaning staff,
- B. Immediate communication of all accident, damage or emergency reports to SSA Facilities Services,
- C. Secure access and lighting where necessary and instruct cleaning staff in efficient use of lighting on a task-oriented basis.

Section 4: Materials

4-01 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:

- 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.

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.

4-02 **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.



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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. Environmentally Preferable (Green) Products and Specifications

4-03 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.

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

i. 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.

ii. 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:

iii. 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/dfep

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

i. 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



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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.

- ii. 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:
- iii. Environmentally Preferable Product Standards:
 1. EcoLogo Standard CCD-110, www.ecologo.org/en/greenproducts/
 2. EPA Design for the Environment (DfE) Program, www.epa.gov/dfe

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

- iv. 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
- v. 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:
- vi. Environmentally Preferable Product Standards:

EcoLogo Standard CCD-146, www.ecologo.org/en/greenproducts/
 EPA Design for the Environment (DfE) Program, www.epa.gov/dfe

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

- i. Carpet & upholstery cleaners include the following product types: carpet spot and stain removers, carpet cleaners, fabrics, and other woven materials.
 - ii. 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:
 - iii. 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/dfe
- 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



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- i. Floor-care products include the following product types: floor finish, neutralizers, restorers, sealers, strippers.
- ii. 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:
- iii. Environmentally Preferable Product Standards:
 EcoLogo Standard CCD-147 www.ecologo.org/en/greenproducts/
 Green Seal GS-40, www.greenseal.org
 EPA Design for the Environment (DfE) Program, www.epa.gov/dfe

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 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.

4-04 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.

- i. Paper products that are environmentally preferable are found on the following agency product lists and standards:
 - a) EcoLogo, www.ecologo.org/en/greenproducts/
 - b) Green Seal, www.greenseal.org/
 - c) Conservatree, www.conservatree.com
 - d) Forest Stewardship Council (FSC) chain of custody certification, <http://www.fscus.org/>
 - e) Chlorine Free Products Association's Totally Chlorine-free (TCF) and/or Processed Chlorine-free (PCF) marks, <http://www.chlorinefreeproducts.org/>
- ii. 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:
 - a) Unbleached
 - b) Bleached without chlorine or chlorine derivatives
 - c) Totally chlorine-free (TCF). This applies to virgin paper fiber that is unbleached or processed without chlorine or chlorine derivatives.
 - d) 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



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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.

- e) Elemental chlorine-free (ECF) paper fiber is bleached with chlorine derivatives that produce fewer dioxins than elemental chlorine.
- iii. 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 his choice which are equal to those stated:
- a) Toilet tissue: White, 2 ply, facial quality non recycled, compact, reference Waxie Catalog number 850240 or Scott brand;
- b) Paper towels: White, 1 ply, C-fold, Envision, Pacific Blue or equal;
- c) Seat Covers: Shieldor or equal;
- d) Hand soap: Powdered – Luron, Boraxo MD-7, or a “green” product; Liquid -- non-abrasive, antibacterial; Waxie (Green) 380204;
- e) All-purpose cleaner (with a germicidal disinfectant): Simple Green, Maintex or Guardian or equal;
- f) Feminine napkins: Kotex or equal;
- g) Wood Cleaning: Any “Green” product
- h) 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
- i) Compound: Green Wax – Waxie 910240
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		

Section 5 - Quality Control/Inspection by SSA/Facilities Services

- 5-01 Contractor, or Contractor's designated management level supervisor, shall accompany SSA/Facilities Services and/or SSA Facilities Services designated facility manager/assistant manager on an inspection of the premises once a month to monitor, maintain or cause improvement to Contractor's performance standards hereunder. The facility manager/assistant manager will report all unresolved inspection issues to SSA Facilities Services.
- 5-02 The following performance standards shall be used to evaluate services:

1	Damp Mopping - Satisfactory when floor is free of dirt, dust soil, streaks and standing water.
2	Dusting - Satisfactory when surface is free of all cobwebs, dirt, dust, lint and streaks
3	Dust Mopping - Satisfactory when floor is free of cobwebs, debris, dust and lint.



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4	Glass Cleaning - Satisfactory when surface is without film smudges or streaks and has a uniformly bright appearance.
5	Light Fixture Cleaning - Satisfactory when fixture and lenses (covers) are free of dirt, dust, film, insects, lint and streaks.
6	Policing - Satisfactory when all random litter, such as candy wrappers, cigarette butts, papers and etc., has been removed.
7	Polishing - Satisfactory when surface is without deposits, oily film or tarnish and displays a uniformly bright appearance.
8	Reconditioning/Refinishing - Satisfactory when surface and finish are bright, clear, glossy and skid resistant, free of scuff marks and soil and adjacent surfaces are free of incidental residue.
9	Sanitizing – Satisfactory when surface is free of filth, odor or ineffective matter.
10	Scrubbing - Satisfactory when surface is free of imbedded dirt, film, marks, stains and standing water.
11	Spot Cleaning - Satisfactory when surface is free of all deposits, soil, stains, and is substantially free of cleaning marks.
12	Spray Buffing - Satisfactory when surface finish is bright, clear and free of scuff marks and soil and is substantially skid resistant.
13	Sweeping - Satisfactory when surface is free of all debris, dirt and grit, except imbedded dirt.
14	Vacuuming - Satisfactory when carpet, fabric or other surface is free of debris, dust, loose threads and non-film soil.
15	Wet Mopping - Satisfactory when floor is free of dirt, dust, film, soil streaks and standing water.
16	Contractor will utilize any forms, rating or reporting systems developed or deemed necessary by manager
17	Contractor will cooperate with Manager in adjusting workloads, job descriptions, scheduling, specifications, staffing, costing and any other management procedures directed by Manager.



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**PART C
SPECIFICATIONS
FOR JANITORIAL SERVICES**

Section 1: General Conditions

- 1-01 **Intent:** It is the intent of these specifications that the Contractor will always maintain the premises at an optimum level of cleanliness at all times. These specifications, therefore, shall be a guide for, rather than a limitation to, the services required to effectively maintain the premises. If SSA Orangewood Children & Family Center Facilities Manager or designee considers the level of cleanliness at any time to be unacceptable, then the Contractor shall be required to effect prompt action to overcome such unacceptable condition(s) and any additional cost resulting from such action shall be borne solely by Contractor.
- 1-02 **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.

Section 2: Security Consideration

- 2-01 **Screening:** All personnel employed by Contractor to perform services hereunder shall be pre-screened as to their background and previous work records to ensure that only persons of integrity will be employed by Contractor. The awarded Contractor will incur the cost of the background checks for the contractors and their employees. In addition, Contractor shall be responsible for reviewing with all contractors' employees as specified in the "Instructions to All Contractors and Contractors Employees", Exhibit 2: Orangewood Children and Family Center Security Clearance.
- 2-02 **Background/Security:** All personnel engaged in performance of this work shall be employees of the Contractor and as such shall be warranted to possess sufficient experience and security records to perform this work. Contractor shall research the employment and police records of each employee and shall maintain a copy of that research.
- 2-03 **Parking:** All personnel employed by Contractor shall park in the Manchester Visitor Parking Structure at Contractor's expense. Monthly parking cards can be purchased for \$65.00 each from OC Public Works/parking administration. More information to be provided to awarded vendor.
- 2-04 **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, drugs, or smoking on the premises or in the building.
- 2-05 **Conduct:** No person(s) shall be employed for this work that is found to be incompetent, disorderly, troublesome, under the influence of alcohol or drugs, and 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 shall not be re-hired on this work location or on any SSA/County facility.
- 2-06 **Removal of Contractor Personnel:** County reserves the right to request the removal of specific Contractor personnel from providing services under this Contract. The County is not required to provide any reason for requesting the removal of any specific personnel.
- 2-07 **Loitering/Solicitation:** Contractor personnel shall not loiter on or about the premises during unscheduled hours and shall not solicit "odd jobs", extra work or, in any manner, harass or annoy tenants of the premises.
- 2-08 **Telephones:** shall not be used by the Contractor or its employees for personal or business reasons with the following exception(s):
- To report to Courtesy Desk at 714-935-7040 and/or medical aid, fire, or need of law enforcement, use 9-911.



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Any calls to numbers other than those above shall be considered a violation of this Contract and grounds for immediate termination.

- 2-09 **Staff:** Personnel other than janitorial staff will not be allowed to enter the building (e.g., children, friends, relatives, etc. will not be authorized entry into the facility).
- 2-10 **Damage:** Contractor shall immediately report all security conditions and occurrences out of the norm to the Orangewood's Courtesy desk located in the Administration Building, including broken windows, vandalism, and/or other facility damage. After business hours contact the Orange County Sheriff (714-288-6742)
- 2-11 **Restrictions:** Contractor's personnel shall not disturb papers on desks, open drawers or cabinets, or use radios, television sets, coffee pots, stoves or refrigerators, nor shall they tamper with any personal or County property.
- 2-12 **Radios:** Contractor's employees shall not use any of the County-owned two-way radios or special telecommunications equipment under any circumstances. No exceptions shall be made to this rule. Violation is grounds for immediate termination of this Contract, as well as appropriate punitive action.
- 2-13 **Identification/Uniforms:** All personnel shall wear uniforms, furnished by the Contractor, at all times during the performance of this work. The Contractor's supervisor may wear a badge in lieu of a uniform.
- 2-14 **Time Cards** Contractor shall provide and maintain a biometric timecard system on the SSA 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:
- D. Not add new wiring to the facility for this function
 - E. Have no access County computer network or phone lines to run system Use janitorial closet to install and maintain the system, if needed.
 - F. Have a wireless system or have feature that allows for data to be downloaded and transported off site.
- 2-15 **Training:** Contractor shall have an ongoing training program for its entire staff. Contractor shall only provide 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.
- 2-16 **Vehicles:** Contractor shall provide transportation when needed to meet the Contract specifications.
- 2-17 **Schedule:** Within 10 days of the effective date of the Contract, Contractor shall provide a mutually agreeable schedule to the County Project Manager or designee for the monthly, quarterly and annual cleaning. Any deviation from this schedule must be approved by the County Project Manager or approved designee.
- 2-18 **Building Security**
- E. Keys: County will issue such keys and/or key cards as necessary for access to the service locations. Contractor shall assume full responsibility for theft or loss of said keys/key cards and shall pay for re-keying all locks operated by the issued keys. Keys shall not be duplicated.
 - F. Security System: The work area may be protected by limited access security systems. An initial access code number may 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.



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- G. 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 then reactivate the security system (if applicable) prior to leaving the facility.
- H. Damage: Contractor shall immediately report all damage conditions and occurrences to the local police department or the Orange County Sheriff and to the OC Public Works/Central Utility Facility (714-834-3244), including broken windows, vandalism, and/or other facility damage.

2-19 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.

2-20 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.

2-21 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, 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.

2-22 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):
 - 3. To report need of medical aid, fire, or need of law enforcement, dial 9-911.
 - 4. 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.



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Section 3: Schedules and Staffing

- 3-01 **Daily Services:** All daily services shall be performed seven (7) days per week, scheduled during the hours directed or with written approval by SSA/ Orangewood Children & Family Center Facilities Manager or designee
- 3-02 **Periodic Services:** All periodic services shall be performed within the frequencies listed in these specifications. A written schedule shall be provided to the District Manager and Contract Facility Manager with dates and times when quarterly, semi-annual, and annual services will need to be provided.
- 3-03 **Staffing:** Contractor shall furnish to SSA Facilities Services a written schedule for each position used in cleaning the premises, indicating coverage by hours for each day and shift.
- Contractors proposed staff at full occupancy shall be the minimum numbers of personnel supplied by Contractor under such conditions. Reductions in Contractor staff shall be accomplished in a manner proportionate to reduction in building occupancy and use, subject to SSA Facilities Services approval.
- No allowances will be granted to compensate for additional personnel required to satisfy the optimum cleaning requirement of this agreement.
- 3-04 **Emergency Back-Up Staff:** Contractor shall maintain and show evidence of an adequately backtrained back-up force and supervisory staff ready to assist SSA/ Orangewood Children & Family Center Facilities Manager or designee immediately in the event of flood, fire, natural/man-made disaster or any other emergency. It shall be the Contractor's responsibility to ensure that adequate coverage is provided.
- 3-05 **Back-Up Staff for Daily Services:** It shall be the Contractor's responsibility to provide trained back-up staff whenever regular crew cannot be present.
- 3-06 **Supervision:** Contractor will provide a management level supervisor, assigned exclusively to the premises, to assure adequate supervision of all Contractor personnel on all shifts. Said supervisor shall be able to communicate effectively in both written and oral English. Contractor shall maintain and show evidence of an adequate management level supervisory staff who shall make periodic scheduled and unscheduled visits to the premises, a minimum of once a month both during building operating hours and when nightly cleaning services are being performed. The purpose of such visits is to ensure the maintenance of the optimum level of cleanliness and proper communication with SSA Facilities Services.
- The supervisory staff will also be responsible for the following:
- A. Remain available on request by SSA Facilities Services to respond to complaints of any nature relating to activities of the cleaning staff,
 - B. Immediate communication of all accident, damage or emergency reports to SSA Facilities Services,
 - C. Secure access and lighting where necessary and instruct cleaning staff in efficient use of lighting on a task-oriented basis.

Section 4: Materials

- 4-01 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:
- F. 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.
 - G. Tools: Brooms, mops, mop presses, dustless sweeping tools, buckets, sponges, squeegees, buffing and stripping pads, and hand floor stripping tools.



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H. 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.

I. Paper Supplies: Toilet tissue, paper towels, toilet seat covers, sanitary napkins, and sanitary napkin receptacle liners that fit into the installed dispensers.

Note: Facilities have a high percentage of women staff and the usage of paper supplies is above average for its ratio.

J. 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.

4-02 Quality, Safety and Effectiveness:

4-02.1 All cleaning shall be done for the purpose of sanitizing high-traffic, high-touch areas of the facilities listed in this Contract. Contractor shall properly use chemical products that meet the EPA's Criteria for use against SARS-Cov-2, the virus that causes COVID-19. CalEPA list of chemicals can be found at: <https://www.epa.gov/pesticide-registration/list-ndisinfectants-use-against-sars-cov-2-covid-19>.

4-02.2 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.

4-02.3 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. Environmentally Preferable (Green) Products and Specifications

4-03 Environmentally Preferable (Green) Products and Specifications

2. 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.

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.



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h. Hard Surface/General-Purpose Cleaning Products

- iv. 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.
- v. 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:
- vi. Environmentally Preferable Product Standards:
EcoLogo Standard CCD-146, www.ecologo.org/en/greenproducts/
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EPA Design for the Environment (DfE) Program, www.epa.gov/dfe

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.

i. Biologically-Based Cleaning and Degreasing Compounds

- vii. 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.
- viii. 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:
- ix. Environmentally Preferable Product Standards:
3. EcoLogo Standard CCD-110, www.ecologo.org/en/greenproducts/
4. EPA Design for the Environment (DfE) Program, www.epa.gov/dfe

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

j. Disinfectants and Disinfecting Cleaners

- x. 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
- xi. 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:



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- xii. Environmentally Preferable Product Standards:
EcoLogo Standard CCD-146, www.ecologo.org/en/greenproducts/
EPA Design for the Environment (DfE) Program, www.epa.gov/dfe
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.
- k. Carpet & Upholstery Cleaners
- iv. Carpet & upholstery cleaners include the following product types: carpet spot and stain removers, carpet cleaners, fabrics, and other woven materials.
- v. 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:
- vi. 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/dfe
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.
- l. Floor-Care Products
- iv. Floor-care products include the following product types: floor finish, neutralizers, restorers, sealers, strippers.
- v. 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:
- vi. Environmentally Preferable Product Standards:
EcoLogo Standard CCD-147 www.ecologo.org/en/greenproducts/
Green Seal GS-40, www.greenseal.org
EPA Design for the Environment (DfE) Program, www.epa.gov/dfe

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.
- m. 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.
- n. 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 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.

4-04 Paper Products



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2. Janitorial Paper Products

Facilities have a high demand for paper supplies. Contractor must ensure that supplies match size requirements of the installed dispensers.

- iv. Paper products that are environmentally preferable are found on the following agency product lists and standards:
 - f) EcoLogo, www.ecologo.org/en/greenproducts/
 - g) Green Seal, www.greenseal.org/
 - h) Conservatree, www.conservatree.com
 - i) Forest Stewardship Council (FSC) chain of custody certification, <http://www.fscus.org/>
 - j) Chlorine Free Products Association's Totally Chlorine-free (TCF) and/or Processed Chlorine-free (PCF) marks, <http://www.chlorinefreeproducts.org/>
- v. 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:
 - f) Unbleached
 - g) Bleached without chlorine or chlorine derivatives
 - h) Totally chlorine-free (TCF). This applies to virgin paper fiber that is unbleached or processed without chlorine or chlorine derivatives.
 - i) 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.
 - j) Elemental chlorine-free (ECF) paper fiber is bleached with chlorine derivatives that produce fewer dioxins than elemental chlorine.
- vi. 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 his choice which are equal to those stated:
 - j) Toilet tissue: White, 2 ply, facial quality non recycled, compact, reference Waxie Catalog number 850240 or Scott brand;
 - k) Paper towels: White, 1 ply, C-fold, Envision, Pacific Blue or equal;
 - l) Seat Covers: Shieldor or equal;
 - m) Hand soap: Powdered – Luron, Boraxo MD-7, or a “green” product; Liquid -- non-abrasive, antibacterial; Waxie (Green) 380204;
 - n) All-purpose cleaner (with a germicidal disinfectant): Simple Green, Maintex or Guardian or equal;
 - o) Feminine napkins: Kotex or equal;
 - p) Wood Cleaning: Any “Green” product
 - q) Floor finishes: (commercial quality)
 - Stripper: Non ammoniated, Waxie W-400 stripper,
 - Sealer: 16 percent solids, Waxie W-300 sealer



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Wax: 16-17 percent solids, Johnson's Complete Wax

Spray Buff: Johnson's Snapback

Sweeping

- r) Compound: Green Wax – Waxie 910240 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		

Section 5 – Equipment and Supplies

- 5-01 **Environmental Protection** - Contractor agrees that, when possible, they will use green/eco-friendly cleaning materials and that all cleaning materials used on the premises will be those certified biodegradable and will return to their natural state/form within fifteen (15) days after entering the sewage system. Contractor will abide by any and all State and Federal environmental protection regulations existing or hereafter enacted during the term of this contract.

5-02 **Material Safety Data Sheets (MSDS)**

Contractor shall post and provide Facility Manager or designee, copies of MSDS 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.

5-03 **Quality of materials**

SSA Orangewood Children & Family Center Facilities Manager may require Contractor to furnish data and/or samples of chemicals or cleaning agents that Contractor is using or intends to use on the premises. SSA Orangewood Children & Family Center Facilities Manager, at its sole discretion, may prohibit use of any such chemical or cleaning agent and Contractor will be required to provide an alternate chemical or agent that is acceptable.

5-04 **Equipment**

All cleaning equipment shall be of the latest type and consistent with best cleaning practices. All equipment shall be new or kept in good working order at all times and shall be replaced when obsolete or defective. Any modification to equipment that is directed by SSA Orangewood Children & Family Center Facilities Manager to prevent damage to any architectural finish of the premises will be at Contractor's expense. Contractor shall furnish a detailed inventory of all equipment provided pursuant to this bid.

5-05 **Supplies**

Contractor shall purchase and furnish all supplies. The following is the quality standard for all such supplies and is subject to change at Facility Manager's written request:

HAND TOWELS	Georgia Pacific Envision C-fold Paper Towels or equivalent to fit current Orangewood dispensers
TOILET TISSUE	Georgia Pacific Envision 2 Ply Toilet Tissue or equivalent
SEAT COVERS	Healthgards Green Half-Fold Seat Covers or equivalent



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HAND SOAP	Waxiecare 2000 Antibacterial Lotion Soap or equivalent to fit current Orangewood dispensers	
URINAL SCREEN	Airworks Citrus Grove Urinal Screen or equivalent	
ALL-PURPOSE CLEANER	Waxie Solsta 142 Green Cleaner / Degreaser or equivalent	
BATHROOM CLEANER	Waxie Green Mild-Acid Bath & Grout Cleaner or equivalent	
WINDOW CLEANER	Waxie Solsta 542 Green Glass and Surface Cleaner or equivalent	
DISINFECTING/ DEODORIZING CLEANER	Waxie Spring Clean Disinfectant or equivalent	
CARPET CLEANER	Envirox Carpet Complete Carpet Cleaner or equivalent as approved by Mannington Flooring	
CARPET SPOT CLEANER	Envirox Quick-Spot Carpet & Upholstery Spot Cleaner or equivalent	
FLOOR CLEANER	Waxie Green Neutral Cleaner or equivalent	
FLOOR FINISH	Waxie Green High Gloss Floor Finish or equivalent	
FLOOR STRIPPER	Waxie Wax Buster Stripper or equivalent	
FURNITURE POLISH	Waxie Green Furniture Polish or equivalent	
METAL POLISH	Waxie Green Stainless Steel Polish or equivalent	
GROUT SEALER	Tilelab Surfacegard Penetrating Sealer or equivalent	
AIR FRESHENER	Waxie automatic aerosol or equivalent	
PLASTIC LINERS FOR TRASH CONTAINERS BY SIZE	12x8x4	1 mil.
	16x14x37	1.4 mil.
	15x9x24	1 mil.
	23x10x40	1.4 mil.
	15x9x33	1 mil.
	23x17x48	1.4 mil.
	40 x 48	1 mil.

5-06 Quality Control/Inspection by SSA/Facilities Services

5-06.1 Contractor, or Contractor's designated management level supervisor, shall accompany SSA/Facilities Services and/or SSA Facilities Services designated facility manager/assistant manager on an inspection of the premises as needed to monitor, maintain or cause improvement to Contractor's performance standards hereunder. The facility manager/assistant manager will report all unresolved inspection issues to SSA Facilities Services.

5-06.2 Contractor will cooperate with Facility Manager or designee in adjusting workloads, job descriptions, scheduling, specifications, staffing, costing and any other management procedures directed by Manager.

5-06.3 Deficient performance



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- 5-06.4 The County will provide the Contractor with written notice of deficient performance. The Contractor shall remedy any such deficiencies on its next scheduled maintenance visit (following receipt of notification by the County either by phone or by fax) to the facility in question.
- 5-06.5 The Contractor shall have ten (10) calendar days to dispute a County claim of deficient performance. Contractor's notification must be in writing and include Contractor's rationale in disputing the County's claim of deficient performance.

The following performance standards shall be used to evaluate services:

1	DAMP MOPPING	Satisfactory when floor is free of dirt, dust soil, streaks and standing water.
2	DUSTING	Satisfactory when surface is free of all cobwebs, dirt, dust, lint and streaks
3	DUST MOPPING	Satisfactory when floor is free of cobwebs, debris, dust and lint.
4	GLASS CLEANING	Satisfactory when surface is without film smudges or streaks and has a uniformly bright appearance.
5	LIGHT FIXTURE CLEANING	Satisfactory when fixture and lenses (covers) are free of dirt, dust, film, insects, lint and streaks.
6	POLICING	Satisfactory when all random litter, such as candy wrappers, cigarette butts, papers and etc., has been removed.
7	POLISHING	Satisfactory when surface is without deposits, oily film or tarnish and displays a uniformly bright appearance.
8	RECONDITIONING/REFINISHING	Satisfactory when surface and finish are bright, clear, glossy and skid resistant, free of scuff marks and soil and adjacent surfaces are free of incidental residue.
9	SANITIZING	Satisfactory when surface is free of filth, odor or ineffective matter.
10	STRIPPING	Satisfactory when surface is free of all traces of old finish, embedded dirt, film, marks and stains.
11	SCRUBBING	Satisfactory when surface is free of imbedded dirt, film, marks, stains and standing water.
12	CLEANING/SPOT CLEANING	Satisfactory when surface is free of all deposits, soil, stains, and is substantially free of cleaning marks.
13	SPRAY BUFFING	Satisfactory when surface finish is bright, clear and free of scuff marks and soil and is substantially skid resistant.
14	SWEEPING	Satisfactory when surface is free of all debris, dirt and grit, except imbedded dirt.
15	VACUUMING	Satisfactory when carpet, fabric or other surface is free of debris, dust, loose threads and non-film soil.
16	WET MOPPING	Satisfactory when floor is free of dirt, dust, film, soil streaks and standing water.
17	Contractor will utilize any forms, rating or reporting systems developed or deemed necessary by manager	
18	Contractor will cooperate with Manager in adjusting workloads, job descriptions, scheduling, specifications, staffing, costing and any other management procedures directed by Manager.	



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**PART C
SPECIFICATIONS
FOR JANITORIAL SERVICES**

I. Services To Be Provided:

The Contractor shall provide Janitorial Services seven (7) days per week, including weekends and holidays.

II. 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.

Specifically, thorough high and low dusting of all areas as described in the scope of work, floors shall be thoroughly swept, mopped, waxed and buffed for a gloss shine, carpeted floors are to spot cleaned, carpeted floors shall be completely and thoroughly vacuumed and deep extraction shampooed, (leaving no dirt, gum, stains or any another substance in the carpet). Glass entrance doors, exterior/interior windows shall be cleaned to where all traces of film, dirt, smudges, streaks and water spots are removed, spot cleaning of smudges, smears, grease marks, etc., from walls, doors, including handles, push bars, kick plates, light switches and electrical outlet cover plates and the restroom facilities are to be cleaned, sanitized and fixtures polished to approach the sanitary levels 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.

III. Specifications

A. Facility Description

1. Location:

Social Services Agency, OCFC
401 The City Drive
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.

The facility includes:

- Seven (7) residential group home cottages that are approximately 4,200 sq. ft to 5,940 sq. ft. in size each, the living quarter part of the facility is a California Licensed Group Home with a bed capacity of 216
- Four (4) building school complex at approximately 13,200 sq. ft of interior space and 3,800 sq. ft. of exterior walkway
- Gymnasium consisting of 19,350 sq. ft (foyer, jamboree)
- Playground
- Dining/Kitchen and Laundry consisting of approximately 9,200 sq. ft
- Four (4) training/bonus and one (1) resource room



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- Administration building with approximately 14,000 sq. ft of office space
- Medical unit with over 5,000 sq. ft. of space
- The total square footage to be cleaned is approximately 107,600 sq. ft.

SQUARE FEET BUILDING: APPROXIMATELY 107,600						
Rubber Flooring	Vinyl Composition Tile	Ceramic Tile	Carpet	Total to be Cleaned	Avg #. of County Employees per day	Avg # of Customers per day
600	50,350	7,500	52,150	107,600	175	300

3. Facility Operations:

FACILITY OPERATIONS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Unless noted, all Buildings at Orangewood to include residential buildings	Hours 24	Hours 24	Hours 24	Hours 24	Hours 24	Hours 24	Hours 24
Gymnasium, Bonus Rooms, Resource Room, Training Room & Visitation Center	Varies	Varies	Varies	Varies	Varies	Varies	Varies
Laundry	6 AM to 6:30 PM	6 AM to 6:30 PM	6 AM to 6:30 PM	6 AM to 6:30 PM	6 AM to 6:30 PM	Closed	Closed
Dining/Kitchen	5 AM to 6:30 PM	5 AM to 6:30 PM	5 AM to 6:30 PM	5 AM to 6:30 PM	5 AM to 6:30 PM	5 AM to 6:30 PM	5 AM to 6:30 PM
William Lyon School Complex	6 AM to 3:30 PM	6 AM to 3:30 PM	6 AM to 3:30 PM	6 AM to 3:30 PM	6 AM to 3:30 PM	Closed	Closed
Administration & Buildings B and J	7AM to 8:30 PM	7AM to 8:30 PM	7AM to 8:30 PM	7AM to 8:30 PM	7AM to 8:30 PM	7AM to 8:30 PM	7AM to 8:30 PM

NOTE: Living quarters operate 24hrs, 7 days a week. Major cottage cleaning should be done while children are in school (8:30 a.m. to 2:30 p.m. Monday to through Friday) and during the graveyard shift.



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4. Operational Hours/Hours of Day Porter and Janitorial Services

SCHEDULE AND HOURS FOR SERVICE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
i. Regular hours facility is available for Janitorial Service	Varies	Varies	Varies	Varies	Varies	Varies	Varies
ii. Required hours for Janitorial Services	32 hrs	32 hrs	32 hrs	32 hrs	32 hrs	32 hrs	32 hrs
iii. Required hours for Porter Services	16 hrs	16 hrs	16 hrs	16 hrs	16 hrs	16 hrs	16 hrs
iv. Required # of hours for Floor Waxing/Carpet Cleaning	8 hrs	8 hrs	8 hrs	8 hrs	8 hrs	-	-

*Note – Actual schedule to be coordinated with Facility Manager. Monthly floor cleaning schedule to be provided to Facility Manager and team.

MINIMUM NUMBER OF STAFF REQUIRED	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1 Porter 2 Janitors	7:00am-3:00pm	7:00am-3:00pm	7:00am-3:00pm	7:00am-3:00pm	7:00am-3:00pm	7:00am-3:00pm	7:00am-3:00pm



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1 Porter 2 Janitors	3:00pm- 11:00pm	3:00pm- 11:00pm	3:00pm- 11:00pm	3:00pm- 11:00pm	3:00pm- 11:00pm	3:00pm- 11:00pm	3:00pm- 11:00pm
1 Waxer / Carpet Cleaner	6:00pm- 2:00am	6:00pm- 2:00am	6:00pm- 2:00am	6:00pm- 2:00am	6:00pm- 2:00am	-	-
Additional Waxer/Carpet Cleaner/Utility	87 add'l hrs/mo.						

The proposed positions do not include the number of Contractor staff needed to complete the Additional Work specified in PART C Section V., Page 27.

5. 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.

Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Service Hours	56	56	56	56	56	48	48

- b. Minimum number of workers (includes 1 day porter).

Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
No. of Workers	7	7	7	7	7	6	6

The proposed positions do not include the number of Contractor staff needed to complete the Additional Work specified in PART C Section V.

Note: Actual schedule to be coordinated with SSA/Facility Manager and/or designee.

- c. County Observed Holidays

New Year's Day
Martin Luther King Day
Lincoln's Birthday
President's Day
Memorial Day
Independence Day



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Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Friday after Thanksgiving Day
Christmas Day

Note: Actual schedule to be coordinated with SSA/Facilities Manager and/or designee.

B. Facility Cleaning Requirements

<u>Area:</u>	Volume of usage:	Service Frequency
Administration Building Reception Areas	Heavy	Daily
Public Restrooms	Heavy	Daily – Min. 2 times per shift
All building Restrooms	Heavy	Daily – Min. 2 times per shift
Administration Building Staff Lounge Area	Heavy	Daily
Administration Building General Office Area	Moderate to Heavy	Daily
Cottages support buildings/Staff Offices	Moderate	Daily
Administration Building Conference Rooms	Moderate	Daily
Administration Building Interview Areas	Moderate to Heavy	Daily
Cottages (Living Quarters)	Heavy	Daily – Min. 2 times per shift
Dining Hall	Heavy	Daily
Gymnasium Building	Heavy	Daily
Administration Building Medical Unit	Heavy	Daily
Training, Resource and Bonus rooms	Moderate	Daily
School Administration rooms	Moderate to Heavy	Daily
School Classrooms	Heavy	Daily
Kitchen	Heavy	Daily
Linen Room Building	Heavy	Daily

1. LIVING QUARTERS AND OTHER AREAS TO BE SERVICED

The Living Quarters operates 24hrs, 7 days a week. Major cottage cleaning should be done while children are in school (Monday to Friday 8:30 a.m. to 2:30 p.m.) and during the graveyard shift

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

a. **Daily**

- i. Vacuum all carpeted floors in corridors, living areas of cottages and other similar high use locations. Remove spots from carpets daily using Mannington Commercial Textile solution.
- ii. Sweep/dust and damp mop all floors using a Mannington Commercial Textile cleaner or vacuum vinyl composition tile in all areas. Remove spots present with a mild nylon pad. Leave floor residue free.
- iii. Vacuum, dust mop and/or damp mop interior stairwells. Remove debris.
- iv. Spot clean windows and doors inside and out, including metal. Clean entire surface of reception areas, entry door areas, windows in lobbies, glass in control and reception areas, and throughout the facility.
- v. Empty all wastebaskets and other trash containers and carry trash to designated area.



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- vi. Clean all wastebaskets and other trash containers inside and out.
- vii. Clean all sinks, counters, and tabletops.
- viii. Clean and polish all drinking fountains.
- ix. Wash down and disinfect all outside entrance and exit areas, empty trash containers, vacuum entry rugs, clean and service ashtrays and sand urns in public areas and employees' patio.
- x. Clean, wipe down all surfaces, vacuum and remove debris elevator cab in the Administration building.
- xi. Inspect entire exterior of premises including landscaped areas, sidewalks and drains. Remove/pick-up debris daily. Empty and clean all trash containers. Clean handrails.
- xii. Clean and disinfect all doorknobs, sink hardware, drinking fountains, Reception/Control/Medical Unit counter tops, door brake bars with an approved germicidal cleaner.
- xiii. Remove any graffiti from walls and other areas. Report any un-removable graffiti to Facility Manager or designee immediately.

b. Weekly

- i. Thoroughly vacuum all carpeted areas, including detailed vacuuming in areas where normal vacuuming does not reach. Replace all furniture and/or accessories moved to accommodate vacuuming.
- ii. Clean all chalkboards/message boards and/or trays except where text has not been erased by tenant.
- iii. Dust/wipe, with treated cloth, all horizontal surfaces including desks, chairs, tables, telephones, file cabinets, windowsills, shelves, lamps, partitions, ledges, partition frames ledge sills, molding and other cottage or office furniture. Spot clean as necessary. All papers, equipment etc. shall not be removed or disturbed.
- iv. Clean all vertical surfaces, bright work and fixtures to remove soil. Pay special attention near switch plates, waste receptacles, door handles and frames.
- v. Spot clean Vinyl and other plastic-covered furniture.
- vi. Clean, vacuum and remove all marks and stains from upholstered furniture and counters and tables.
- vii. Wash down outdoor play areas/equipment, BBQ counters, patio furniture and other similar equipment. Clean outdoor carpets with a germicidal cleaner.
- viii. Brush and clean ceiling vents and grills, floor, wall, and partition surfaces, and door vents; remove grill to clean inside vents.

c. Bi-Weekly - every two weeks

- i. Spot clean walls and partitions, including partition glass.
- ii. Clean kick marks, finger marks, and other spots from doors, door facings, walls, woodwork, and staircases.



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- iii. Clean/shampoo all carpets in living rooms and corridors; Administration reception and stairs; Administration Intake lobby, School classrooms and control on a schedule approved by the Facility Manager or designee. Spot clean carpets as necessary. Carpets shall be cleaned per manufactures' specifications. Extraction type machines - No circular scrubbing or bonnet type machines shall be used.
- iv. Wash all wastebaskets and rubbish containers, wipe down, and replace plastic liners (Replace liners more frequently if soiled or damaged).

d. **Monthly**

- i. Strip, machine scrub and disinfect all vinyl composition tile floors and baseboards. Apply a minimum of two coats of manufacturer suggested sealer.
- ii. Machine scrub disinfect all ceramic tile floors and grout with a manufacturer approved cleaner. Remove all traces of past residue. Do not apply a buff floor finish to any ceramic floor tile.
- iii. Wash patio area outside employee lounge at the Administration building.

e. **Semi-annually**

- i. Clean all glass windows and doors inside and out and wash all window screens.
- ii. Clean interior and exterior window ledges.
- iii. Clean all vertical and horizontal blinds.

f. **Annually**

- i. Clean and seal all ceramic tile grout with approved grout sealer.

2. DINING ROOM AND KITCHEN:

NOTE: Daily sweeping and mopping of kitchen area will be done by the kitchen personnel.

a. **Daily**

- i. Clean windows and doors inside and out, including metal.
- ii. Clean and polish all drinking fountains, inside and outside of the building.
- iii. Sweep and mop dining room floor with floor cleaner.
- iv. Clean kitchen supervisor's office.
- v. Clean restrooms in dining room and kitchen areas.

g. **Bi-Weekly**

- i. Clean doors, door facings, and walls free of kick marks, finger marks, and other spots.
- ii. Machine scrub receiving area with a disinfectant deodorizing solution.
- iii. Clean counter tops and cabinet areas of BBQ outside dining room.

b. **Monthly**

- i. Remove spots and marks from all areas in dining and kitchen floors.
- ii. Scrub, wax and buff or apply non-buff floor finish to all floors including kitchen area.

c. **Quarterly**



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- i. Brush and clean all ceiling vents and grills.
- 3. RESTROOMS/SHOWER ROOMS – All buildings:**
- a. Daily/At least twice per day minimum**
 - i. Clean, disinfect, and deodorize toilets, urinals, wash bowls, sanitary napkin dispensers, lavatory tops and baby changing shelves with an approved germicidal cleaner and acid base chemical to remove any water deposits or stains.
 - ii. Clean toilets and urinals 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.
 - iii. Clean using an acid base cleaner to remove lime deposits and to prevent alkaline and mildew buildup, disinfect, and deodorize shower stalls.
 - iv. Clean all doors, handles, partitions, windows, and walls.
 - v. Clean and refill soap, towel, toilet tissue and toilet seat cover dispensers. Sufficient extra supplies shall be provided to last until next servicing.
 - vi. Empty and clean waste paper containers inside and out and change waxed bag in sanitary napkin disposal receptacles.
 - vii. Clean and polish mirrors.
 - viii. Add water and disinfectant to all floor drains.
 - ix. Sweep and clean floor, including wet mopping to include all accessible corners of the room.
 - x. Unstop common toilet stoppages with plunger.
 - b. Weekly**
 - i. Clean and wet-wipe down walls around plumbing fixtures, toilet compartment partitions, partition doors, and door hardware and around doorframes.
 - ii. Clean metal kick plates and pull bars.

Note: Shower rooms, 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 toilet bowls and molds & mildew in shower rooms are not acceptable.
 - c. Bi-Weekly**
 - i. Machine scrub and disinfect floors with an approved hospital cleaner. Seal all vinyl composition tile floors with a minimum of two (2) coats of sealer.
 - ii. Clean vents, including removal of vent plate and brush and vacuum around and into duct.
 - iii. Dust blinds (where applicable).
 - iv. Maintain and refill air freshener units, replace urinal screens.
 - v. Clean all light lenses, exterior only.

4. GYMNASIUM:

a. Daily



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- i. Sweep/dust and mop gymnasium floor including stage area and bleachers.
 - ii. Clean and disinfect gym kitchen floors including wet mopping with manufacturer-approved cleaners, to include all accessible corners of the room.
 - iii. Clean and refill soap, towel dispensers in kitchen area. Sufficient extra supplies shall be provided to last until next servicing.
 - iv. Clean all restroom/shower rooms (see **RESTROOMS/SHOWER ROOMS** schedule)
- b. Weekly**
- i. Add water and disinfectant to all floor drains.
 - ii. Spot clean all doors, handles, partitions, windows, and walls.
- c. Monthly**
- i. Deep clean gym floor with manufacturer approved cleaners using approved method.
 - ii. Clean vents, including removal of vent plate and brush and vacuum around and into duct.
 - iii. Clean all light lenses, exterior only.
- d. Quarterly**
- i. Wash, polish and buff gymnasium floor.
- 5. CUSTODIAL CLOSETS:**
- a. Daily**
- i. Custodial closets must remain closed at all times. Keys are to be picked up by the Contractor's staff at the Courtesy Desk on a daily basis and returned at the end of the Contractor's staff shift.
 - ii. Custodial closet shall be kept in a neat and orderly manner at all times and shall become part of the regular inspection.
 - iii. The floor/wall sinks, whether porcelain or stainless steel are to be kept clean and polished at all times.
 - iv. All containers shall be properly labeled as to contents. If any toxic materials must be stored, it shall be labeled with name and proper antidotes.
 - v. Any and all flammable liquids shall be kept off County premises. Rags and other flammable solids shall be kept in state fire marshal approved containers.
 - vi. Contractor shall ensure all janitorial pails are emptied of dirty water daily.
 - vii. All buckets, wringers, mop sinks; other tools and equipment shall be kept clean and free of objectionable odors.
 - viii. No Janitorial supplies can be left unattended at any time. 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.

C. SPECIFICATIONS FOR PORTER SERVICES

The Contractor shall provide Porter Services 7-days per week, Sunday through Saturday 16 hours per day.

1. Performance



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Porter Services shall include providing immediate attention during normal working hours to contract-related services including but not limited to the removal of hazards, such as, spills and/or broken glass, minor repair work, refilling supplies, and general facility upkeep.

2. Porter Requirements

All of the work performed by the Porter shall be in addition to and not a substitute for any regular custodial operation.

a. Hours of service

The Porter(s) shall work 2, 8-hour shifts daily to provide 16-hour service Sunday through Saturday. Each shift should include one (1) ½-hour lunch and two (2) fifteen (15) minute breaks during each shift.

b. Substitute Porter

Contractor shall provide full service during all of the hours designated for the performance of this work and shall provide a suitable screened substitute Porter if the regular Porter is unavailable. If substitute porter is used, they shall have the same basic skills and be familiar with the responsibilities required of the "regular" porter.

c. Supervision

- i. The Porter is considered the lead Janitorial person which facility personnel may contact to make service requests.
- ii. The Porter shall sign in and sign out with the designated Facility Manager or designee at the beginning and end of each shift.
- iii. SSA Orangewood Children & Family Center Facilities Manager or designee 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

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 and maintain a radio/cell phone system such that the Porter can and shall respond immediately to notification by SSA Orangewood Children & Family Center Facilities personnel.

f. Basic skills

The Porter shall:

- i. Be knowledgeable of general janitorial practices including correct and appropriate application of all chemicals, use of all cleaning machines and tools, and all contractor-provided tools.
- ii. Be able to speak and write effectively in English.
- iii. Possess general repair/maintenance skills.



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- 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. Performance Specifications

- i. The Porter shall immediately respond to all requests by SSA Orangewood Children & Family Center Facilities personnel for immediate health and safety hazards, the Porter shall take immediate action, with or without direction from the SSA Orangewood Children & Family Center Facilities Manager or other staff.
- ii. When appropriate, Porter shall take necessary actions to prevent further damage or limit hazard, until repair personnel arrive, such as turning off water, power etc.
- iii. Additionally, the Porter shall:
 1. Regularly (minimum 3-times per shift or as needed) inspect and service all restrooms to ensure that the floors and walls remain clean and free from debris and to ensure that all dispensers are full.
 2. Inspect and clean all public hallways, corridors, entrances and exits to remove any and all accumulations or dirt and /or debris and to clean any spills. The Porter shall clean all ashtrays/sand urns and shall empty all trashcans that are near full during each shift.
 3. Perform minor repairs when asked or when necessary. Porter shall inform the SSA Orangewood Children & Family Center Facilities Manager of repair needs that are not minor or require expert skills or special tools.
 4. Report any building or equipment deficiencies to SSA Orangewood Children & Family Center Facilities Manager. The Porter shall give a full description of the required work, its location and any additional information that will aid in the prompt and economical repair of said deficiency. Porter shall post signs or barricades to restrict access and inform clients/personnel of hazards as appropriate.
 5. Move furniture, boxes, supplies, etc. as required, up to 50 pounds in weight.

h. Supplies

- i. The Contractor shall furnish and have readily available to the Porter all cleaning supplies, cleaning tools/equipment, and paper products required for performance of this work. These items will be stored in the Custodial Closet.
- ii. The Contractor shall also furnish a tool box containing a basic set of tools, i.e., a set of screwdrivers (slot and Phillips of various sizes), a hammer, a set of adjustable wrenches (six, eight and twelve inch), a pipe wrench, a set of combination wrenches (three-eighths inch to one inch), drill motor and drill bits, small hand saw, pliers, scissors, and tape measure, at a minimum. The Contractor shall be responsible for maintaining and supplying the tools and toolbox.
- iii. All equipment and supplies necessary to carry out the terms of this Contract shall be provided by and at the sole expense *of the Contractor*.

i. Custodial (Janitor's) Closets

- i. 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



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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.

- ii. 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.

IV. 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.

V. 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.

A. Enhanced Disinfecting Services – Optional

When requested by County in writing, Contractor shall provide enhanced disinfecting services at the County of Orange, Social Services Agency for the SSA Facility located at 401 The City Drive, Orange, CA 92868.

Contractor shall disinfect work areas in building with non-bleach and non-aerosol disinfectant products that are on the EPA's Registered Antimicrobial Products for use against Novel Coronavirus SARS-CoV-2, the Cause of COVID-19 list. Scope of the disinfecting service will include, but not be limited to:

- 1. Disinfect all public areas, including lobby, interview rooms, and orientation rooms, with non -bleach and non-aerosol products:
 - a. Chairs/Seating
 - b. Counter tops
 - c. Work surfaces
 - d. Door handles
 - e. Crash Bars



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2. Disinfect all employee common areas, including breakrooms, conference rooms, coffee bars, and computer labs, with non-bleach and non-aerosol products:
 - a. Door Handles
 - b. Crash Bars
 - c. Breakroom Tables
 - d. Conference room tables
 - e. Counters
 - f. Refrigerator handles
 - g. Sink, faucets and fixtures

3. Disinfect all restrooms with non-bleach and non-aerosol products:
 - a. Doors and door handles
 - b. Counters
 - c. Faucets
 - d. Sinks
 - e. Partition doors & Locks
 - f. Toilet flash handles
 - g. Toilet seats

4. Contractor shall furnish, at its expense, all equipment, tools, cleaning supplies, and Personal Protective Equipment (PPE), including, but not limited to, masks/face coverings, gloves, gowns, or any other CDC approved equipment deemed necessary, to perform this work. Cleaning supplies must be on the EPA's Registered Antimicrobial Products for use against Novel Coronavirus SARS-CoV-2, the Cause of COVID-19.

5. Hours of Operation:

Contractor shall provide disinfecting services after the regular nightly janitorial service, between the hours of 8:00 pm and 12:00 am, Monday thru Friday, and on Saturdays on an "as needed" basis. County Facility Manager or designee may determine that the hours of services may change based on the County needs.

B. Lobby Day Porter Services - Optional

When requested by County in writing the Contractor shall, at a minimum, perform the following services for the SSA Facility located at 401 The City Drive, Orange, CA 92868:

1. Day porter will be dedicated to disinfect and clean lobby and other public areas in building, including the tables in the triage areas near the lobby entrances, with non-bleach and non-aerosol disinfectant products that are on the EPA's Registered Antimicrobial Products for use against Novel Coronavirus SARS-CoV-2, the Cause of COVID-19 list.

2. Contractor shall thoroughly disinfect and clean the public spaces one (1) hour before the building is open to the public, including, but not limited to:
 - a. All counters in the public spaces
 - b. Door handles (doorknobs, lobby doors, all doors in public areas, and ADA button)
 - c. Chairs
 - d. Tables
 - e. Electronic Equipment: Phones, copiers, pamphlet holders, hand disinfect dispensers, computer screen, keyboards, mouse, etc.
 - f. Interview room tables, work surfaces, and chairs
 - g. Public Restrooms (doors and door handles, counters, faucets, sinks, partition doors and locks, toilet flash handles, toilet seats)



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- h. Water Fountains
 - i. Light switches
 - j. Stair Rails (where applicable)
 - k. Elevators (where applicable)
3. Contractor shall repeat the cleaning and disinfecting services specified in B. Paragraph 2 above routinely throughout the day, multiple times per day, and between use as feasible. At a minimum, Contractor shall clean and disinfect at least once every hour.
4. After the lobby is closed to the public, Contractor shall thoroughly disinfect and clean all the areas specified in B. Paragraph 2, including full detail cleaning, disinfecting, and stocking of the public restrooms.
5. Hours of Operations:
 Contractor shall provide a minimum of one (1) staff, Monday thru Sunday, between the hours of 7:45 am and 5:30 pm. County Facility Manager or designee may determine that the hours of services may change based on the County needs. Actual schedule to be coordinated with SSA/Facility Manager and/or designee.

C. Special Services

1. The Contractor shall provide the disinfecting and day porter services specified in Attachment I Scope Of Work Part C Specifications For Janitorial Services, Paragraph v Additional Work A and B in areas that are confirmed to be exposed to COVID19 using the CDC approved measures for any SSA building.

D. General Requirements

1. Contractor janitorial crew, including day porter staff, shall wear vendor provided PPE, including, but not limited to, masks, gowns, gloves, face shields, and other approved CDC equipment deemed necessary to perform the work described in the SOW. Contractor shall provide Contractor staff with all required PPE and training regarding proper use and disposal of the PPE.
2. Contractor shall furnish cleaning supplies that are on the EPA's Registered Antimicrobial Products for use against Novel Coronavirus SARS-CoV-2, the Cause of COVID-19.
3. Contractor shall follow the instructions for safe and effective use of the cleaning product, including precautions that shall be taken when applying the product. For electronics, Contractor shall follow the manufacturer's instructions for all cleaning and disinfection products. If no manufacturer guidance is available, Contractor shall use alcohol-based wipes or spray containing at least 70% alcohol to disinfect touch screens. Contractor shall dry surfaces thoroughly with a microfiber cloth to avoid pooling of liquids on electronics.
4. Contract shall replace the touchless paper towel and soap dispenser batteries as needed and replace the soap for the dispensers as needed.
5. County may request reduction of the level of service or cancelling the service all together with one-week prior notice.
6. Contractor shall maintain a daily janitorial cleaning log report and shall provide County with the report along with the monthly invoices. Additionally, County may request a copy of the janitorial cleaning log at any time during the term of this contract.
7. Upon County request, Contractor shall submit supplemental proposals for Additional Work not called for under the Scope of Work of this Contract. Contractor must obtain County Project Manager's written approval prior to commencing any additional work.



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8. County reserves the right to obtain supplemental proposals from, and use, alternate sources for completion of the additional work and to utilize the data provided under this Contract to obtain necessary services.
9. If County authorizes work by an alternate source, Contractor may be relieved of responsibilities pertaining to the equipment affected by the project while work is being performed and during the subsequent warranty period.
10. Upon completion of any additional work, whether by Contractor or an alternative source, County's Project Manager or designee and Contractor will inspect the finished product at no additional cost to County. Upon mutual acceptance of the additional work, Contractor shall again be responsible for all services originally covered under this Contract and the work performed under this section.



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ATTACHMENT II

PRICE LIST

I. Fixed Monthly Fees:

LINE #	DESCRIPTION	HOURLY COST (BASED ON RCA)	TOTAL MONTHLY COST
1	Janitorial Services	\$23.98	\$ 17,524.58
2	Janitorial Services Supervisor	\$26.78	\$ 6,517.18
3	Flooring Specialist (Carpet Cleaning/Waxing)	\$26.64	\$ 6,953.04
4	Day Porter (7:00am – 5:00 pm Mon-Fri)	\$24.68	\$ 8,588.64
5	Day Porter (7:00am – 5:00 pm Sat, Sun or Holiday)	\$24.68	\$ 3,435.46
TOTAL MONTHLY FEE			\$ 43,018.90
TOTAL ANNUAL COST (TOTAL MONTHLY FEE X 12)			\$ 516,226.80

II. Additional Work Fees:

Line #	ENHANCED DISINFECTING SERVICES – OPTIONAL	Number of staff proposed	Total Monthly Cost
1	Day Porter (7:00am – 5:00 pm Mon-Fri)	1	\$ 4,294.32
2	Day Porter (7:00am – 5:00 pm Sat, Sun or Holiday)	1	\$ 1,709.83
TOTAL MONTHLY FEE			\$ 6,004.15
TOTAL ANNUAL COST (TOTAL MONTHLY FEE X 12)			\$ 72,049.80

- 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 below. Contractor shall perform the additional work only upon County written request for additional Work not called for under the Scope of Work of this Contract. Contractor must obtain County Project Manager's written approval prior to commencing any additional work.

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. Payment shall be as follows:

DESCRIPTION	HOURLY RATE
A. Hourly rate for Janitorial Services	\$23.98
B. Hourly rate for Janitorial Services Supervisor	\$26.78
C. Hourly rate for Janitorial Services After Regular Business Hours (5:00 pm – 7:00 am Mon-Fri)	\$23.98
D. Hourly rate for Janitorial Services After Regular Business Hours (5:00 pm – 7:00 Sat, Sun or Holiday)	\$25.38
E. Hourly rate for Flooring Specialist (Carpet Cleaning/Waxing)	\$26.64
F. Hourly rate for Day Porter (7:00am – 5:00 pm Mon-Fri)	\$24.68
G. Hourly rate for Day Porter (7:00am – 5:00 pm Sat, Sun or Holiday)	\$24.68
H. Hourly rate for Day Porter Supervisor (7:00 am – 5:00pm Mon-Fri)	\$25.38
I. Hourly rate for On-Call Emergency Services	\$24.68



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(7:00 am – 5:00pm Mon-Fri)	
J. Supervisor Hourly rate for On-Call Emergency Services (7:00 am – 5:00 pm Mon-Fri)	\$25.38
K. Hourly rate for On-Call Emergency Services (5:00 pm – 7:00 am Mon-Fri)	\$35.52
L. Supervisor Hourly rate for On-Call Emergency Services (5:00 pm – 7:00 am Mon-Fri)	\$39.72
M. Hourly rate for On-Call Emergency Services (7:00 am – 5:00 pm Sat, Sun or Holiday)	\$37.62
N. Supervisor Hourly rate for On-Call Emergency Services (7:00 am – 5:00 pm Sat, Sun or Holiday)	\$39.72