



**SUBORDINATE CONTRACT  
MA-063-22010458  
WITH  
OMNI ENTERPRISE, INC.  
FOR  
JANITORIAL AND DAY PORTER SERVICES**

This Subordinate Contract MA-063-22010458 (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 Omni Enterprise, Inc., having a place of business at 1420 E. Edinger Ave., Suite 111, 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 \$976,812; provided, however, that in 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.



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

Payment will be net 30 days after receipt of an invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice 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-063-22010458;
- 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.
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.

<b>FOR COUNTY:</b>	<b>COPY TO:</b>
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



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Orange, CA 92868-1673	Orange, CA 92868-1673
Attn: Sabrina Correa	Attn: Al Pasillas
Telephone: 714-541-7738	Telephone: 714-541-7450
Email: <a href="mailto:Sabrina.Correa@ssa.ocgov.com">Sabrina.Correa@ssa.ocgov.com</a>	Email: <a href="mailto:Al.Pasillas@ssa.ocgov.com">Al.Pasillas@ssa.ocgov.com</a>

<b>FOR CONTRACTOR:</b>
Omni Enterprise, Inc
1420 E. Edinger Ave., Suite # 111
Santa Ana, CA 92705
Attn: Dante Perez
Telephone: 714-801-4092
Email: <a href="mailto:omniclean@gmail.com">omniclean@gmail.com</a>

- Signature Page follows -



**SUBORDINATE CONTRACT  
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WITH  
OMNI ENTERPRISE, INC.  
SIGNATURE PAGE**

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

**OMNI ENTERPRISE, INC. \***

By	<u>DocuSigned by: Dante Perez</u> Signature <small>1D6C54ADD17E4BD...</small>	By	<u>DocuSigned by: Dante Perez</u> Signature <small>1D6C54ADD17E4BD...</small>
	Dante Perez		Dante Perez
	Print Name		Print Name
Title	President	Title	Secretary
	Corporate Officer		Corporate Officer
Date	10/18/2021	Date	10/18/2021

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

**COUNTY OF ORANGE**

a political subdivision of the State of California

By	_____	_____
	Print Name	Title
	_____	_____
	Signature	Date

**COUNTY OF ORANGE  
COUNTY COUNSEL**

Approved as to Form:

By	<u>DocuSigned by: Candace J. Frost</u> Signature <small>D3AB38D78D08425...</small>	Date	10/19/2021
	Deputy County Counsel		



**SUBORDINATE CONTRACT  
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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.

**Damp Mopping:** Cleaning floor surfaces after sweeping and dust mopping to pick up any remaining dust or dirt, utilizing a clean mop, clean water, all-purpose floor cleaner (and a disinfectant where required by the scope of work) with a dry-wrung out mop.



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**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.

**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.



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**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  
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**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 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:
- 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.

2-15 **Conservation of Utilities**



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



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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.

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.



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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/](http://www.ecologo.org/en/greenproducts/)  
Green Seal GS-37 & GS-34, [www.greenseal.org/](http://www.greenseal.org/)  
EPA Design for the Environment (DfE) Program, [www.epa.gov/dfc](http://www.epa.gov/dfc)

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

**b. Biologically-Based Cleaning and Degreasing Compounds**

- 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 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.



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- 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/](http://www.ecologo.org/en/greenproducts/)
  - 2. EPA Design for the Environment (DfE) Program, [www.epa.gov/dfe](http://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/](http://www.ecologo.org/en/greenproducts/)
    - EPA Design for the Environment (DfE) Program, [www.epa.gov/dfe](http://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/](http://www.ecologo.org/en/greenproducts/)
    - Green Seal GS-37, [www.greenseal.org](http://www.greenseal.org)
    - EPA Design for the Environment (DfE) Program, [www.epa.gov/dfe](http://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
  - 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:



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iii. Environmentally Preferable Product Standards:

EcoLogo Standard CCD-147 [www.ecologo.org/en/greenproducts/](http://www.ecologo.org/en/greenproducts/)  
Green Seal GS-40, [www.greenseal.org](http://www.greenseal.org)  
EPA Design for the Environment (DfE) Program, [www.epa.gov/dfe](http://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/](http://www.ecologo.org/en/greenproducts/)
  - b) Green Seal, [www.greenseal.org/](http://www.greenseal.org/)
  - c) Conservatree, [www.conservatree.com](http://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 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.



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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.
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.



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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**

**I. Services To Be Provided:**

The Contractor shall provide Janitorial Services five (5) days per week, Monday through Friday.

**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, not merely surface cleaning to the sanitary standards of a hospital. 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. Schedule of Deductions**

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

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

**IV. Specifications**

**A. Facility Description**

**1. Location:**

Social Services Agency, Cypress Facility  
6100 Chip Ave, Cypress CA 90630

**2. Area Measurements of Facility**

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



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Facility	Bldg. Size	Square Feet (Inside)		Total Area (Sq. Ft) to be Cleaned	Number of Employees		Average Daily Number of Clients	Number of Restrooms + Showers
		Tile	Carpet/ Other		Avg.	Max.		
6100 Chip Ave	1 Floor	6,800	65,200 Carpet	72,000	310	396	100	12

**3. Facility Operations:**

FACILITY OPERATIONS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Regular hours facility is open	Hours 7:00AM to 5:00PM	Hours 7:00AM to 5:00PM	Hours 7:00AM to 5:00PM	Hours 7:00AM to 5:00PM	Hours 7:00AM to 5:00PM	Hours 6:00am – 12:00pm (on occasion)	Hours

**Note: Facility is monitored by surveillance equipment at all entrances, exits and parking lots.**

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

Day Porter = Monday – Friday: 7:00am – 5:00pm  
 Janitorial Services = Monday – Friday: 5:30pm – 11:30pm

SCHEDULE AND HOURS FOR SERVICE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
i. Regular hours facility is available for <b>Janitorial Service</b>	5:30 PM to 11:30 PM	5:30 PM to 11:30 PM	5:30 PM to 11:30 PM	5:30 PM to 11:30 PM	5:30 PM to 11:30 PM	On occasion (after 12pm)	All Day/ Night
ii. Required hours for <b>Janitorial Services</b>	30 hrs	30 hrs	30 hrs	30 hrs	30 hrs	-	-



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iii. Required hours for <b>Day Porter Services</b>	8 hrs	8 hrs	8 hrs	8 hrs	8 hrs	-	-
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**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
<b>Service Hours</b>	38	38	38	38	38	0	0

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

Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>No. of Workers</b>	6	6	6	6	6	0	0

**Note:** Actual schedule to be coordinated with SSA/Cypress 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
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Friday after Thanksgiving Day
Christmas Day

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

**B. Facility Cleaning Requirements**



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**1. Buildings and Service Areas**

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

- a. **Daily** (Monday through Friday)
  - i. Sweep all the hard surface floors in both buildings, with the Kex System of dustless sweeping cloths or a similar type of dustless sweeping system.
  - ii. Mop all hard surface floors with a neutral cleaner, including the break rooms, lobbies, workshops and corridors. Remove marks and spots from the hard surface floors including the public waiting areas, lunch/break rooms, restrooms. Spot clean all soiled areas in the remainder of the hard surface floors.
  - iii. Thoroughly vacuum with a Hepa-filter vacuum, all carpeted floors, hallways, offices, lobbies, entry rugs, and immediately spot clean or shampoo carpets by carpet manufacturer's approved methods, areas stained over an area of two square feet or less.
  - iv. Clean entrance glass doors, inside and outside, including the metal frame, reception windows and glass partitions leaving no traces of film, dirt, smudges, water, or other foreign matter.
  - v. Remove daily all trash from the entire facility, empty all exterior trash cans from all entrances and exits, dispose trash in the trash dumpsters and /or other trash containers that are provided for disposal of trash.
  - vi. Provide containers on wheels, or other similar methods, to move trash from one part of the building to another. Under no circumstances shall trash containers or other equipment be slid on the floor.
  - vii. Provide and install biodegradable trash bags for all "green waste" containers.
  - viii. Shall not recycle trash or store recycled bottles and cans on the premises.
  - ix. Install plastic trash liners for each trash can. This includes trash cans in all rooms, offices, common areas, halls, coffee break-lunch rooms, sheriff security offices and other areas of the buildings where trash cans are located. The liners shall be appropriate for the trash can for which they are used.
  - x. Empty all waste receptacles and clean around rubbish disposal areas and public ashtrays and urns. Change trash can liners as needed, and wash receptacles as needed.
  - xi. Clean and polish all drinking fountains, both inside and outside the building, with an approved germicidal. All porcelain and polished metal surfaces of drinking fountains shall be cleaned, including the orifices and drain, as well as exterior surfaces of the fountains and shall be free from streaks, stains, spots, smudges, scale, and other obvious soil.
  - xii. Restock paper towels and soap dispensers in the break areas and coffee bars.
  - xiii. Clean sinks and wipe down tabletops and counters in all employees' break areas and coffee bars using an approved germicidal cleaner.
  - xiv. Wipe down all lounges, all administrative conference rooms, meeting rooms and counsel areas, etc., with an approved germicidal cleaner.
  - xv. Wipe down interior and exterior elevator doors, wipe down cab walls and disinfect call buttons, clean sills and plates utilizing an approved germicidal cleaner and soft cloth.
  - xvi. Clean and dust all office furniture, fixtures, ledges, and all other horizontal surfaces in the lobby and waiting area.



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- xvii. Straighten chairs in employee lounges, conference rooms.
- xviii. Fill paper towel and soap dispensers in employee lounges, break rooms, and coffee stations.
- xix. Sweep sidewalks, entrances, porches, ramps, and exterior steps.
- xx. Attend to coffee stations, wipe counters and clean sinks.
- xxi. Clean and remove all finger marks, smudges and graffiti from doors, door handles door frames, around light switches, glass doors partitions and kick plates.
- xxii. Keep janitor closets clean and orderly.

**b. Weekly**

- i. Thoroughly vacuum with a Hepa-filter vacuum cleaner, all carpeted areas in the offices, lobbies, corridors elevators, including corners, behind doors, and edges in areas which normal vacuuming does not reach, such as wall edges, around furniture, cabinets and under desks. All moveable office furniture, chairs, trash receptacles and easily moveable items shall be moved in order to vacuum underneath the carpets and rugs and shall be returned to their proper positions when the carpet and rug maintenance operations have been completed. All tears burns and raveling shall be brought to the attention of the Facility Manager.
- ii. Spot clean all carpets, rugs and mats to be free of all visible lint, litter and soil. Carpet style mats and entrance mats shall be vacuumed with Hepa-filter vacuum cleaner to remove soil and dirt and to restore resiliency of the carpet pile. Rubber or polyester entrance mats shall be swept, vacuumed, or hosed-down and then dried to remove soil and grit. Soil and moisture underneath entrance mats shall be removed, and mats returned to their normal location
- iii. Detail sweep and damp mop all hard surface floors with a neutral cleaner, including corners and edges.
- iv. Wipe down all furniture and tables in the public waiting area, workshop areas, and lobby using an approved germicidal cleaner with a soft cloth. Move all of the furniture and sweep and mop the floor.
- v. Dust desks, chairs, tables, telephones, file cabinets, window sills, shelves, lamps, and other office furniture, partitions, baseboards, picture frames, ledges, door jams and partition frames. All surfaces to be left in a clean and dust-free condition. Spot clean as necessary.
- vi. Sweep sidewalks, porches, ramps and exterior steps. Sweep and damp mop, lobby entrances, porches, steps and sidewalks.
- vii. Remove marks and spots and spray buff all tile floors.
- viii. Disinfect all public lobby phones.

**c. Bi-Weekly**

- i. Spot clean walls and partitions, including partition glass. The cleaning of glass and mirrors includes all glass partitions, walls, doors, mirrors and adjacent trim with a lower edge below seven feet. Glass that extends higher than seven feet shall not be included. After glass cleaning, there shall be no traces of film, dirt, smudges, water or other foreign matter. Both sides of glass partitions, walls and doors are to be cleaned.
- ii. Clean kick marks, finger marks, and other spots from doors, door facings, walls, woodwork, staircases and the public built in benches.
- iii. Thoroughly sweep and mop all tile areas.



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iv. Thoroughly vacuum all carpeted areas.

d. **Monthly**

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

e. **Quarterly**

- i. Hose down fabric canopies at the building entrances.
- ii. Brush and vacuum all vents and grills, doors, walls and partition surfaces and door vents; remove grill to clean inside vents.
- iii. Clean and polish all woodwork, including, but not limited to wood panels, railings, Formica-type furniture, counters, and partitions.
- iv. Vacuum upholstered furniture.
- v. Wipe down tables and chairs surface and legs in conference rooms, break rooms, and waiting areas. Also wipe any scuffs marks on walls as needed.
- vi. Wipe down plexiglass partitions with microfiber cloths while using appropriate solution that will not leave a "cloudy" finish.

**2. Restrooms & Showers**

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

- i. Clean and refill soap, towel, toilet tissue, sanitary napkins, sanitary disposal bags and toilet seat cover dispensers. Contractor shall ensure restrooms are stocked so that supplies do not run out. Sufficient extra supplies shall be stored in designated areas on site and provided to last until next servicing. Deodorizing blocks shall be used in all toilets and urinals.
- ii. Clean and polish mirrors and faucets.
- iii. Using a germicidal detergent, thoroughly damp clean and disinfect all surfaces of the wash bowls, toilet bowls, urinals, sanitary napkin dispensers, showers, shower mats, soap dispensers, plumbing fixtures, partitions, doors, walls, seating, floors, and other such surfaces. All surfaces will be left free of deposits, dirt, streaks, and odors. Disinfect using an approved germicidal cleaner and acid-based chemical to remove any water deposits or stains.
- iv. Thoroughly damp clean and disinfect all surfaces of partitions, stalls, stall doors, entry doors, including handles, kick plates, ventilation grates, metal guards, etc., and wall areas adjacent



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to wall-mounted soap dispenser, urinals and toilets. Remove all graffiti daily. Disinfect surfaces using an approved germicidal cleaner and acid-based chemical to remove any water deposits or stains in the toilets.

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

b. **Weekly**

- i. Clean and wet wipe with an approved disinfectant all of the walls and around plumbing fixtures, toilet compartment partitions, partition doors, soap dispensers, and door hardware. Remove all graffiti.
- ii. Clean all exposed plumbing and remove hard water deposits from all chrome fixtures.
- iii. Clean pull bars.
- iv. Dust tops of partitions, window sills and lockers.

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

c. **Monthly**

- i. Wipe down all walls with an approved disinfectant. Machine scrub and disinfect the floors in the men's and women's restrooms, changing room and showers in both facilities. Seal restrooms floors, changing room and shower floors with a minimum of two coats of sealer.
- ii. Remove vent plate to clean, brush and vacuum around and into the duct.
- iii. Dust Venetian blinds.
- iv. Clean door jambs, removing all finger prints and surface grime.
- v. Inspect existing automatic air freshener dispensers and replace spray can as necessary.



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**3. Other Fixed Fee Services** – Contractor shall provide these services unless cancelled by the Facility Manager upon receipt of the schedule specified in Section VI, Contractor Responsibilities.

**a. Quarterly**

i. Floor Waxing & Stripping- Strip, wax and buff all hard floor surfaces. Provide additional spot floor finish correction when requested by the Facility Manager.

ii. Carpet Cleaning

Vacuum carpet with a HEPA-vacuum and steam clean. Clean the carpets by hot water, steam, deep extraction, using the carpet cleaning method recommended by the manufacturer. Bonnet buffing method of cleaning carpets is not acceptable. The carpet area will be free of stains, dirt, browning, carpet wicking or any other discoloration. Chairs, trash containers, plastic chair protectors and easily movable items shall be moved to clean the carpets and returned to their original locations after cleaning.

iii. **Window Cleaning**

Clean interior and exterior windows for both buildings, including the patio doors and windows, when requested by the Facility Manager or designee. After windows have been cleaned, exterior frame casings, sills and glass shall be free of all traces of film, dirt, smudges, water, water spots, streaks and other foreign matter.

**b. Semi Annually**

Vacuum Venetian blinds: Contractor shall vacuum and clean all venetian blinds.

**c. Annually**

**Clean and Polish:** Contractor shall clean and polish all wood, metal, and Formica-type furniture, counters, and partitions must be cleaned and polished.

**4. Day Porter Services**

The Cypress facility requires one Day Porter to be in attendance for eight hours per day, Monday through Friday. Day Porters shall be the Contractor's employee, located on-site for the purpose of providing immediate attention during normal working hours to Contract-related services, including, but not limited to, the removal of hazards such as spills or broken glass, plumbing leaks, roof leaks, refilling supplies, and general facility upkeep.

**a. Hours of Service**

Day Porter shall work Monday through Friday, between 7:00 AM to 5:00 PM, with one-hour lunch and two 15-minute breaks during the shift. Lunch should be coordinated by the Facility Manager or designee between 11:30 AM and 1:30 PM. The breaks should be taken near the midpoint of the morning and afternoon.

**b. Attendance**

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

**c. Supervision**





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- i. The day porter will report to and be supervised by the Facility Manager. Contractor shall inspect the work performed by the day porter work on a weekly basis.
  - ii. Day Porter shall sign in and sign out with the designated Facility Manager or designee at the beginning and end of each shift.
  - iii. The Facility Manager will prepare a list of daily tasks for the day porter and a schedule based upon anticipated work to be performed during the day. If the Facility Manager opts not to prepare a list of daily tasks, the Contractor shall be responsible to establish a daily schedule. The schedules will contain designated times for the day porter to return to their respective Facility Manager to obtain additional assignments that might develop during the day.
- d. **Required Clothing and Identification**
- Day Porter shall wear a uniform furnished by the Contractor (closed toe shoes, long pants, polo shirt) and shall wear an easy-to-read name badge.
- e. **Communication**
- Contractor shall furnish a pager or cell phone for the day porter, ensuring they can respond immediately when contacted by their respective on-site management.
- f. **Basic Skills**
- Day Porter shall:
- i. Be knowledgeable of general custodial practices, including correct and appropriate application of all chemicals and use of all cleaning machines and tools, including all Contractor-provided tools.
  - ii. Be able to speak and write effectively and fluently in English.
  - iii. Possess general maintenance skills.
  - iv. Work productively, unsupervised, and with a minimum of direction.
  - v. Immediately respond to all requests by their respective Facility Manager. For immediate health and safety hazards, day porter should take immediate action, with or without direction from the Facility Manager or other staff.
- g. **Daily Duties:**
- i. Continuously inspect, monitor and clean the building main lobby and the client waiting areas.
  - ii. Inspect all restrooms at least twice a day. Check and fill toilet tissue, seat covers and towel dispensers. Inspect and service public restrooms in the lobby three times a day.
  - iii. Keep entry glass doors and frames in a clean condition.
  - iv. Maintain, keep clean, and pick up trash from the exterior ground, the parking lot and landscaped areas.
  - v. Maintain and keep clean cigarette urns and refill with sand, as needed.
  - vi. Building entrances shall be maintained, kept clean and free of dust, debris, cobwebs, and bird droppings. Public telephone, signage, water fountains, lighting fixtures shall be kept clean.
  - vii. Keep trash enclosures clean.
  - viii. Attend to emergency situations such as toilet overflows, spills, etc.
  - ix. Clean excess water on the restroom counters and floors.



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- x. Empty and replace trashcan liners.
- xi. Perform other janitorial functions as requested by the Facility Manager.
- xii. Report any carpet stains or spills to the Contractor Supervisor to be cleaned by the janitor.
- xiii. Service and stock paper towel and soap dispensers in coffee bars, employee lounges, and conference rooms.

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

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

**5. Custodial (Janitor's) Closets**

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

**V. 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.

**VI. Additional Work**



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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 6100 Chip Ave, CA 90630.

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
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. Services shall not be provided during Holidays Observed by the County. 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**



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When requested by County in writing the Contractor shall, at a minimum, perform the following services for the SSA Facility located at 6100 Chip Ave, CA 90630:

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)
  - 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 to Friday, from 7:45 am to 5:30 pm. Services shall not be provided during Holidays observed by the County. County Facility Manager or designee may determine that the hours of services may change based on the County needs.

**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 VI 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



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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.
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	\$19.50	\$ 13,455.00
2	Flooring Specialist (Carpet Cleaning/Waxing)	\$22.50	\$ 450.00
3	Day Porter (7:00am – 5:00 pm Mon-Fri)	\$19.50	\$ 3,588.00
<b>TOTAL MONTHLY FEE</b>			<b>\$ 17,493.00</b>
<b>TOTAL ANNUAL COST (TOTAL MONTHLY FEE X 12)</b>			<b>\$ 209,916.00</b>

**II. Additional Work Fees:**

Line #	ENHANCED DISINFECTING SERVICES – OPTIONAL	Number of staff proposed	Total Monthly Cost
1	Janitorial Services After Regular Business Hours (5:00 pm – 7:00 Sat, Sun or Holiday) (4 hours daily)	1	\$ 1,886.00
2	Day Porter (7:00am – 5:00 pm Mon-Fri)	1	\$ 3,588.00
<b>TOTAL MONTHLY FEE</b>			<b>\$ 5,474.00</b>
<b>TOTAL ANNUAL COST (TOTAL MONTHLY FEE X 12)</b>			<b>\$ 65,688.00</b>

- 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
<b>A.</b> Hourly rate for Janitorial Services	\$19.50
<b>B.</b> Hourly rate for Janitorial Services Supervisor	\$22.50
<b>C.</b> Hourly rate for Janitorial Services After Regular Business Hours (5:00 pm – 7:00 am Mon-Fri)	\$20.50
<b>D.</b> Hourly rate for Janitorial Services After Regular Business Hours (5:00 pm – 7:00 Sat, Sun or Holiday)	\$20.50
<b>E.</b> Hourly rate for Flooring Specialist (Carpet Cleaning/Waxing)	\$22.50
<b>F.</b> Hourly rate for Day Porter (7:00am – 5:00 pm Mon-Fri)	\$19.50
<b>G.</b> Hourly rate for Day Porter (7:00am – 5:00 pm Sat, Sun or Holiday)	\$20.50
<b>H.</b> Hourly rate for Day Porter Supervisor (7:00 am – 5:00pm Mon-Fri)	\$22.50
<b>I.</b> Hourly rate for On-Call Emergency Services (7:00 am – 5:00pm Mon-Fri)	\$20.50
<b>J.</b> Supervisor Hourly rate for On-Call Emergency Services (7:00 am – 5:00 pm Mon-Fri)	\$22.50
<b>K.</b> Hourly rate for On-Call Emergency Services	\$20.50



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(5:00 pm – 7:00 am Mon-Fri)	
<b>L.</b> Supervisor Hourly rate for On-Call Emergency Services (5:00 pm – 7:00 am Mon-Fri)	\$20.50
<b>M.</b> Hourly rate for On-Call Emergency Services (7:00 am – 5:00 pm Sat, Sun or Holiday)	\$20.50
<b>N.</b> Supervisor Hourly rate for On-Call Emergency Services (7:00 am – 5:00 pm Sat, Sun or Holiday)	\$22.50

**Note: The County reserves the right to add or delete classifications through the term of the Contract.**