



**SUBORDINATE CONTRACT  
MA-063-22010568  
WITH  
OMNI ENTERPRISE, INC.  
FOR  
JANITORIAL AND DAY PORTER SERVICES**

This Subordinate Contract MA-063-22010568 (referred to as "Contract") is made and entered into upon execution of all necessary signatures between 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., Ste. 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 by reference into this Contract:

Attachment I – Scope of Work  
Attachment II – Pricing Schedule

**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 in accordance with the RCA terms and conditions. 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 \$408,336; 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 [ssaprourementap@ssa.ocgov.com](mailto:ssaprourementap@ssa.ocgov.com) or mailed to  
Attn: Processing Desk (MA)  
500 N. State College Blvd., Suite 100  
Orange, CA 92868-1673

Payment will be net 30 days after receipt of an invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice 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-063-22010568;
- 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.



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<b>FOR COUNTY:</b>	<b>COPY TO:</b>
County of Orange	County of Orange
SSA/Procurement Services	SSA/ Facilities
500 N. State College Blvd., Suite 100	500 N. State College Blvd., Suite 100
Orange, CA 92868-1673	Orange CA 92868-1673
Attn: Michael Farole	Attn: Ramon Sanchez
Telephone: 714-541-7723	Telephone: 714-541-7848
Email: michael.farole@ssa.ocgov.com	Email: ramon.sanchez@ssa.ocgov.com

<b>FOR CONTRACTOR:</b>
Omni Enterprise, Inc.
1420 E. Edinger Ave., Ste. 111
Santa Ana, CA 92705
Attn: Dante Perez
Telephone: 714-801-4092
Email: Omniclean@gmail.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.

**OMNI ENTERPRISE, INC.\***

By		By	
Print Name	Dante Perez	Print Name	Dante Perez
Title	President	Title	Secretary
Date	10/18/2021	Date	10/18/2021

Corporate Officer

\*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. 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.

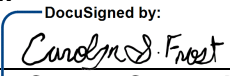
**COUNTY OF ORANGE**

a political subdivision of the State of California

By	_____	Date	_____
Print Name	_____	Title	_____

**COUNTY OF ORANGE  
COUNTY COUNSEL**

Approved as to Form:

By		Date	10/19/2021
	Deputy County Counsel		



**SUBORDINATE CONTRACT  
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**ATTACHMENT I  
SCOPE OF WORK**

**PART I – DEFINITIONS / PERFORMANCE OF WORK**

**1. DEFINITIONS:**

**COUNTY:** The County of Orange, which is comprised for the purposes of this Contract as Social Services Agency, wherein the work is performed.

**SSA/Tustin Family Campus/Facilities Manager:** Staff in charge of inspection and administration of this CONTRACT. The SSA/Tustin Family Campus Facilities Manager is responsible to monitor the Contract performance and immediately report any performance deficiencies to the Deputy Purchasing Agent.

**Deputy Purchasing Agent:** Designee of 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:** It is understood that the words “adequate”, “necessary”, “needed” or “required” as indicated in these specifications shall be construed to mean “as determined by the County’s SSA/Tustin Family Campus/Facilities Manager”.

**Daily:** Shall be per calendar week, i.e., Monday through Friday.

**Weekly:** Shall be per calendar week.

**Every Two Weeks:** Shall be every other week beginning January 1.

**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 Price Agreement 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 Price Agreement and all subsequent semi-annual periods shall commence on six (6) months’ intervals thereafter.

**Annually:** Shall be every twelve (12) months.

**2. ADDITIONAL WORK:**

- A. 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.
- B. 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.
- C. 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.
- D. Contractor shall continue to provide services to all areas not affected by work provided by alternate sources.



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- E. 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.

**3. SCHEDULE OF DEDUCTIONS**

The Schedule of Deductions, as specified in Attachment II, 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.

**4. COUNTY OBSERVED HOLIDAYS:**

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

**PART II - SPECIFICATIONS FOR JANITORIAL SERVICE**

**1. INTRODUCTION**

The Janitorial Services are to be performed at Social Services Agency: 15405 Lansdowne Road, Tustin CA 92710. The size of the facility is approximately 15,275 sq. ft.

**2. SERVICES TO BE PROVIDED:**

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

**3. PERFORMANCE:**

The janitorial specifications defined below list the minimum level of service and frequency deemed acceptable. It is intended that the Contractor will 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 facilities, not merely surface cleaning. Specifically, floors shall be waxed and buffed for a gloss shine, carpeted floors shall be completely and thoroughly vacuumed, windows shall be cleaned so that all film, smudges, and streaks are removed, and the restroom facilities cleaned, polished, and sanitized.



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**4. AREAS TO BE CLEANED AND VOLUME USAGE:**

Count	Areas
8	Restrooms
1	Warming Kitchen
1	Pre-school
1	Infant area

Area:	Volume of usage:
Administration Building Reception	Heavy
Administration Building Public Restrooms	Heavy
All buildings Staff Restrooms	Heavy
Administration Building Lunchroom Area	Heavy
All buildings Employee Rest Rooms	Heavy
Administration Building General Office Area	Moderate to Heavy
Administration Building Conference Rooms	Light to Moderate
Administration Building Infants Areas	Heavy
Administrative Building Pre-School Area	Heavy
Warming Kitchen	Heavy
Teachers Workroom	Heavy
Administration Building Medical Unit	Heavy
Training, Resource and Bonus rooms	Moderate
Administrative Mail Copier Area	Heavy
School Classrooms	Heavy
Kitchen	Heavy
Linen Room Building	Heavy
Parking lot trash areas	Moderate

The Contractor shall, as a minimum, perform the following standard Janitorial Services in all areas, unless specifically directed otherwise in this Contract.

**A. RESTROOMS**

Daily  
Weekly  
Monthly  
Semi-Annually

**B. ALL OTHER AREAS TO BE SERVICED**

Daily  
Weekly  
Every Two Weeks  
Monthly  
Quarterly  
Semi-Annually  
Annually





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**C. CUSTODIAL CLOSETS**

The Contractor shall keep all tools, equipment and supplies left on the job site in the janitor's storage closet and not in any other part of the building. The janitor's closet shall be kept in a neat and orderly manner at all times and shall become part of the regular inspection. Contractor shall ensure all janitorial pails are emptied of dirty water daily. 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. 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. All buckets, wringers, mop sinks; other tools and equipment shall be kept clean and free of objectionable odors. The floor/wall sinks, whether porcelain or stainless steel is to be kept clean and polished at all times. The custodial closet keys are to be picked up by the Contractor's staff at the Control Desk on a daily basis and returned at the end of the Contractor's staff shifts.

**5. SUPPLIES**

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.

**6. BUILDING CLEANING REQUIREMENTS ALL RESTROOMS**

**A. DAILY**

- 1) Clean and refill soap, towel, toilet tissue, sanitary napkins, tampons, paper cups, and toilet seat cover dispensers. Sufficient extra supplies shall be provided to last until next servicing.
- 2) Clean and polish mirrors.
- 3) 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.  
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.
- 4) Sweep and spot clean floor, including wet mopping to include all accessible corners of the room.
- 5) Empty and clean waste paper containers inside and out and change waxed bag in sanitary napkin disposal receptacles.
- 6) Add water and disinfectant to all floor drains.
- 7) Remove graffiti from walls, doors, and partitions. Report any un-removable graffiti immediately to Facility Manager or designee.
- 8) Unstop common toilet stoppages with plunger.
- 9) Spot clean all doors, handles, partitions, windows, and walls.

**B. WEEKLY**

- 1) Clean and wet-wipe down walls around plumbing fixtures, toilet compartment partitions, partition doors, and door hardware and around doorframes.
- 2) Clean metal kick plates and pull bars.

**C. MONTHLY**

- 1) Machine scrub and disinfect floors with an approved hospital cleaner. Seal all ceramic floors with a minimum of two (2) coats of sealer.
- 2) Clean vents, including removal of vent plate and brush and vacuum around and into duct.
- 3) Dust all blinds (where applicable).
- 4) Maintain and refill air freshener units.
- 5) Clean all light lenses exterior only.





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**7. ALL OTHER AREAS TO BE SERVICED**

**A. DAILY**

- 1) Vacuum all carpeted floors in corridors and other similar high use locations. Vacuum entry rugs, and remove any spots. Vacuum, dust mop and/or damp mop interior stairwells. Remove debris.
- 2) Spot clean windows and doors inside and out, including metal and clean entire surface of reception, entry door, and lobby windows.
- 3) Empty all wastebaskets and other trash containers and carry trash to designated area.
- 4) Clean all trash and wastebaskets inside and out.
- 5) Clean and polish all drinking fountains.
- 6) Wash down and disinfect all outside entrance and exit areas, empty trash containers, and clean and service ashtrays and sand urns in public areas and employees' patio.
- 7) Keep custodial closets clean and orderly and stocked with supplies.
- 8) Clean sinks, counters, and tabletops in employees' lunchroom, teacher's workroom, doctor / nurse's exam and Lab room.
- 9) Remove all graffiti from interior and exterior walls and partitions.
- 10) Vacuum and/or clean entry mats.
- 11) Clean elevator cab, wipe down all surfaces. Vacuum and remove debris.
- 12) Grounds areas - empty and clean all waste receptacles and cigarette urns.
- 13) Grounds areas — inspect entire exterior of premises including landscaped areas, sidewalks and drains. Remove debris as necessary. Clean handrails.
- 14) Sweep/dust mop or vacuum ceramic flooring in the Medical Unit, Administration Building.

**B. WEEKLY**

- 1) 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.
- 2) Remove marks and spots from carpets and from resilient floors in corridors and traffic lanes. Mop with neutral cleaner all resilient tile and rubber flooring.
- 3) Clean all message boards and/or trays except where text has not been erased by tenant.
- 4) Dust wipe, with treated cloth, all horizontal surfaces within reach, including ledge sills, molding and furniture. Spot clean as necessary. All papers, equipment etc. shall not be removed or disturbed.
- 5) Clean all vertical surfaces, bright work and fixtures, within reach, to remove soil. Pay special attention near switch plates, waste receptacles, door handles and frames.
- 6) Wash down outdoors play areas, clean outdoor carpets.
- 7) Sweep/dust mop gymnasium floor including stage area.
- 8) Damp mop sheet vinyl flooring in the doctor / nurse's areas using a ph neutral cleaner. Remove spots on floor.
- 9) Clean parking lot trash areas.

**C. EVERY TWO WEEKS**

- 1) Dust desks, chairs, tables, telephones, file cabinets, windowsills, shelves, lamps, and office furniture, partitions, ledges, and partition frames.
- 2) Spot clean walls and partitions, including partition glass.
- 3) Clean kick marks, finger marks, and other spots from doors, door facings, walls, woodwork, and staircases.
- 4) Clean / shampoo corridors and stairs; administration entrance and control on a schedule approved by the Facility Manager. Carpets shall be cleaned per manufactures' specifications. No circular scrubbing or bonnet type machines shall be used.

**D. MONTHLY**

- 1) Remove spots and marks from all resilient floors.



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- 2) Dust bookcases and bookshelves picture frames and all high reach areas and fixtures that are beyond the reach of bi-weekly dusting.
- 3) Spot clean upholstered and plastic-covered furniture per manufacturer's specifications.
- 4) Clean, vacuum and remove all marks and stains from upholstered furniture and counters and tables.
- 5) Dust all blinds
- 6) Scrub all resilient floors. Wax and buff or apply non-buff floor finish and provide more frequent spot floor finish correction when requested by the Facility Manager.
- 7) Machine scrub and disinfect floors with an approved hospital cleaner. Seal all ceramic floors with a minimum of two (2) coats of sealer. Clean baseboards.
- 8) Wash patio area outside employee lunchroom area.
- 9) Wash down all outdoor play equipment, patio furniture and other similar equipment.
- 10) Damp mop or vacuum vinyl flooring in the doctor / nurse's area, Administration Building.

**E. QUARTERLY**

- 1) Wash all wastebaskets and rubbish containers, wipe down, and replace plastic liners. (Replace liners more frequently if soiled or damaged.)
- 2) Clean and disinfect all telephone instruments and door hardware.
- 3) Clean and polish all interior metal fixtures and surfaces, including door push and kick plates and pulls.
- 4) Vacuum upholstered furniture and wipe clean all metal and wood furniture.
- 5) Brush and clean ceiling vents and grills, floor, wall, and partition surfaces, and door vents; remove grill to clean inside vents.

**F. SEMI-ANNUALLY**

- 1) Strip all resilient floors, wax and buff (or apply approved non-buff floor finish).
- 2) Wash plastic-covered furniture, steam clean upholstered furniture per manufacturer's specifications.
- 3) Steam clean and pile-lift all carpets and entry rugs or deep clean by pressure extraction process and pile-lift, in all areas not cleaned on a bi-weekly basis.

**G. ANNUALLY**

- 1) Clean and polish all wood, metal, formica-type furniture, counters and partitions.
- 2) Clean all glass windows and doors inside and out.
- 3) Clean exterior window ledges.
- 4) Clean all drapes and blinds.

**PART III – SPECIFICATIONS FOR DAY PORTER SERVICES**

1. **DAY PORTER SERVICES TO BE PROVIDED:** The Contractor shall provide Day Porter Services five (5) days per week, Monday through Friday eight hours per day.

**A. PERFORMANCE**

Day 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.

**B. DAY PORTER REQUIREMENTS**

All work performed by the Day Porter is separate and apart from the work performed by the janitorial staff. (Contractor will enter its charge separately for Day Porter Services).



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**1) HOURS OF SERVICE**

The Day Porter shall work Monday through Friday, 7:00am to 4:00 p.m., with a one (1) hour lunch and two (2) fifteen (15) minute break during the shift. The breaks should be taken near the midpoint in the morning and afternoon of the work shift

**2) ATTENDANCE**

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

**3) SUPERVISION**

- a. The Day Porter will report to and be supervised by the Contractor however; the SSA/Tustin Family Campus Facilities Manager and/or designee will set trash priorities and work assignments.
- b. The Day Porter shall sign in and sign out with the designated SSA/Tustin Family Campus Facilities Manager and/or designee at the start and end of each shift.
- c. SSA/Tustin Family Campus Facilities Manager and/or designee will prepare a listing of regular tasks and a corresponding schedule based upon anticipated work to be performed during the day. The schedule will also contain designated times for the Day Porter to return to the SSA/Tustin Family Campus Facilities Manager and/or designee to obtain any additional special assignments that might develop during the day.

**4) IDENTIFICATION**

In addition to the required company uniform/clothing, the Day Porter shall wear an easy to read name badge as further identification.

**5) COMMUNICATION**

The Contractor shall furnish and maintain a pager system such that the Day Porter can and shall respond immediately to notification by the SSA/Tustin Family Campus Facilities Manager and/or designee.

**6) BASIC SKILLS:**

The Day Porter shall:

- a. Be knowledgeable of general custodial practices including correct and appropriate application of all chemicals, use of all cleaning machines and tools, and all Contractor - provided tools.
- b. Be able to speak and write effectively in English
- c. Possess general repair/maintenance skills.
- d. Work productively, unsupervised and with a minimum of direction.

**7) PERFORMANCE SPECIFICATIONS**

The Day Porter shall immediately respond to all requests by SSA/Tustin Family Campus Facilities Manager and/or designee. For immediate health and safety hazards, the Day Porter shall take immediate action, with or without direction from the SSA/Tustin Family Campus Facilities Manager or other staff.

Additionally, the Day Porter shall:

- a. Regularly (minimum 3-times daily) inspect and service all restrooms, especially all public-used restrooms to insure that the floors and walls remain clean and free from debris and to ensure that all dispensers are full.
- b. 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 Day Porter shall clean all



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ashtrays/sand urns and shall empty all trash cans that become full or near full during the day.

- c. Perform minor repairs when asked or when necessary. Day Porter shall inform the SSA/Tustin Family Campus Facilities Manager and/or designee of repair needs that are not minor or require expert skills or special tools. When appropriate, Day Porter shall take necessary actions to prevent further damage or limit hazard, until repair personnel arrive, such as turning off water, power etc.
- d. Report any building or equipment deficiencies to SSA/Tustin Family Campus Facilities Manager and/or designee. The Day 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. Day Porter shall post signs or barricades to restrict access and inform clients/personnel of hazards as appropriate.
- e. Move furniture, boxes, supplies, etc. as required, up to 50 pounds in weight.
- f. Water various indoor plants and outdoor planters, as directed by SSA/Tustin Family Campus Facilities Manager and/or designee.
- g) The day porter needs to disinfect the lobby chairs, counter tops and restrooms daily as well as disinfect all interview rooms after meetings to prevent spreading the MRSA Staph infection virus.

**8) SUPPLIES**

The Contractor shall furnish and have readily available to the Day Porter all cleaning supplies, cleaning tools/equipment, and paper products required for performance of this work. These items will be stored in the custodian's/janitor's closet.

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.

**C. SERVICES TO BE PROVIDED**

- 1) Trash. Contractor shall remove daily all trash from the entire facility or and other specific areas designated by the Site Coordinator or approved alternate. Contractor shall empty all exterior trash cans from all entrances and exits. All trash shall be disposed of in the trash dumpsters and /or other trash containers that are provided for disposal of trash.

Contractor shall 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.

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

Contractor shall 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 and shall be changed daily or as required by the Site Coordinator or approved alternate.

Contractor shall install sanitary napkin receptacle liners in all women's restrooms in the facility. The liners shall be changed daily or as required by the Site Coordinator or approved alternate.



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- 2) Building Entrance. Must be kept clean and free of dust, debris, cobwebs and bird droppings on a daily basis.
- 3) Maintain Floors. All hard surface floors shall receive floor maintenance. Floor maintenance includes sweeping, dust mopping, damp mopping, wet mopping, dry buffing, spray buffing, stripping, scrubbing, sealing, and waxing as required to achieve the stated results below. 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.

All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles and easily moveable items shall be moved to maintain the floors.

All moved items shall be returned to their proper positions when all floor maintenance operations have been completed. Wax is to be applied only to floor surfaces that have been cleaned.

- 4) Sweep/Dust Mop Floors. All accessible floor areas shall be swept or dust mopped daily. After the floor has been swept and/or dust mopped, the entire floor surface, including stationary objects, corners and abutments, shall be free of litter, cobwebs, dust and debris. Chairs, trash receptacles, plants and any other moveable object shall be moved or tilted in order to sweep underneath.
- 5) Mop Floors. All accessible floor areas shall be damp and/or wet mopped daily. Chairs, trash receptacles, and easily moveable items shall be moved to mop underneath. After being mopped, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil, stains, film debris or standing water. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc., or mop strands remaining in the area. Wood floors shall not be damp or wet mopped.
- 6) Sweep and damp mop floors – difficult to reach areas. Contractor shall thoroughly sweep and damp mop floors, including areas that daily sweeping and damp mopping does not reach, including wall edges, around furniture and cabinets, and under desks and all moveable office furniture.
- 7) Dry/Spray Buff Floors. All floors shall be cleaned to eliminate heel marks, scuffs, and small amounts of dirt using a buffing pad, floor machine, and spray bottle mixture of diluted floor finish and detergent, leaving a uniform, thin coat of non-skid wax. *Sweeping and wet mopping must occur before this procedure.*
- 8) Strip, Scrub, Seal, and Wax Floors. All hard floors shall be stripped, scrubbed, sealed, and waxed as necessary to maintain a uniform, glossy appearance. Contractor shall perform all tasks associated with the stripping, sealing, and waxing of the floor surfaces. Non-skid wax shall be used. A uniform, glossy appearance and shall be free of scuff marks, heel marks, wax build-up and other stains and discoloration.
- 9) Remove Trash. All trash containers (interior and exterior) shall be emptied at the frequencies stated herein and containers 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.
- 10) Empty and Clean Public Ash Trays and Urns. Contractor shall empty all public ashtrays and urns and wipe 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 (debris removed) and the sand replaced, as needed.





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- 11) Perform Low Dusting. All dust, lint, litter, cobwebs and dry soil shall be removed from the horizontal surfaces of chairs, file cabinets, conference tables, and other types of furniture and equipment and from horizontal ledges, window sills, hand rails, baseboards, air conditioning vents, etc., to a line seven feet above the top of the floor level.
- 12) Perform 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.
- 13) Clean and Polish Interior Glass, Mirrors, and Glass/Mirrored Surfaces. 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.
- 14) Clean and Polish Other Interior Glass. Trophy/display cases, directory boards and other interior glass not addressed above shall also be cleaned. After glass cleaning there shall be no traces of film, dirt, smudges, water or other foreign matter.
- 15) Clean Drinking Fountains. 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. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale and other obvious soil.
- 16) Clean Elevators. All Public Elevators and Freight Elevators. Contractor shall remove all marks, (writing on walls, graffiti) dirt, smudges, scuffs, miscellaneous food and trash and any other foreign matter from the elevator floor, walls, sills and ceiling.
- 17) Clean Stairways. All floor surfaces on the stairways shall be cleaned and all lint, dust, dirt, cobwebs and debris removed. Grease and grime shall be removed from metal or rubber stair guards, handrails and baseboards. Contractor shall remove all marks, dirt, smudges, scuffs and other foreign matter from adjoining stairwell walls to provide and maintain a clean, uniform appearance.
- 18) Vacuum Carpets, Rugs and Mats. All carpeted floors, including hallway carpets, area and throw rugs and mats shall be vacuumed daily with a *HEPA-VAC vacuum* and shall be free of all visible litter and soil. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. Chairs, trash receptacles and easily moveable items shall be moved to in order to vacuum underneath the carpets and rugs. All moved items shall be returned to their proper positions when all of the carpet and rug maintenance operations have been completed. All tears, burns and raveling shall be brought to the attention of the Site Coordinator or approved alternate.
- 19) Vacuum carpets and rugs and difficult to reach areas. Contractor shall thoroughly vacuum carpets and rugs with a *HEPA-VAC vacuum*; including areas that daily vacuuming does not reach, including wall edges, around furniture and cabinets and under desks and all moveable office furniture.
- 20) Spot Clean Carpets. Contractor shall immediately spot clean or shampoo carpets that are stained over an area of two square feet or less.
- 21) Carpet Cleaning. Contractor shall clean all the carpets with the deep extraction method of carpet cleaning and with the manufacture of the carpet recommended cleaning solution. All carpets shall be free of dirt, (*Bonnet buffing method of cleaning carpet is not acceptable.*)
- 22) Vacuum and Clean Walk-Off Mats. Contractor shall vacuum and clean interior and exterior walk-off mats with a *HEPA-VAC vacuum*. After vacuuming or cleaning, mats shall be free of all visible lint, litter and soil. Carpet style mats and entrance mats shall be vacuumed to remove soil and dirt and to restore



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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.

- 23) General Spot Cleaning. Contractor shall perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to, the removing or cleaning of smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces, including all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates and fixtures. Germicidal detergent shall be used in restrooms, locker rooms, showers, break areas, and drinking fountains. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots and other evidence of removed soil.
- 24) Dust Blinds, Window Sills and Draperies. All blinds, window sills and draperies shall be cleaned to be free of dust, lint and spider webs.
- 25) Clean Upholstered Furniture. Contractor shall vacuum and spot clean upholstered furniture so that after cleaning all dust, lint, dirt, debris, stains, gum and all foreign substances are removed. Contractor shall spot clean with a product specifically designed for upholstered furniture.

**D. ADDITIONAL WORK**

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

**1) 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 15405 Lansdowne Road, Tustin CA 92710.

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:

- a) Disinfect all public areas, including lobby, interview rooms, and orientation rooms, with non -bleach and non-aerosol products:
  - i. Chairs/Seating
  - ii. Counter tops
  - iii. Work surfaces
  - iv. Door handles
  - v. Crash Bars
- b) Disinfect all employee common areas, including breakrooms, conference rooms, coffee bars, and computer labs, with non-bleach and non-aerosol products:
  - i. Door Handles
  - ii. Crash Bars
  - iii. Breakroom Tables
  - iv. Conference room tables
  - v. Counters
  - vi. Refrigerator handles
  - vii. Sink, faucets and fixtures
- c) Disinfect all restrooms with non-bleach and non-aerosol products:
  - i. Doors and door handles
  - ii. Counters
  - iii. Faucets





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- iv. Sinks
  - v. Partition doors & Locks
  - vi. Toilet flash handles
  - vii. Toilet seats
- d) 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.
- e) 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.

**2) 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 15405 Lansdowne Road, Tustin CA 92710:

- a) Day porter will be dedicated to disinfecting and cleaning the 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.
- b) 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:
  - i. All counters in the public spaces
  - ii. Door handles (doorknobs, lobby doors, all doors in public areas, and ADA button)
  - iii. Chairs
  - iv. Tables
  - v. Electronic Equipment: Phones, copiers, pamphlet holders, hand disinfect dispensers, computer screen, keyboards, mouse, etc.
  - vi. Interview room tables, work surfaces, and chairs
  - vii. Public Restrooms (doors and door handles, counters, faucets, sinks, partition doors and locks, toilet flash handles, toilet seats)
  - viii. Water Fountains
  - ix. Light switches
  - x. Stair Rails (where applicable)
  - xi. Elevators (where applicable)
- c) 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.
- d) 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.
- e) 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.



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**3) Special Services**

The Contractor shall provide the disinfecting and day porter services specified in Part III Specifications for Day Porter Services D. Additional Work I and II in areas that are confirmed to be exposed to COVID19 using the CDC approved measures for any SSA building.

**4) General Requirements**

- a) 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.
- b) 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.
- c) 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.
- d) Contract shall replace the touchless paper towel and soap dispenser batteries as needed and replace the soap for the dispensers as needed.
- e) County may request reduction of the level of service or cancelling the service all together with one-week prior notice.
- f) 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.
- g) 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.
- h) 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.
- i) 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.
- j) 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.

**5) Additional services**

- a) 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.
- b) 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.



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- c) 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.

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.

**PART IV - SERVICE STANDARDS TO BE MAINTAINED FOR JANITORIAL AND DAY PORTER SERVICES**

**1. General Conditions**

INTENT: It is the intent of these specifications that the Contractor will maintain the premises at an optimum level of cleanliness at all time. These specifications, therefore, shall be a guide for, rather than a limitation to, the services required to effectively maintain the premises. If SSA/Tustin Family Campus Facilities Manager 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.

**2. Security Consideration**

- A. Screening:** All personnel employed by Contractor to perform services hereunder may be 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 Contractor and their employees. In addition, Contractor shall be responsible for reviewing with all Contractors' employees as specified in the "instructions to All Contractors and Contractor's Employees" Section I.
- B. HEALTH:** All personnel shall be in good health and free of contagious diseases. Contractor shall not allow any person(s) under the influence of alcohol or drugs on the premises or in the building. Neither shall the Contractor allow the use or presence of alcohol or drugs on the premises or in the building.
- C. CONDUCT:** No person(s) shall be employed for this work who is found to be incompetent, disorderly, troublesome, under the influence of alcohol or drugs, who fails or otherwise refuses to perform the work properly and acceptably, or is otherwise objectionable. Any person found to be objectionable shall be discharged immediately and not re-employed on this work.
- D. REMOVAL OF CONTRACTOR PERSONNEL:** The 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
- E. 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.
- F. TELEPHONES:** shall not be used by the Contractor or its employees for personal or business reasons with the following exception(s):
- 1) Notification to the Orange County Sheriff of damage and SSA/Facilities Services Department as required in this Contract.
  - 2) To report need of medical aid, fire, or need of law enforcement, use 9-911 numbers.



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Any calls to numbers other than those above will be considered a violation of this Contract and grounds for Contract action.

- G. 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).
- H. DAMAGE:** Contractor shall immediately report all security conditions, occurrences out of the norm and/or other facility damage including broken windows, vandalism to the Tustin Family Campus Control Desk located in the Administration Building.
- I. 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.
- J. Radios** Contractor's employees shall not use any of the County-owned two-way radios or special telecommunications equipment under any circumstances. No exceptions will be made to this rule. Violation is grounds for immediate termination of this Contract, as well as appropriate punitive action.

**3. Schedules and Staffing**

- A. DAILY SERVICES:** All daily services shall be performed five (5) days per week, subject to adjustment for Building Holidays, and scheduled during the hours directed or approved by SSA/ Tustin Family Campus Facilities Manager.
- B. PERIODIC SERVICES:** All periodic services shall be performed within the frequencies listed in these specifications. A written schedule shall be provided to the Regional Manager and SSA/Tustin Family Campus Facilities Manager with dates and times when quarterly, semi-annual, and annual services will need to be provided.
- C. STAFFING:** Contractor shall furnish to SSA/Tustin Family Campus Facilities Manager a written schedule for each position used in cleaning the premises, indicating coverage by hours for each day and shift. Contractor's 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/Tustin Family Campus Facilities Manager approval.

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

- D. EMERGENCY BACK-UP STAFF:** Contractor shall maintain and show evidence of an adequate back-up force and supervisory staff ready to assist SSA/Tustin Family Campus Facilities Manager and the facility Regional Manager/Assistant Regional Manager 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.
- E. BACK-UP STAFF FOR DAILY SERVICES:** It shall be the Contractor's responsibility to provide back-up staff whenever regular crew cannot be present.
- F. 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



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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/Tustin Family Campus Facilities Manager. The supervisory staff will also be responsible for the following:

- 1) Remain available on request by SSA/Facilities Services Department to respond to complaints of any nature relating to activities of the cleaning staff.
- 2) Immediate communication of all accident, damage or emergency reports to SSA/Tustin Family Campus Facilities Manager.
- 3) Secure access and lighting where necessary and instruct cleaning staff in efficient use of lighting on a task-oriented basis.
- 4) Ensure janitorial staff is able to communicate effectively in English both verbally and in writing.

**G. TRAINING:** CONTRACTOR shall have an ongoing training program for its entire staff. Contractor shall provide only personnel that have been fully trained for performance of this work. Supervisors shall have been trained in supervision as well as technical training in Janitorial and Day Porter Services.

#### **4. Equipment and Supplies**

**A. STORAGE:** SSA/Tustin Family Campus Facilities Manager shall provide secured area(s) on the premises for storage of Contractor's cleaning materials, chemicals and equipment. Contractor shall maintain all such area(s) in a clean, orderly and sanitary condition at all times to SSA/Tustin Family Campus Facilities Manager's satisfaction and shall become part of the regular inspection.

The Contractor shall keep all tools, equipment, and supplies left on the job site in the custodian's/janitor's storage closet and not in any other part of the building. 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 materials must be stored, it shall be 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 is to be kept clean, and polished at all time.

**B. ENVIRONMENTAL PROTECTION:** Contractor agrees 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.

**Note:** Contractor shall post copies of SDS (Safety Data Sheets) for all chemicals used in each custodian's/janitor's 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.

**C. QUALITY MATERIALS:** SSA/Tustin Family Campus 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/Tustin Family Campus 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.

**D. EQUIPMENT:** All cleaning equipment shall be of the latest type consistent with good cleaning practices. All equipment shall be new or kept in good working order at all times and shall be replaced when obsolete or defective as determined by SSA/Tustin Family Campus Facilities Manager. Any modification to equipment that is directed by SSA/Tustin Family Campus 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.

**E. RESTROOM SUPPLIES:** Contractor shall purchase and furnish all restroom service supplies. The following is the quality standard for all such supplies and is subject to change at Facility Manager's request:



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HAND TOWELS:	Georgia Pacific Envision C-fold paper towels or as required to fit Tustin Family Campus dispensers.
TOILET TISSUE:,	Georgia Pacific Envision 2 ply toilet tissue or equivalent.
SEAT COVERS:	Healthgards Green Half Fold seat covers or equivalent.
HAND SOAP:	Waxiecare 2000 Antibacterial lotion soap or equivalent to fit current Tustin Family Campus dispensers.
ALL-PURPOSE CLEANER:	Waxie Solsta 142 Green Cleaner or equivalent.
FURNITURE POLISH:	Waxie Green Furniture polish or equivalent.
METAL POLISH:	Waxie Green Stainless Steel polish or equivalent.
DISINFECTING / DEODORIZING CLEANER:	Waxie Spring Clean Disinfectant or equivalent.
CARPET CLEANER:	Envirox Complete Carpet cleaner or equivalent as approved by Mannington flooring.
FLOOR CARE:	Cleaner: Waxie Green Neutral cleaner or equivalent. Stripper: Waxie Wax Buster stripper or equivalent. Wax: Waxie Green High Gloss floor finish or equivalent
GROUT SEALER:	Tilelab Surfaceguard Penetrating Sealer or equivalent.
PLASTIC LINERS FOR WASTE AND RUBBISH CONTAINERS	Sizes 12 x 8 x 4 1.0 mil. 15 x 9 x 24 1.0 mil 15 x 9 x 33 1.0 mil 16 x 14 x 37 1.4 mil 23 x 10 x 40 1.4 mil 23 x 17 x 48 1.4 mil.

#### 5. Quality Control/Inspection

Contractor will cooperate with Facility Manager to monitor, maintain or cause improvement to Contractor's performance standards hereunder.

#### 6. Quality Control/Inspection by SSA/Tustin Family Campus Facilities Manager, and/or designee

- A. Contractor, or Contractor's designated management level supervisor, shall accompany SSA/Tustin Family Campus Facilities Manager and/or designee on an inspection of the premises once a month to monitor, maintain or cause improvement to Contractor's performance standards hereunder. The facility's Regional Manager/Assistant Regional Manager will report all unresolved inspection issues to SSA/Tustin Family Campus Facilities Manager and/or designee.





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**B.** The following performance standards shall be used to evaluate services:

- **DAMP MOPPING** - Satisfactory when floor is free of dirt, dust soil, streaks and standing water.
- **DUSTING** - Satisfactory when surface is free of all cobwebs, dirt, dust, lint and streaks.
- **DUST MOPPING** - Satisfactory when floor is free of cobwebs, debris, dust and lint.
- **GLASS CLEANING** - Satisfactory when surface is without film smudges or streaks and has a uniformly bright appearance.
- **LIGHT FIXTURE CLEANING** - Satisfactory when fixture and lenses (covers) are free of dirt, dust, film, insects, lint and streaks.
- **POLICING** - Satisfactory when all random litter, such as candy wrappers, cigarette butts, papers and etc., has been removed.
- **POLISHING** - Satisfactory when surface is without deposits, oily film or tarnish and displays a uniformly bright appearance.
- **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.
- **SANITIZING** – Satisfactory when surface is free of filth, odor or ineffective matter.
- **SCRUBBING** - Satisfactory when surface is free of imbedded dirt, film, marks, stains and standing water.
- **SPOT CLEANING** - Satisfactory when surface is free of all deposits, soil, stains, and is substantially free of cleaning marks.
- **SPRAY BUFFING** - Satisfactory when surface finish is bright, clear and free of scuff marks and soil and is substantially skid resistant.
- **SWEEPING** - Satisfactory when surface is free of all debris, dirt and grit, except imbedded dirt.
- **VACUUMING** - Satisfactory when carpet, fabric or other surface is free of debris, dust, loose threads and non-film soil.
- **WET MOPPING** - Satisfactory when floor is free of dirt, dust, film, soil streaks and standing water.

Contractor will utilize any forms, rating or reporting systems developed or deemed necessary by Regional Manager/Assistant Regional Manager.

Contractor will coordinate with SSA/Tustin Family Campus Facilities Manager in adjusting workloads, job descriptions, scheduling, specifications, staffing, costing and any other management procedures.

## **7. Deficient performance**

The County Facility Manager will provide the Contractor with verbal or written notice (phone, email or fax) of deficient performance. The Contractor shall remedy any such deficiencies upon notice (following receipt of notification by the County either by phone, email or by fax) to the facility in question.

## **8. 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 Attachment II Pricing Schedule. Be advised that the amount of the invoice deduction for an individual service may exceed the amount listed in the Schedule of Deductions.





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County reserves the right to deduct from the payments due or to become due to the Contractor for deficient performance. The amount of such deductions will be based on the extent of the unsatisfactory work. A copy of the inspection record with associated deduction calculation will be furnished to the Contractor. 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:

<b>DAMP MOPPING</b>	Satisfactory when floor is free of dirt, dust soil, streaks and standing water.
<b>DUSTING</b>	Satisfactory when surface is free of all cobwebs, dirt, dust, lint and streaks.
<b>DUST MOPPING</b>	Satisfactory when floor is free of cobwebs, debris, dust and lint.
<b>GLASS CLEANING</b>	Satisfactory when surface is without film smudges or streaks and has a uniformly bright appearance.
<b>LIGHT FIXTURE CLEANING</b>	Satisfactory when fixture and lenses (covers) are free of dirt, dust, film insects, lint and streaks.
<b>POLICING</b>	Satisfactory when all random litter, such as candy wrappers, cigarette butts, papers and etc., has been removed.
<b>POLISHING</b>	Satisfactory when surface is without deposits, oily films or tarnish and displays a uniformly bright appearance.
<b>RECONDITIONING/REFINISHING</b>	Satisfactory when surface and finish are bright, clear, glossy and skid resistant, free of scuffmarks and soil and adjacent surfaces are free of incidental residue.
<b>SANITIZING</b>	Satisfactory when surface is free of filth, odor or ineffective matter.
<b>STRIPPING</b>	Satisfactory when surface is free of all traces of old finish, embedded dirt, film, marks and stains.
<b>SCRUBBING</b>	Satisfactory when surface is free of imbedded dirt, film, marks, stains and standing water.
<b>CLEANING/SPOT CLEANING</b>	Satisfactory when surface is free of all deposits, soil, stains and is substantially free of cleaning marks.
<b>SPRAY BUFFING</b>	Satisfactory when surface finish is bright, clear and free of scuffmarks and soil and is substantially skid resistant.
<b>SWEEPING</b>	Satisfactory when surface is free of all debris, dirt and grit, except imbedded dirt.
<b>VACUUMING</b>	Satisfactory when carpet, fabric or other surface is free of debris, dust, loose threads and non-film soil.
<b>WET MOPPING</b>	Satisfactory when floor is free of dirt, dust, film, soil streaks and standing water.

## 9. Exclusion

Contractor will not be compensated for any additional services performed unless authorized in writing by the SSA/Tustin Family Campus Facilities Manager with a modification performed through SSA/Procurement.



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WITH  
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**PART V -FACILITY DESCRIPTION:**

**1. LOCATION:**

Social Services Agency/Tustin Family Campus  
15405 Lansdowne Road,  
Tustin, CA 92710

**2. FACILITY AREA:**

Rubber Flooring	200	Approx.
Vinyl Sheet	3,122	Approx.
Ceramic Tile	2,755	Approx.
Carpet	9,168	Approx.
Total To Be Cleaned	15,245	
Avg. No. of employees per/day	55	
Avg. No. of customer per/day	25	

NOTE: The preceding gross area measurements of the Administrative Building are provided solely for informational purposes. There may be minor variations due to relocation of partitions or other modifications. If the Contractor requires additional information, it may take any measurements desired at the job walk.

**3. FACILITY OPERATIONS**

Monday 7:00 am to 6:00 pm  
Tuesday 7:00 am to 6:00 pm  
Wednesday 7:00 am to 6:00 pm  
Thursday 7:00 am to 6:00 pm  
Friday 7:00 am to 6:00 pm

**4. HOURS FOR SERVICE:**

Schedule and Hours for Service

- a. Regular Hours facility is available for Janitorial Service  
Monday – Friday- 3:00 PM to 12:00 AM Midnight
- b. Required Hours For Janitorial Service  
Monday – Friday- 8 Hours each day
- c. Required Hours For Day Porter  
Monday – Friday- 8 Hours each day

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



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**ATTACHMENT II  
PRICING SCHEDULE**

**1. Fixed Monthly Services**

LINE #	DESCRIPTION	HOURLY COST (BASED ON RCA)	DAILY HOURS	TOTAL MONTHLY COST
1	Janitorial Services After Regular Business Hours (5:00 pm – 7:00 Sat, Sun or Holiday)	\$19.50	4	\$1,794
2	Day Porter (7:00am – 5:00 pm Mon-Fri)	\$19.50	8	\$3,588
Total Monthly Fee				\$5,382
Total Annual Cost (Total Monthly Fee x 12)				\$64,584

**2. Additional Work Fees**

LINE #	DESCRIPTION	HOURLY COST (BASED ON RCA)	DAILY HOURS	TOTAL MONTHLY COST
1	Day Porter (7:00am – 5:00 pm Mon-Fri)	\$19.50	4	\$1,794
Total Monthly Fee				\$1,794
Total Annual Cost (Total Monthly Fee x 12)				\$21,528

3. 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	\$19.50
B. Hourly rate for Janitorial Services Supervisor	\$22.50
C. Hourly rate for Janitorial Services After Regular Business Hours (5:00 pm – 7:00 am Mon-Fri)	\$20.50
D. Hourly rate for Janitorial Services After Regular Business Hours (5:00 pm – 7:00 Sat, Sun or Holiday)	\$20.50
E. Hourly rate for Flooring Specialist (Carpet Cleaning/Waxing)	\$22.50
F. Hourly rate for Day Porter (7:00am – 5:00 pm Mon-Fri)	\$19.50
G. Hourly rate for Day Porter (7:00am – 5:00 pm Sat, Sun or Holiday)	\$20.50
H. Hourly rate for Day Porter Supervisor (7:00 am – 5:00pm Mon-Fri)	\$22.50
I. Hourly rate for On-Call Emergency Services (7:00 am – 5:00pm Mon-Fri)	\$20.50



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<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 (5:00 pm – 7:00 am Mon-Fri)	\$20.50
<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.**