



STAFF REPORT

City Council

Meeting Date:

6/23/2026

Staff Report Number:

26-110-CC

Consent Calendar:

Authorize the city manager to execute a maintenance agreement with Significant Cleaning Services for janitorial and day porter services at various city facilities

Recommendation

Staff recommends that the City Council authorize the city manager to execute a three-year maintenance agreement with Significant Cleaning Services (SCS) for janitorial and day porter services at various city facilities for up to \$642,000 in fiscal year 2026-27, \$667,680 in fiscal year 2027-28, and \$694,387 in fiscal year 2028-29, for a total amount not to exceed \$2,004,067 with the option to extend the agreement based on a 3% annual increase for up to two additional one-year terms (Attachment A).

Staff further recommends that the City Council authorize the city manager to issue interpretations and execute minor amendments to the agreement on behalf of the City, provided such actions do not materially modify the terms of the agreement or obligate additional City funds beyond the limits described in this paragraph.

Policy Issues

This action is consistent with the City Council's goal of maintaining the City's facilities and with policies related to increasing waste diversion: the Community Zero Waste Plan, which outlines various goals to recycle and/or compost at least 73% of waste by 2035 and the City Manager Environmental Preferable Purchasing Procedures Policy CM-14-019, which promotes the use of environmentally preferable goods, such as cleaning products. Additionally, this action supports Senate Bill 1383, which requires the separation of organic materials from the landfill.

Background

In December 2018, the City Council authorized the city manager to execute an agreement for janitorial services for three and a half years with the option to extend the agreement for four additional one-year terms. The current agreement is set to expire June 30. On May 20, the City advertised a request for proposals (RFP) for janitorial and day porter services at various City facilities and on May 26, staff hosted a mandatory pre-proposal meeting.

The janitorial services and day porter services cover 13 public buildings and five public park restrooms with varying service hours. Five of the 13 facilities are library and/or recreation centers and are open to the public daily; whereas the remaining buildings operate primarily on weekdays.

The specific facilities include the following:

- City Hall – 701 Laurel St.
- Police Department – 701 Laurel St.
- Council Chambers – 751 Laurel St.
- Menlo Children’s Center – 801 Laurel St.
- Menlo Park Main Library – 800 Alma St.
- Arrillaga Family Gymnasium – 600 Alma St.
- Arrillaga Family Recreation Center – 700 Alma St.
- Arrillaga Family Gymnastics Center – 501 Laurel St.
- Public Works Corporation Yard – 333 Burgess Dr.
- Belle Haven Child Development Center – 410 Ivy Dr.
- Police Neighborhood Service Center – 871 Hamilton Ave.
- Belle Haven Community Campus – 100 Terminal Ave.
- Belle Haven Pool Facilities – 100 Terminal Ave.

The five park restrooms are the following:

- Burgess Park – 701 Laurel St.
- Jack Lyle Park – 640 Fremont St.
- Kelly Park – 100 Terminal Ave.
- Nealon Park – 800 Middle Ave.
- Willows Oaks Park – 490 Willow Rd.

Analysis

On June 4, city staff received seven proposals. Staff evaluated the submissions based on the following criteria:

- The contractor’s ability to perform specific tasks;
- The qualifications of assigned personnel;
- Proposed methodologies and schedules;
- Overall cost of the proposal;
- Experience with local San Francisco Bay Area public agencies; and
- Familiarity with Recology San Mateo County sorting guidelines.

Following a comprehensive review of the proposals, staff selected the City’s current janitorial contractor, SCS. Their proposal came in at a price approximately 5% lower than fiscal year (FY) 2025-26. Staff determined that the contractor offers the best overall value based on their qualifications, business size / staffing plan, extensive experience, technical competence, and the strength of their key personnel.

With over 30 years of experience and a team of 150 custodians, SCS manages multiple facilities of 40,000 to 75,000 square feet, closely matching the City’s operational scale. They also comply with the City’s Environmental Purchasing Policy by using Green Seal-certified products. As the current provider, SCS will ensure a seamless transition with no service disruptions or training delays. A three-year agreement for janitorial and day porter services will efficiently maintain clean, high-quality facilities for the public. Table 1 outlines the pricing schedule for the initial three-year agreement term.

Table 1: Annual SCS agreement amount	
Fiscal year	Annual amount
Year 1: July 1, 2026 – June 30, 2027	\$642,000
Year 2: July 1, 2027 – June 30, 2028	\$667,680
Year 3: July 1, 2028 – June 30, 2029	\$694,387
Total	\$2,004,067

Impact on City Resources

The proposed FY 2026–27 General Fund budget includes sufficient funding to cover the first year of this agreement. Following budget adoption by the City Council (scheduled for June 23), funds will be available starting July 1.

Environmental Review

This action is not a project within the meaning of the California Environmental Quality Act (CEQA) Guidelines Sections 15378 and 15061(b)(3) as it will not result in any direct or indirect physical change in the environment.

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

A. Agreement

Report prepared by:

Nancy Melgar Management Analyst I

Joanna Chen, Management Analyst II

Report reviewed by:

Azalea Mitch, Public Works Director

MAINTENANCE AGREEMENT

City Manager's Office
701 Laurel Street
Menlo Park, CA 94025
tel 650-330-6620



Agreement #: XXXX

AGREEMENT FOR SERVICES BETWEEN

THE CITY OF MENLO PARK AND SIGNIFICANT CLEANING SERVICES

THIS AGREEMENT made and entered into at Menlo Park, California, this _____, by and between the CITY OF MENLO PARK, a Municipal Corporation, hereinafter referred to as "CITY," and SIGNIFICANT CLEANING SERVICES, hereinafter referred to as "FIRST PARTY."

WITNESSETH:

WHEREAS, CITY desires to retain FIRST PARTY to provide certain professional Services for CITY in connection with that certain project called: Janitorial and Day Porter Services at Various City Facilities

WHEREAS, FIRST PARTY is licensed to perform said Services and desires to and does hereby undertake to perform said Services.

NOW, THEREFORE, IN CONSIDERATION OF THE MUTUAL COVENANTS, PROMISES, AND CONDITIONS of each of the Parties hereto, it is hereby agreed as follows:

1. SCOPE OF WORK

- A. In consideration of the payment by CITY to FIRST PARTY, as hereinafter provided, FIRST PARTY agrees to perform all the Services as set forth in Exhibit "A," Scope of Services.
- B. **Independent Contractor.** FIRST PARTY and CITY each expressly agree and understand that they are creating an independent contractor relationship, and that nothing in this Agreement shall be construed to create a partnership, joint venture, agency, or other fiduciary relationship between FIRST PARTY and CITY. FIRST PARTY shall not have any right, power or authority, either express or implied, pursuant to this Agreement to assume, create or incur any expense, liability or obligation, express or implied, on behalf of CITY, and shall not represent to any person or business that they have such power. FIRST PARTY and CITY further expressly agree and understand that:
1. Neither FIRST PARTY nor any person employed or contracted by FIRST PARTY shall be considered an employee of CITY for any purposes.
 2. FIRST PARTY has the sole right to control and direct the means, manner, and method by which Services under this Agreement will be performed.
 3. FIRST PARTY has the right to hire assistants as subcontractors or to use employees to provide the Services required by this Agreement, at their own expense; in all cases, FIRST PARTY shall be solely responsible for all matters relating to the payment of its own employees and subcontractors, including, but not limited to, compliance with Social Security and income tax withholdings, workers' compensation

insurance, unemployment compensation payments, and compliance with all regulations governing such matters.

4. The Services required by this Agreement shall be performed by FIRST PARTY or their employees or subcontractors, and CITY shall not hire, supervise, or pay any assistants to help FIRST PARTY.
5. Neither FIRST PARTY nor their employees or subcontractors shall receive any training from CITY in the professional skills necessary to perform Services under this Agreement.
6. Neither FIRST PARTY nor their employees or subcontractors shall be required by CITY to devote full time to the performance of Services required by this Agreement.
7. Neither FIRST PARTY nor their employees or subcontractors are entitled to receive or participate in any medical, retirement, vacation, paid or unpaid leave, or other fringe benefits provided by CITY to its employees, and FIRST PARTY shall be exclusively responsible for all Social Security, self-employment and income taxes, disability insurance, workers' compensation insurance, and/or any other statutory benefits otherwise required to be provided to their employees.
8. FIRST PARTY is solely responsible for all state and federal income and/or other tax obligations, including but not limited to all reporting and payment obligations, if any, which may arise as a consequence of any payment under this Agreement. This includes, but is not limited to, FICA withholdings and payments, state or federal unemployment compensation contributions, and applicable self-employment taxes. FIRST PARTY further agrees to indemnify CITY for any claims or obligations asserted to the contrary by FIRST PARTY or by their employees or subcontractors. Upon request, FIRST PARTY shall provide CITY with proof that such payments have been made.

C. **Compliance with Law.** The Services shall be performed in accordance with all applicable federal, state and local laws, ordinances, rules, regulations and orders. The Services to be provided are subject to prevailing wage laws under California Labor Code Section 1720 et. seq. FIRST PARTY shall pay prevailing wages to its employees on any agreement in excess of \$1,000.00. Copies of the general prevailing rates of per diem wages for each craft, classification, or type of worker needed to execute the Agreement, as determined by Director of the State of California Department of Industrial Relations, are on file at the City's Public Works Department and may be obtained from the California Department of Industrial Relations website [<http://www.dir.ca.gov/OPRL/DPreWageDetermination.htm>]. FIRST PARTY shall comply with the 8- hours per day/40 hours per week/overtime/working hours restrictions for all employees, pursuant to the California Labor Code. FIRST PARTY and all subcontractors shall keep and maintain accurate employee payroll records for Work performed under the Agreement. The payroll records shall be certified and submitted as required by law, including Labor Code Sections 1771.4 (if applicable) and 1776, including to the Labor Commissioner no less frequently than monthly. FIRST PARTY shall comply fully with Labor Code Section 1777.5 in the hiring of apprentices for work relating to this Agreement.

D. **Professional Competence.** FIRST PARTY represents that it has the professional skills necessary to perform the Services and that it will perform the Services in a skillful and professional manner. FIRST PARTY represents that it has all the necessary licenses to perform the Services and shall maintain them throughout the term of this Agreement. FIRST PARTY agrees that the Services shall be performed consistent with the professional skill and care ordinarily provided by _____ practicing in the same or similar locality under the same or similar circumstances. CITY and FIRST PARTY agree that FIRST PARTY is in responsible charge of the Services. Acceptance by CITY of the Services does not operate as a release of FIRST PARTY from professional responsibility for the Services performed.

E. **Confidentiality.** FIRST PARTY agrees to maintain in confidence and not disclose to any person, firm, governmental entity or corporation, without CITY's prior written consent, any trade secret or confidential information, knowledge or data relating to the products, process or operation of CITY. FIRST PARTY further agrees to maintain in confidence and not to disclose to any person, firm, governmental entity or corporation any data, information, technology, or material developed or obtained by FIRST PARTY during the

performance of the Services. The covenants contained in this shall survive the termination of this Agreement for whatever cause.

- F. **Ownership of Material.** Any reports and other material prepared by or on behalf of FIRST PARTY under this Agreement (collectively, the "Documents") and provided to the CITY shall be and remain the property of CITY. All Documents not already provided to CITY shall be delivered to CITY on the date of termination of this Agreement for any reason. The Documents may be used by CITY and its agents, employees, representatives and assigns, in whole or in part, or in modified form, for all purposes CITY may deem appropriate without further employment of or payment of any compensation to FIRST PARTY.
- G. **Documentation.** FIRST PARTY shall keep and maintain full and complete documentation and accounting records, employee time sheets, and correspondence pertaining to the performance of the Services, and FIRST PARTY shall make such documents available for review and/or audit by CITY and CITY's representatives at all reasonable times for at least four years after the termination of this Agreement or completion of the Services.
- H. **Conflict of Terms:** In the event of any conflict, inconsistency, or ambiguity between the terms and conditions of this Agreement and the terms of any exhibit, attachment or other incorporated document (including the Scope of Services), the terms of this Agreement shall govern and control. If any conflict or inconsistency is identified, FIRST PARTY shall immediately notify the CITY in writing and seek clarification or resolution from the CITY before proceeding with any work that may be affected by such conflict. The CITY'S written determination shall be final and binding.

2. SCHEDULE FOR WORK

- A. **Effective Date.** This Agreement shall become effective upon execution of the second signature and shall remain in full force and effect until the Services are completed (the "Term"). FIRST PARTY agrees to complete all Services pursuant to this Agreement will be as set forth in Exhibit "A," Scope of Services. CITY will be kept informed as to the progress of work by written reports, to be submitted monthly or as otherwise required in Exhibit "A." Neither party shall hold the other responsible for damages or delay in performance caused by acts of God, strikes, lockouts, accidents, or other events beyond the control of the other, or the other's employees and agents.
- B. **Notice to Proceed:** FIRST PARTY shall commence work immediately upon receipt of a "Notice to Proceed" from CITY. The "Notice to Proceed" date shall be considered the "effective date" of the Agreement, as used herein, except as otherwise specifically defined. FIRST PARTY shall complete all the work and deliver to CITY all project related files, records, and materials within one month after completion of all of FIRST PARTY's activities required under this Agreement.

3. PROSECUTION OF WORK

FIRST PARTY will employ a sufficient staff to prosecute the work diligently and continuously and will complete the work in accordance with the schedule of work approved by the CITY. (See Exhibit "A," Scope of Services).

4. COMPENSATION AND PAYMENT

- A. **Compensation:** CITY shall pay FIRST PARTY an all-inclusive fee that shall not exceed FY 2026-27 \$642,000, FY 2027-28 \$667,680 and FY 2028-29 \$694,387 for a total amount of \$2,004,067 as described in Exhibit "A," Scope of Services. All payments shall be inclusive of all indirect and direct charges to the Project incurred by FIRST PARTY. The CITY reserves the right to withhold payment if the City determines that the quantity or quality of the work performed is unacceptable. FIRST PARTY's fee for the Services as set forth herein shall be considered as full compensation for all indirect and direct personnel, materials, supplies and equipment, and Services incurred by FIRST PARTY and used in carrying out or completing the work.

- B. Invoices:** Payments shall be monthly for the invoice amount or such other amount as approved by CITY. As each payment is due, the FIRST PARTY shall submit a statement describing the Services performed to CITY. This statement shall include, at a minimum, the project title, Agreement number, the title(s) of personnel performing work, hours spent, payment rate, and a listing of all reimbursable costs. CITY shall have the discretion to approve the invoice and the work completed statement. Payment shall be for the invoice amount or such other amount as approved by CITY. Payments are due upon receipt of written invoices. CITY shall have the right to receive, upon request, documentation substantiating charges billed to CITY. CITY shall have the right to perform an audit of FIRST PARTY's relevant records pertaining to the charges.
- C. Invoice Documentation:** FIRST PARTY shall bill each month to City an original invoice for all Services performed and expenses incurred during the preceding month. Each such invoice shall contain the total Agreement amount subtracting the invoices paid and billing. By submitting an invoice for payment under this Agreement, FIRST PARTY is certifying compliance with all provisions of the Agreement. FIRST PARTY shall not invoice City for any duplicate Services performed by more than one person. City shall independently review each invoice submitted by FIRST PARTY to determine whether the Services performed, and expenses incurred are in compliance with the provisions of this Agreement. City will use its best efforts to cause FIRST PARTY to be paid within thirty (30) days of receipt of FIRST PARTY's correct and undisputed invoice, except as to any charges for Services performed or expenses incurred by FIRST PARTY which are disputed by City, or as provided in this Section. In the event any charges or expenses are in dispute by City, the original invoice shall be returned by City to FIRST PARTY for correction and resubmission. Review and payment by City of any invoice provided by FIRST PARTY shall not constitute waiver of any rights or remedies provided herein or any applicable law. FIRST PARTY shall bill the City as Services are complete. CITY reserves the right to deny payment to FIRST PARTY for any invoice submitted more than 90 days after performance of Services or expenses are incurred by FIRST PARTY.
1. FIRST PARTY shall submit detailed and itemized monthly invoices in a form satisfactory to CITY on or before the tenth (10th) day of each month for Services provided during the preceding month.
 2. Invoices shall include sufficient documentation, including time records, cost records, receipts, and other materials necessary to substantiate the performance and costs of the Services. CITY shall review and verify the accuracy and completeness of each invoice within thirty-five (35) days after receipt. CITY, at its sole discretion, may correct, modify, or disallow any charges contained in the invoice that are inconsistent with this Agreement, unsubstantiated, excessive, or otherwise not in compliance with CITY's standards or instructions. Any such corrections or modifications shall be deemed final and binding upon FIRST PARTY.
 3. Upon completing its review, CITY shall make payment to FIRST PARTY for the amount approved by CITY, subject to applicable deductions, corrections, or offsets as deemed appropriate by CITY. No payment made by CITY shall constitute or be construed as acceptance of any Services or waiver of any rights or remedies available to CITY under this Agreement.
 4. CITY reserves the right to withhold payment in whole or in part if: (a) Services are not performed to the satisfaction of CITY; (b) There are delays not authorized or excused by CITY in the performances of Services; (c) FIRST PARTY fails to provide satisfactory documentation of the Services rendered, or documentation reflecting information CITY has requested; and/or (d) FIRST PARTY is otherwise in default of this Agreement.
 5. Withheld payments shall not relieve FIRST PARTY of its obligations to perform under this Agreement, and CITY shall not be liable for any interest, penalties, or damages related to the withholding of payment.
 6. In the event of a payment dispute, FIRST PARTY agrees to continue performance of all Services under this Agreement without delay or interruption, regardless of the status or resolution of such dispute. CITY shall resolve any payment disputes in good faith. Upon termination or expiration of this Agreement, CITY shall reconcile all outstanding invoices and payments. CITY may offset any amounts due to FIRST

PARTY against amounts owed to CITY due to breach, nonperformance, or other defaults by FIRST PARTY.

- D. **Status Reports.** Together with each monthly invoice, FIRST PARTY shall submit a status report detailing the amount expended on the Services to that date and the remaining amount to be expended before the Cost Ceiling is reached. FIRST PARTY shall notify CITY in writing when payments have reached 90% of the To Not Exceed Amount.

5. EQUAL EMPLOYMENT OPPORTUNITY

- A. FIRST PARTY, with regard to the work performed by it under this Agreement shall not discriminate on the grounds of race, religion, color, national origin, sex, handicap, marital status, or age in the retention of sub-consultants, including procurement of materials and leases of equipment.
- B. FIRST PARTY shall take affirmative action to insure that employees and applicants for employment are treated without regard to their race, color, religion, sex, national origin, marital status or handicap. Such action shall include, but not be limited to the following: employment, upgrading, demotion or transfer; recruitment advertising; layoff or termination; rates of pay or other forms of compensation and selection for training including apprenticeship.
- C. FIRST PARTY shall post in prominent places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
- D. FIRST PARTY shall state that all qualified applications will receive consideration for employment without regard to race, color, religion, sex, national origin, marital status or handicap.
- E. FIRST PARTY shall comply with Title VI of the Civil Rights Act of 1964 and shall provide such reports as may be required to carry out the intent of this section.
- F. FIRST PARTY shall incorporate the foregoing requirements of this section in FIRST PARTY's Agreement with all sub-consultants.

6. ASSIGNMENT OF AGREEMENT AND TRANSFER OF INTEREST

- A. FIRST PARTY shall not assign this Agreement, and shall not transfer any interest in the same (whether by assignment or novation), without prior written consent of the CITY thereto, provided, however that claims for money due or to become due to the FIRST PARTY from the CITY under this Agreement may be assigned to a bank, trust company, or other financial institution without such approval. Notice of an intended assignment or transfer shall be furnished promptly to the CITY.
- B. In the event there is a change of more than 30% of the stock ownership or ownership in FIRST PARTY from the date this Agreement is executed, then CITY shall be notified before the date of said change of stock ownership or interest and CITY shall have the right, in event of such change in stock ownership or interest, to terminate this Agreement upon notice to FIRST PARTY.

7. INDEPENDENT WORK CONTROL

It is expressly agreed that in the performance of the service necessary for compliance with this Agreement, FIRST PARTY shall be and is an independent contractor and is not an agent or employee of CITY. FIRST PARTY has and shall retain the right to exercise full control and supervision of the Services and full control over the employment, direction, compensation, and discharge of all persons assisting FIRST PARTY in the performance of FIRST PARTY's Services hereunder. FIRST PARTY shall be solely responsible for its own acts and those of its subordinates and employees.

8. CONSULTANT QUALIFICATIONS

It is expressly understood that FIRST PARTY is licensed and skilled in the professional calling necessary to perform the work agreed to be done by it under this Agreement and CITY relies upon the skill of FIRST PARTY to do and perform said work in a skillful manner usual to the profession. The acceptance of FIRST PARTY's work by CITY does not operate as a release of FIRST PARTY from said understanding.

9. NOTICES

All notices hereby required under this Agreement shall be in writing and delivered in person or sent by certified mail, postage prepaid or by overnight courier service. Notices required to be given to CITY shall be addressed as follows:

Azalea A. Mitch
Public Works Department

City of Menlo Park
701 Laurel Street
Menlo Park, CA 94025
650-330-6740
Publicworks@menlopark.gov

Notices required to be given to FIRST PARTY shall be addressed as follows:

Eduardo Cardoza
148 E. Virginia Street, Suite
San Jose, CA 95112
408-559-5959
eduardo@significantcleaning.com

Provided that any party may change such address by notice, in writing, to the other party and thereafter notices shall be addressed and transmitted to the new address.

10. HOLD HARMLESS

To the fullest extent allowed by law, FIRST PARTY hereby agrees to defend, indemnify and save harmless CITY, its Council, boards, commissions, officers, employees, directors, volunteers and agents, from and against any and all claims, suits, actions, liability, loss, damage, expense, injury (including, without limitation, economic harm, injury to or death of any person, including an employee of FIRST PARTY or its Subcontractors), cost (including, without limitation, costs and fees of litigation) of every nature, kind or description, at law or equity, which may be brought against, or suffered or sustained by, City of Menlo Park, its Council, boards, commissions, officers, employees, directors, volunteers, or agents that arise out of, pertain to or relate to any negligence, recklessness, or willful misconduct of FIRST PARTY, any subcontractors, anyone directly or indirectly employed or retained by them, or anyone that they control. In the event one or more defendants is unable to pay its share of defense costs due to bankruptcy or dissolution of the business, the FIRST PARTY shall meet and confer with other Parties regarding unpaid defense costs.

The duty of FIRST PARTY to indemnify and save harmless, as set forth herein, shall include the duty to defend as set forth in Section 2778 of the California Civil Code; provided, however that nothing herein contained shall be construed to require FIRST PARTY to indemnify City of Menlo Park, its Council, boards, commissions, officers, employees, and agents against any responsibility or liability in contravention of Section 2782 of the California Civil Code.

FIRST PARTY's responsibility for such defense and indemnity obligations shall survive the termination or completion of this Agreement for the full period of time allowed by law.

The defense and indemnification obligations of this Agreement are undertaken in addition to, and shall not in any way be limited by, the insurance obligations contained within this Agreement.

11. INSURANCE

- A. FIRST PARTY shall not commence work under this Agreement until all insurance required under this Section has been obtained and such insurance has been approved by the City, with certificates of insurance evidencing the required coverage.
- B. There shall be a contractual liability endorsement extending the FIRST PARTY's coverage to include the contractual liability assumed by the FIRST PARTY pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to the CITY, at the address shown in Section 9, of any pending cancellation of the policy. FIRST PARTY shall notify CITY of any pending change to the policy. All certificates shall be filed with the City.

1. Workers' compensation and employer's liability insurance:

The FIRST PARTY shall have in effect during the entire life of this Agreement workers' compensation and Employer's Liability Insurance providing full statutory coverage. In signing this Agreement, the FIRST PARTY makes the following certification, required by Section 18161 of the California Labor Code: "I am aware of the provisions of Section 3700 of the California Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Code, and I will comply with such provisions before commencing the performance of the work of this Agreement" (not required if the FIRST PARTY is a Sole Proprietor).

2. Liability insurance:

The FIRST PARTY shall take out and maintain during the life of this Agreement such Bodily Injury Liability and Property Damage Liability Insurance (Commercial General Liability Insurance) on an occurrence basis as shall protect it while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as claims for property damage which may arise from the FIRST PARTY's operations under this Agreement, whether such operations be by FIRST PARTY or by any sub-consultant or by anyone directly or indirectly employed by either of them. The amounts of such insurance shall be not less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) in aggregate, or one million dollars (\$1,000,000) combined single limit bodily injury and property damage for each occurrence. FIRST PARTY shall provide the CITY with acceptable evidence of coverage, including a copy of all declarations of coverage exclusions. FIRST PARTY shall maintain Automobile Liability Insurance pursuant to this Agreement in an amount of not less than one million dollars (\$1,000,000) for each accident combined single limit or not less than one million dollars (\$1,000,000) for any one (1) person, and one million dollars (\$1,000,000) for any one (1) accident, and Three Hundred Thousand Dollars, (\$300,000) property damage.

3. Automobile insurance:

FIRST PARTY shall provide the CITY with acceptable evidence of coverage, including a copy of all declarations of coverage exclusions. FIRST PARTY shall maintain Automobile Liability Insurance pursuant to this Agreement in an amount of not less than one million dollars (\$1,000,000) for each accident combined single limit or not less than one million dollars (\$1,000,000) for any one (1) person, and one million dollars (\$1,000,000) for any one (1) accident, and Three Hundred Thousand Dollars, (\$300,000) property damage.

4. Professional liability insurance:

~~FIRST PARTY shall maintain a policy of professional liability insurance, protecting it against claims arising out of the negligent acts, errors, or omissions of FIRST PARTY pursuant to this Agreement, in the amount of not less than one million dollars (\$1,000,000) per claim and two million (\$2,000,000) in the aggregate. Said professional liability insurance is to be kept in force for not less than one (1) year after completion of Services described herein.~~

- C. CITY and its subsidiary agencies, and their officers, agents, employees, and servants shall be named as additional insured on any such policies of Commercial General Liability and Automobile Liability Insurance, (but not for the Professional Liability and workers' compensation), which shall also contain a provision that the insurance afforded thereby to the CITY, its subsidiary agencies and their officers, agents, employees, and servants shall be primary insurance to the full limits of liability of the policy, and that if the CITY, its subsidiary agencies and their officers and employees have other insurance against a loss covered by a policy, such other insurance shall be excess insurance only.
- D. In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, CITY, at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work pursuant to this Agreement.
- E. Before the execution of this Agreement, any deductibles or self-insured retentions must be declared to and approved by CITY.

12. PAYMENT OF PERMITS/LICENSES

Contractor shall obtain any license, permit, or approval if necessary from any agency whatsoever for the work/Services to be performed, at his/her own expense, before commencement of said work/Services or forfeit any right to compensation under this Agreement.

13. RESPONSIBILITY AND LIABILITY FOR SUB-CONSULTANTS AND/OR SUBCONTRACTORS

Approval of or by CITY shall not constitute nor be deemed a release of responsibility and liability of FIRST PARTY or its sub-consultants and/or subcontractors for the accuracy and competency of the designs, working drawings, specifications, or other documents and work, nor shall its approval be deemed to be an assumption of such responsibility by CITY for any defect in the designs, working drawings, specifications, or other documents prepared by FIRST PARTY or its sub-consultants and/or subcontractors.

14. OWNERSHIP OF WORK PRODUCT

Work products of FIRST PARTY for this project, which are delivered under this Agreement or which are developed, produced, and paid for under this Agreement, shall become the property of CITY. The reuse of FIRST PARTY's work products by City for purposes other than intended by this Agreement shall be at no risk to FIRST PARTY.

15. REPRESENTATION OF WORK

Any and all representations of FIRST PARTY, in connection with the work performed or the information supplied, shall not apply to any other project or site, except the project described in Exhibit "A" or as otherwise specified in Exhibit "A."

16. TERMINATION OF AGREEMENT

- A. **Notice of Termination:** CITY may give thirty (30) days written notice to FIRST PARTY, terminating this Agreement in whole or in part at any time, either for CITY's convenience or because of the failure of FIRST PARTY to fulfill its contractual obligations or because of FIRST PARTY's change of its assigned personnel on the project without prior CITY approval. Upon receipt of such notice, FIRST PARTY shall:
1. Immediately discontinue all Services affected (unless the notice directs otherwise); and
 2. Deliver to the CITY all data, drawings, specifications, reports, estimates, summaries, and such other information and materials as may have been accumulated or produced by FIRST PARTY in performing work under this Agreement, whether completed or in process.
 3. **Compensation:** If termination is for the convenience of CITY, an equitable adjustment in the contract price shall be made, but no amount shall be allowed for anticipated profit on unperformed Services. If the termination is due to the failure of FIRST PARTY to fulfill its Agreement, CITY may take over the work and prosecute the same to completion by Agreement or otherwise. In such case, FIRST PARTY shall be liable to CITY for any reasonable additional cost occasioned to the CITY thereby.
 4. If, after notice of termination for failure to fulfill Agreement obligations, it is determined that FIRST PARTY had not so failed, the termination shall be deemed to have been effected for the convenience of the CITY. In such event, adjustment in the contract price shall be made as provided in Paragraph 3 of this Section.
- B. **Remedies:** The rights and remedies of the CITY provided in this Section are in addition to any other rights and remedies provided by law or under this Agreement.
- C. Subject to the foregoing provisions, the CITY shall pay FIRST PARTY for Services properly performed and expenses properly incurred through the termination date.

17. INSPECTION OF WORK

It is FIRST PARTY's obligation to make the work product available for CITY's inspections and periodic reviews upon request by CITY.

18. COMPLIANCE WITH LAWS

It shall be the responsibility of FIRST PARTY to comply with all State and Federal Laws applicable to the work and Services provided pursuant to this Agreement

19. BREACH OF AGREEMENT

- A. This Agreement is governed by applicable federal and state statutes and regulations. Any material deviation by FIRST PARTY for any reason from the requirements thereof, or from any other provision of this Agreement, shall constitute a breach of this Agreement and may be cause for termination at the election of the CITY.
- B. The CITY reserves the right to waive any and all breaches of this Agreement, and any such waiver shall not be deemed a waiver of any previous or subsequent breaches. In the event the CITY chooses to waive a particular breach of this Agreement, it may condition same on payment by FIRST PARTY of actual damages occasioned by such breach of Agreement.

20. SEVERABILITY

The provisions of this Agreement are severable. If any portion of this Agreement is held invalid by a court of competent jurisdiction, the remainder of the Agreement shall remain in full force and effect unless amended or modified by the mutual consent of the Parties.

21. CAPTIONS

The captions of this Agreement are for convenience and reference only and shall not define, explain, modify, limit, exemplify or aid in the interpretation, construction, or meaning of any provisions of this Agreement.

22. GOVERNING LAW AND VENUE

The Agreement shall be deemed to have been executed in the City of Menlo Park, California. Enforcement of the Agreement shall be governed by the laws of the State of California, excluding its conflict of laws rules. Except as expressly provided in the Agreement, nothing in the Agreement shall operate to confer rights or benefits on persons or entities not party to the Agreement. As between the parties to the Agreement, any applicable statute of limitations for any act or failure to act shall commence to run on the date of City's issuance of the final Certificate for Payment, or termination of the Agreement, whichever is earlier, except for latent defects, for which the statute of limitation shall begin running upon discovery of the defect and its cause. The venue for any litigation shall be San Mateo County.

23. RETENTION OF RECORDS

Contractor shall maintain all required records for three years after the City makes final payment and all other pending matters are closed, and shall be subject to the examination and /or audit of the City, a federal agency and the State of California.

24. TERM OF AGREEMENT

This Agreement shall remain in effect for the period of Jul. 1, 2026 through Jun. 30, 2029 unless extended, amended, or terminated in writing by CITY. After initial three-year term, annual adjustments to the total annual amount submitted in the proposals shall be permitted upon City's approval, not to exceed the lesser of three percent (3%) or the annual percentage increase in the Consumer Price Index (CPI-U) for the San Francisco-Oakland-San Jose area for the month of April.

25. ENTIRE AGREEMENT

This document constitutes the sole Agreement of the Parties hereto relating to said project and states the rights, duties, and obligations of each party as of the document's date. Any prior agreement, promises, negotiations, or representations between Parties not expressly stated in this document are not binding.

All modifications, amendments, or waivers of the terms of this Agreement must be in writing and signed by the appropriate representatives of the Parties to this Agreement.

SIGNATURE PAGE TO FOLLOW

IN WITNESS WHEREOF, the Parties hereto have executed this agreement on the day and year first above written.

FOR FIRST PARTY:

Signature

Date

Printed name

Title

Tax ID#

APPROVED AS TO FORM:

Nira F. Doherty, City Attorney

Date

FOR CITY OF MENLO PARK:

Justin I. C. Murphy, City Manager

Date

ATTEST:

Judi A. Herren, City Clerk

Date

EXHIBIT “A” – SCOPE OF SERVICES**A1. SCOPE OF WORK**

FIRST PARTY agrees to provide consultant Services for CITY’s Public Works Department. In the event of any discrepancy between any of the terms of FIRST PARTY’s proposal and those of this Agreement, the version most favorable to the CITY shall prevail. FIRST PARTY shall provide the following Services:

Provide general consultant Services for projects as determined by the CITY. The detailed Scope of Work for each task the CITY assigns the consultant shall be referred to as Exhibit A-1, which will become part of this Agreement. A notice to proceed will be issued separately for each separate Scope of Work agreed to between the CITY and FIRST PARTY.

FIRST PARTY agrees to perform these Services as directed by the CITY in accordance with the standards of its profession and CITY’s satisfaction.

A2. COMPENSATION

CITY hereby agrees to pay FIRST PARTY at the rates to be negotiated between FIRST PARTY and CITY as detailed in Exhibit A-1. The actual charges shall be based upon: (a) FIRST PARTY’s standard hourly rate for various classifications of personnel; (b) all fees, salaries and expenses to be paid to engineers, consultants, independent contractors, or agents employed by FIRST PARTY; and shall (c) include reimbursement for mileage, courier and plan reproduction. The total fee for each separate Scope of Work agreed to between the CITY and FIRST PARTY shall not exceed the amount shown in Exhibit A-1.

FIRST PARTY shall be paid within thirty (30) days after approval of billing for work completed and approved by the CITY. Invoices shall be submitted containing all information contained in Section A5 below. In no event shall FIRST PARTY be entitled to compensation for extra work unless an approved change order, or other written authorization describing the extra work and payment terms, has been executed by CITY before the commencement of the work.

A3. SCHEDULE OF WORK

FIRST PARTY’S proposed schedule for the various Services required will be set forth in Exhibit A-1.

A4. CHANGES IN WORK – EXTRA WORK

In addition to Services described in Section A1, the Parties may from time to time agree in writing that FIRST PARTY, for additional compensation, shall perform additional Services including but not limited to:

- Change in the Services because of changes in the Scope of Work.
- Additional tasks not specified herein as required by the CITY.

The CITY and FIRST PARTY shall agree in writing to any changes in compensation and/or changes in FIRST PARTY’s Services before the commencement of any work. If FIRST PARTY deems work he/she has been directed to perform is beyond the scope of this Agreement and constitutes extra work, FIRST PARTY shall immediately inform the CITY in writing of the fact. The CITY shall make a determination as to whether such work is in fact beyond the scope of this Agreement and constitutes extra work. In the event that the CITY determines that such work does constitute extra work, it shall provide compensation to FIRST PARTY in accordance with an agreed cost that is fair and equitable. This cost will be mutually agreed upon by the CITY and FIRST PARTY. A supplemental agreement providing for such compensation for extra work shall be negotiated between the CITY and FIRST PARTY. Such supplemental Agreement shall be executed by FIRST PARTY and may be approved by the City Manager upon recommendation of the Department Head.

A5. BILLINGS

FIRST PARTY's bills shall include the following information: A brief description of Services performed, project title and the agreement number; the date the Services were performed; the number of hours spent and by whom; the current contract amount; the current invoice amount;

Except as specifically authorized by CITY, FIRST PARTY shall not bill CITY for duplicate Services performed by more than one person. In no event shall FIRST PARTY submit any billing for an amount in excess of the maximum amount of compensation provided in Section A2.

The expenses of any office, including furniture and equipment rental, supplies, salaries of employees, telephone calls, postage, advertising, and all other expenses incurred by FIRST PARTY in the performances of this agreement shall be incurred at the FIRST PARTY's discretion. Such expenses shall be FIRST PARTY's sole financial responsibility.

REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK

Scope of services – This section will be included in the agreement.

The contractor shall furnish all labor, equipment, cleaning solutions, and other services necessary for complete janitorial and day porter services in accordance with the specifications and provisions of the contract and as specified in Attachment A. The contractor shall establish effective communication channels with assigned staff and weekly/monthly evaluations of services provided. All equipment and materials shall be used per manufacturer's directions for each application.

The duties are to be performed by janitorial crews assigned to clean the buildings during non-business hours. All work is to be performed on the days and between the hours specified for each building (Attachment B), except on recognized City holidays stated within. However, the park restrooms, Police Department, Police Neighborhood Service Center and Substation, City Hall 2nd floor exercise room and adjacent restrooms shall all be cleaned on City- observed holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

Contractor will be provided with storage rooms where equipment and supplies may be stored in a safe and secure environment, except for Nealon Park restrooms, Belle Haven Community Campus, and Belle Haven Child Development Center. The contractor shall supply all cleansers, disinfectants, solvents, waxes, cleaning tools, equipment, and any additional supplies necessary to meet the contract specifications. Prior to commencing any services under this Agreement, the contractor must provide City staff with a complete list of all chemicals and floor products intended for use on City property, including Material Safety Data Sheets (MSDS) and Product Data Sheets verifying required Environmental Product Certifications. All cleaning products and solutions must be reviewed and approved in advance by the City's Facilities Supervisor. The City promotes green cleaning practices; therefore, the contractor is required to use as many approved green products as possible (such as BPI, EcoLogo, Green Guard, Green Seal, or Safer Choice Certified). See Attachment C. The contractor shall submit any proposed changes to products or product lists in writing to the Facilities Supervisor, along with updated MSDS documentation. In the event of chemical formulation changes or identification of potential hazards reflected in the MSDS, the contractor must notify the City in writing as soon as possible.

Compostable plastic bags must be used in compost bins and must meet the following standards: Biodegradable Products Institute (BPI), non Genetically Modified Organism (GMO) preferred, www.bpiworld.org, <http://www.bpiworld.org/BPI-Public/Approved/1.html>. Bags must be of sufficient thickness and within date shelf-life to prevent breakage during waste collection handling.

The contractor shall keep the janitorial closet as tidy and clean as possible by:

- Maintaining this area in a neat and orderly appearance
- Emptying all buckets, leaving no standing water
- Rinsing and hanging all mops on mop hooks
- Emptying all debris

The City shall provide electricity, water, and light at all locations and consumable supplies including toilet tissue, paper towels, hand soap, toilet seat covers, waste receptacle liners, feminine hygiene items, room deodorizers, and batteries for deodorizers. The contractor shall be responsible for refilling or restocking all dispensers. The contractor shall ensure proper distribution and monitoring of City provided supplies to prevent waste, theft, or other abuse. When supplies run low, the contractor's On-Site Supervisor shall notify the Facilities Supervisor or designee via email, text or phone call.

The Contractor shall be responsible for the security of all doors and windows at the conclusion of their work in each area. All doors shall remain closed and locked while the contractor's staff is inside cleaning. Special care shall be taken to ensure that buildings and rooms are not left unlocked, open, or unattended at any time. All windows shall be shut securely and all exterior doors shall be locked and closed securely. The contractor's staff shall double-check all doors

behind them to ensure that they are secure (including doors that they did not enter or exit). Buildings with alarms shall be armed immediately at the conclusion of the contractor's work. Doors to the contractor's supply closets shall remain closed and locked when an employee is not immediately present. Interior doors that are found open or unlocked shall be left in the same position/condition in which they were found. Interior doors that are found locked shall be re-locked at the conclusion of the contractor's work.

Emergency situations (water leaks, smell of smoke/ burning etc.) shall be reported immediately to the Police Department Dispatch (650) 330-6317 (24-hours/day) as well as the City's Facilities Supervisor via radio or cell phone. The contractor shall make note of any damages or unusual conditions found in any room and notify the Facilities Supervisor and leave a voicemail message on his telephone, clearly describing the condition, damage, or problem and its exact location.

Emergency response and after-hours

The contractor shall provide 24-hour emergency service as needed for the City facilities included in this specification. Hours shall be Monday through Friday 5:00 PM to 6:00 AM and 24 hours each day on weekends and Holidays. Contractor shall have working personnel on-site within two (2) hours of the call-out, or respond by telephone to the City Representative within thirty (30) minutes if the problem is capable of being corrected through the use of a computer and/or a mobile device (such as tablet, cellphones, laptop) to alleviate the source of complaint.

General specifications and provisions – This section will be included in the agreement.

Contractor's employee conduct

Contractor shall agree to remove any employee whose conduct is improper, inappropriate, or offensive as determined by the City. A removed employee(s) is not to be re-employed on City premises by the contractor without the written consent of the City. The contractor shall remove any employee from working in City facilities who is convicted of a felony during their employment.

At no time shall employees solicit or request gratuities of any type. Only authorized employees of the contractor are allowed in City facilities at any time. All employees shall be working while inside a facility. No family members, friends, or animals shall be allowed to accompany employees.

No employee drinking alcohol or under the influence of alcohol or drugs shall be allowed on the premises nor shall any employee bring alcohol or drugs on the premises. Smoking is not allowed in or around City facilities at any time unless specifically designated as a smoking area.

The contractor shall be responsible for ensuring that all articles found by its employees are turned in to the City.

Cleaning shall occur when most facilities are closed; however, if City staff work longer than normal work hours, contractor staff shall in no way interfere with the work of City staff. City's telephones shall not be used for personal calls. Contractor staff shall not open drawers or cabinets; nor use desk top radios, or any other office equipment. Use of television sets, coffee pots, stoves, and refrigerators are not allowed, nor the tampering of personal or City property.

Contract custodians are not allowed to use their own personal radios/communication devices/mobile devices/etc. while servicing a building.

Contractor employees may become aware of matters of a proprietary or confidential nature; such information is not for general dissemination and shall remain confidential.

Security

Contractor's personnel shall not be allowed in City facilities outside of normal business hours unless they are performing work for the contractor. All contractor personnel are required to provide proof of identity when requested to do so by City personnel. All spaces shall be locked and the lights turned off when cleaning in each area has been completed. Security lights (as directed) shall be turned on prior to leaving the facility.

Keys required by the contractor will be furnished by the City to designated contractor employees. Keys assigned to specific contractor employees shall not be shared between contractor staff nor handed off to another contractor employee. The loss of any keys must be reported immediately to Facilities Supervisor or designee. Building keys are to be made only by City staff. Should a lost or stolen key jeopardize the security of the particular City facility, the contractor shall be responsible for all costs incurred by the City in re-keying the lock system. The contractor is advised that this process could be quite costly.

The electronic security system (where installed) shall be properly disarmed and armed every time after-hours access is made. All exterior doors are to remain locked while the contractor is in the space. Do not block open occupant or exterior doors for any reason. Do not assist entry for anyone except contractor, city employees or Police/Fire personnel. Close and lock any exterior windows. Contractor's personnel shall immediately report to their supervisor and City personnel, problems dealing with unauthorized or suspicious persons, conditions indicating theft, break-in or vandalism, and building system failures. The contractor's employees shall report to emergency personnel situations such as: fire, smoke, unusual odors, broken pipes or floods, and take appropriate safety measures.

Alarm system

Where applicable, the contractor shall be charged a minimum of one hundred dollars (\$100.00) per call-out should contractor, while in the process of entering or leaving the facility, sets off the security alarm system.

Staffing and personnel**A. Supervisors**

The contractor shall designate in writing to the Facilities Supervisor, the name of the person assigned as the contractor's operations manager who will have full authority to administer the terms of this contract. The contractor's operations manager shall be available to receive complaints by telephone, e-mail to facilitate timely corrective actions. An answering service or answering machine shall NOT be an acceptable means of contact for the operations manager. The contractor operations manager shall be available daily from 5:00 AM to 5:00 PM. The contractor shall have a designated supervisor who should verify the cleanliness of facilities prior to releasing the cleaning personnel for that shift. Contractor should also have a working supervisor to assist staff in thoroughly cleaning the buildings and ensuring the nightly servicing is completed on time. The Facilities Supervisor, custodial supervisor and the contractor's operations manager shall meet once a week to discuss building inspections as well as the administration of work and project scheduling. The contractor's working supervisor shall call the City's Facilities Supervisor's phone.

B. Personnel

Personnel employed by the contractor shall be competent, trustworthy and properly trained for the work assignments and can follow written/verbal instructions. The contractor and employees shall be required to comply with all applicable regulations of the City, as directed, and full cooperation shall be expected and required at all times. Contractor shall notify the Facilities Supervisor immediately in writing of all changes with regards to contract personnel by submitting name and address of employee and effective date of employment or termination. When in the opinion of the City, an employee does not constitute a satisfactory security risk, their employment on the contract will be denied.

C. Employee list

The contractor shall provide to the Facilities Supervisor an accurate list of all personnel who have any relationship to work performed within the scope of this contract, prior to the employee starting work. List data shall indicate personnel by building(s) in which they are assigned to work, and must include full names, aliases, home addresses, home telephone numbers, copies of drivers' licenses and social security cards. Changes to the list shall be reported, in writing, to the Facilities Supervisor within one working day. Employees terminated by the contractor shall be reported the same day to the Facilities Supervisor or designee, unless it is after hours, then the next business morning shall be acceptable.

D. Removal of personnel

The City requires the contractor to remove all contractor personnel from City property who are deemed careless, incompetent, insubordinate, objectionable, or whose continued employment on the job is deemed to be contrary to public health, safety and welfare. It is the responsibility of the contractor to provide the proper training for their employees. The contractor shall have one competent working supervisor on the job at all times when custodial services are being performed. The working supervisors shall be thoroughly familiar with the content of the proposal specifications and the intent of the complete agreement. Any violation of City rules by the contractor's personnel shall result in the removal of the employee from this contract. Termination of this contract may result, at the discretion of the Facilities Supervisor, for repeated non-compliance of these rules.

E. Backup personnel

The contractor shall provide sufficient backup staff to cover absenteeism or extend existing work force hours to compensate for absent staff. The backup staff shall adhere to the same background and security screenings as regular staff. The City reserves the right to request additional backup staff as deemed necessary.

F. Unauthorized personnel

Employees of the contractor shall not be assisted nor accompanied by any individual that is not an employee of the contractor, while performing duties related to the contract. This includes friends, children and/or other relatives. Employees of the contractor that violate this stipulation shall be deemed objectionable to the City and shall not be allowed to work in City facilities.

G. Identification and uniforms

The contractor's work force shall be neat and clean in appearance and shall wear a uniform with the contractor's name and/or logo permanently affixed to it. Uniforms shall consist of shirt and full-length pants, and be mutually agreed to by the contractor and City. Closed-toe and heeled shoes shall be worn for proper safety of tasks being performed. Employees shall wear an identification badge with the employee's picture, name and company name on the face of the badge. The badge must be worn in plain sight, above the waist at all times while the employee is on City property. This requirement includes all remote locations. The contractor's employees are required to provide proper identification when requested by City or security personnel. Any employee that does not comply with this requirement shall be required to leave City facilities. There is no exception to this requirement, which is to ensure only authorized contractor employees are in City facilities. It is also desirable that vehicles used by the contractor's employees be identifiable. This could be accomplished by temporary fixation of signage on the dashboard indicating the contractor's name, or other method mutually agreed upon by contractor and City.

H. Prohibited items

Contractor's employees shall be prohibited in the use or possession of the following items while working on City premises: guns, knives, other weapons, alcohol and/or controlled substances. Contractor's employees shall not be under the influence of alcohol or illegal drugs. Any employee violating this policy shall be removed immediately from City facilities and replaced with acceptable personnel.

I. City and personal property of city personnel

The contractor shall direct their employees against the unauthorized reading and disclosing of materials and documents available in the facilities of the City and against unauthorized use of City and personal property, such as: telephones, radios, typewriters, copy machines, computers, terminals, fax machines, calculators, etc., which may be in any of the City facilities. The contractor shall be responsible to see that contractor's employees do not disturb papers on desks, tables, or cabinets, and do not open desk drawers or cabinets. Found item(s) shall be turned in at the end of each shift to the contractor's working supervisor. That supervisor shall return the item(s) to the Facilities Supervisor within twenty-four (24) hours.

J. Prior to commencement of this contract, the contractor shall submit a complete documented training list to the Facilities Supervisor. Failure to do so may result in delay of the contractor's Notice to Proceed or in termination.**K. All employees hired after the start of the contract shall be trained in the same manner stated above. Documentation shall be submitted to the City's Facilities Supervisor prior to the employee starting work at City facilities.****Subcontracting****A. No portion of the work covered by these specifications can be subcontracted or assigned without prior approval of the City. Requests to subcontract all or any portion of services required by this contract will be submitted to the City's Facilities Supervisor, or their designee, at least thirty (30) days in advance of the proposed effective date of the subcontract. Contractor shall include in this written request a detailed description of how the contractor plans to oversee the services performed by the proposed subcontractor. Contractor shall be responsible for services provided by any subcontractor as if contractor were providing the services with its own organization. Any subcontractor and their employees who will provide services shall have successfully passed a background check prior to commencing work. contractor shall bear the expense of any subcontractor background checks. The City may make reasonable investigations deemed necessary and proper to determine the ability of a contractor to perform the work, and the contractor shall furnish the City all information requested for this purpose. The subcontractor will provide the City of Menlo Park insurance required coverages.****Cleaning schedule****A. The contractor shall provide the Facilities Supervisor a monthly schedule showing the estimated number of labor-hours, date to be accomplished, and task to be performed, to accomplish the contract requirements.**

Performance standards

- A. It is the objective of the City to obtain full cleaning performance in accordance with the terms of the specifications and at the quality standards of work set forth in this contract. To this end, the City is contracting for the complete performance of each cleaning job as specified in this contract. Therefore, deductions (Liquidated Damages) for tasks not completed or not satisfactorily completed shall be made in accordance with the schedule detailed herein.
- B. The Facilities Supervisor or designee shall contact the contractor's operations manager by telephone, or email to notify them of performance issues. The Facilities Supervisor shall also notify him of written complaint(s) received from building occupants. During the normal business hours for each facility, the contractor shall be required to respond to any major problem(s) within three (3) hours, once notified by the Facilities Supervisor or designee, or be charged a deduction.
- C. Major problems require immediate attention and shall be responded to and corrected within three (3) hours. Examples of major problems include, but are NOT limited to: toilets not cleaned, not stocking sufficient paper products in restrooms, offices or large areas not cleaned etc. The Facilities Supervisor or designee shall have authority to classify a complaint as major or minor.
- D. Minor problems require correction during the next day's normal clean up, however a continuing record of minor complaints shall result in a deduction. Examples of minor problems include, but are not limited to: a trash can not emptied, a small area not vacuumed, etc. Failure by the contractor to respond to specific complaints as stated above, or if such complaints continue to occur, may result in deductions of invoiced payments or termination of this contract agreement.
- E. Failure to clean an entire building or site shall result in a separate deduction for nonperformance. After three (3) occurrences of nonperformance within a 12-month period, the City, at its discretion, may terminate the contract. The contractor, to handle an instance of nonperformance, shall send personnel to the missed site within three hours of notification of an event of nonperformance for immediate servicing of that location. However, this shall not relieve the contractor of being charged the deductions or this counting towards the three occurrences. If the contractor does not respond in three hours, the Facilities Supervisor may exercise the City's right to terminate for default.
- F. Contractor billing shall be done on a timely basis and shall submit monthly invoices for work completed in the previous month.

Liquidated damages

Failure of the contractor to respond to problems referred to them by the City within the time limits established above shall result in the following deductions from invoiced payments:

- A. Major problems not responded to within the established time limits will result in a deduction of 5% of the monthly cost of cleaning the entire building.
- B. Minor problems not responded to within the established time limits will result in a deduction of one (1) day's cost of cleaning for the entire building experiencing the problem (the formula to arrive at the deduction is: facility monthly cost divided by workdays in month = per day cost of cleaning that location).
- C. Non-performance deductions shall be equal to 25% of the monthly charge for the missed facility per occurrence.
- D. Continued reporting of major and minor compliance failures of five (5) or more for any month will result in a 10% deduction of the total monthly contract cost.
- E. Inspection report will be reviewed and discussed at the weekly meetings. Should these inspection reports indicate an overall unsatisfactory rating for the prior month; the City will impose a 10% deduction of the total monthly contract cost on the next payment. Inspection reports will be discussed weekly between the contractors operation manager and the Facilities Supervisor or designee such that the contractor will be informed by the City of this process.

Damage

Any damage to the facilities caused by the contractor or its employees shall be repaired by the contractor, to the Facilities Supervisor satisfaction, within five (5) working days. If the repairs are not made or not to the satisfaction of the Facilities Supervisor the contractor shall be back-charged at cost plus 15% for repairs provided by others. Proof of expense shall be documented and provided to contractor.

JANITORIAL SERVICES

Public Works
701 Laurel St., Menlo Park, CA 94025
tel 650-330-6740

EXHIBIT A-1



Day porter duties	
Under the supervision of the Facilities Supervisor or designee, the day porter will work 40 hours a week from Monday through Friday, 8 am to 4:30 pm with a 30-minute lunch break.	
Typical duties include but not limited to:	
• Report to Facilities Supervisor or designee, pick up keys and return daily • Light cleaning, removing trash and restocking restrooms • Clean and remove trash from breakrooms • Using ladders for glass and window cleaning • General cleaning • Clean and wash refrigerators • Clean lobby and common areas on an as needed basis • Respond to emergency cleanup requests in park restrooms and city facilities • Maintain and keep all mechanical and electrical closets clean • Assist the Facilities team with various small tasks	
Daily general tasks	
Daily or as specified in Attachment B for each building.	
Waste receptables (landfill/garbage, recycling, and organics/compost)	All landfill (garbage), recycling and compost (organics) receptacles, and other trash containers within the building shall be emptied each night and returned to their initial locations. Garbage, recycling, and organic materials shall be separately transported and emptied into designated containers (e.g. landfill goes in the landfill container, recycling goes into recycling container, and compost goes into compost container). Boxes, cans, papers, etc., placed near a recycling receptacle shall also be removed. The interior and exterior of the receptacles, and walls next to the receptacles, shall be damp-wiped to remove soil. Wet spills on the interior of wastebaskets shall be cleaned and dried. Liners can only be reused if it is clean and intact. Organic container liners shall be BPI-certified; whereas the landfill and recycling may be clear plastic liners. Liners should to be no more than 2 inches hanging out in public view in common areas (hallways, patios, corridors, meeting rooms, etc.). Transporting landfill, recycling, and organic materials within and from the buildings to outside trash dumpsters shall be accomplished using leak-proof plastic transports with wheels. Carry or roll all collected material to exterior dumpster and correctly sort the materials in to the correct dumpsters according to the City's waste hauler contractor's website: www.recology.com/recology-san-mateo-county/. DO NOT DRAG TRASH BAGS. Liquid leaking from plastic bags being moved from trash receptacles shall be immediately cleaned. Cardboard boxes shall be flattened before they are placed in the recycling bin. All trash in hallways, planters, on benches and tables is to be picked up and removed.
Trash enclosure	All waste materials (Landfill, recycling, and compost) shall be properly disposed in the correct bins and carts. Landfill material goes in the grey/black carts or bins, recycling materials shall be placed inside blue recycling carts or bins, and compost materials goes inside the green carts or bins. The trash enclosure area shall be kept clean of all materials, paper, litter, etc. All bins and carts shall be closed after use. Minimize cross contamination, meaning for example, compost materials should not go in the landfill bin.

EXHIBIT A-1

Entrance mats	Entrance mats located in either the exterior or the interior of entrances shall be cleaned. If vacuuming does not remove the soil, the mats shall be taken outside and swept with a stiff broom until all visible soil has been removed. Entrance mats shall be lifted to remove soil and moisture underneath, and shall then be returned to the normal location after cleaning. No entrance mat shall be placed upon a damp or wet floor surface. Outside entrance mats shall be picked up and shaken to remove sand, dirt, dust, and any other debris.
Entrance doors	Completely clean both sides of glass entrance door and windows adjacent to the entrance doors. Spot clean both sides of the entrance door frames. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.
Entrance floors inside	The surfaces shall be swept or dust-mopped prior to wet mopping to remove all loose soil and dust. All accessible areas shall be mopped to remove all soil, scuff marks and non-permanent stains. After mopping, the floor shall have a uniform appearance with no streaks, film, swirl marks, detergent residue, mop strings or other evidence of soil. Baseboards shall be wiped to remove all splash marks.
Drinking fountains and bottle filling stations	Remove all streaks, smudges, stains, scales and other obvious soil from drinking fountains and entire cabinet. Disinfect all porcelain and metal surfaces including the orifice and drain. Stainless steel sections shall be polished with an appropriate cleaner.
Carpeted areas	All carpeted areas shall be vacuumed free of all visible debris at every service. Prior to vacuuming, all surface litter such as paper, gum, rubber bands, paper clips, staples, etc., shall be picked up. Furniture and trash receptacles shall be moved, as necessary, to vacuum underneath. After vacuuming the floor, including corners, next to baseboards, and behind doors, it shall be free of all visible litter, soil, dust, and embedded grit.
Carpet spot cleaning	Carpets, throw rugs, entrance and hallways mats shall be checked daily for stains and gum. All dirty spots/stains/gum shall be treated with a carpet spot cleaning solution, following the direction of the manufacturer for the specific carpet and stain involved. A spot or stain is defined as an area with a definite continuous outline of a substance within the texture of the carpet (or less than 4" in diameter). Larger spots should be communicated to the Custodial Supervisor or designee. After cleaning, the carpet shall be free from visible spots, gum and stains, and the nap should be brushed all in one direction.
Non-carpeted floors	Pick up, dust-mop, or sweep up all surface litter such as paper, gum, rubber bands, paper clips, staples, spills, etc. Sweep or vacuum the entire area, including under chairs, trash receptacles, desks and other furnishings, behind doors, and corners, which are accessible prior to mopping. The entire area (100%) will be thoroughly dry-mopped or cleaned with appropriate solution, to remove dust, dry soil, and other surface debris every service.
Tables, counters, desks, chairs, sofas (public areas, meeting/conference rooms and offices with tables)	Remove any non-permanent stains, spots, spills and pencil marks from tables, counters, and desks using a sponge or cloth dampened in mild detergent solution. The cleaning shall not be of such a degree as to remove the finish or leave abrasive marks. This includes all surface areas such as cabinets, bookcases, etc. that are empty and not in staff offices. Chairs and sofas, where applicable, shall have cushions lifted for the purpose of the removal of any trash. Writing on whiteboards (dry/wet erase boards) shall be cleaned off on Friday nights unless directed by the City otherwise.
Elevators	Remove all soil, dirt, graffiti, and fingerprint marks with an approved cleaner. Polish metal surfaces with an approved metal polish; the surface shall be free of smudges, soil, and excess polish and have a shiny appearance. If the inside is of a wood material, this shall be cleaned and polished with an approved wood cleaner/polish. Non-carpeted elevator floors shall be swept, vacuumed, or wet mopped. Carpeted elevator floors shall be vacuumed. Exhaust fan vents shall be cleaned. Threshold tracks shall be cleaned of dirt on a weekly basis.
Stairs and stairwells	Stairwells, stairs, landings, and steps shall be vacuumed and/or mopped. Flights include the landings and steps on stairways between floors. All trash shall be picked up.

EXHIBIT A-1

Breakroom/kitchen area	Refill soap dispensers and paper dispensers as defined below in "Daily restroom cleaning." Clean and disinfect sinks, floor sinks, counters, exterior of appliances and cabinets, tables and chairs. The kitchens at the Menlo Children Center, the Arrillaga Family Recreation Center, and Belle Haven Child Development Center only require the paper products to be filled, trash and recyclables emptied and floors swept and moped.
Faucets and showerheads	Make sure all faucets and showerheads are turned off securely. Make note of any leaky faucets/fixtures and report them to the Facilities Supervisor via e-mail, text or phone message.
Janitorial supply rooms	Janitorial supply rooms are to be kept clean and orderly at all times. Equipment and supplies are to be properly labeled and stored. All chemical bottles shall be labeled. Equipment is to be kept in a safe working order
Floors	Restroom floors and general floors shall be cleaned with separate mops. Mops and buckets should be labeled. Buckets shall be emptied and cleaned daily.
Light bulbs/tubes	Report all light bulbs/tubes not working to the Facilities Supervisor via e-mail, text or phone message. The Contractor shall routinely inspect all areas for non-functioning or failing light bulbs and lamps. The Contractor shall replace standard interior light bulbs and lamps as needed to maintain continuous illumination. All replacements shall be performed promptly using appropriate materials and in accordance with safety requirements. Turn off unnecessary lights to conserve energy.
Doors and windows	All doors and windows are to be checked, closed, and locked securely.
Graffiti	Report unsuccessful cleaning of graffiti.
Daily restroom cleaning	
Daily or as specified in Attachment B for each building.	
Clean and disinfect toilets and urinals	Completely clean and disinfect all exposed surfaces of the toilets and urinals. A non-abrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material shall be removed from the urinal drain trap. A special set of sponges, cloths, scouring pads and brushes shall be maintained and used only for cleaning the urinals and toilets. Remove scale, scum, mineral deposits, rust stains, etc., from the interior of toilet bowls and urinals. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures shall present a clean, bright, shiny appearance and shall be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped-up toilets shall be plunged free of obstructions. If obstructions cannot be completely dislodged, along with other inoperable or broken fixtures, the Contractor's supervisor shall report all plumbing discrepancies to the Facilities Supervisor or designee via email, text or phone message.
Paper products dispenser	At a minimum, re-supply all paper towel dispensers to their maximum level when stock is down to 40%, but do not overfill. Dispensers shall be refilled with the proper product for that dispenser (NOT just laid on top of dispenser or on top of the counter). Re-supply toilet paper by placing the product in the dispenser. Replace consumed rolls and partial rolls, which appear to be down to the last 10-15%. Toilet seat cover dispensers shall be filled with a new package when empty or when less than 10-15% of the sheets remain in the package. The dispenser interior, exterior and adjacent surfaces shall be wiped with a sanitizer to remove fingerprints and smudges when filling. The dispensers shall be checked for proper operation after filling and inoperable devices shall be reported daily to contractor's supervisor who in turn shall notify the Facilities Supervisor or designee. In addition, feminine hygiene dispensers shall be kept stocked and the exterior cleaned as indicated above.

EXHIBIT A-1

Soap dispensers	At minimum, soap dispensers shall be filled to within 2" of the top with liquid soap when there is 15% of product left. The device shall be checked after filling for proper operation, and inoperable devices shall be reported daily. The wall and floor area under soap dispensers shall be cleaned of all soap residues.
Trash receptacles	All waste receptacles and feminine hygiene receptacles shall be emptied. Emptying includes removing the liner and disposing of it. The inside, outside, and housing of the receptacles shall be cleaned with a germicidal cleaner.
Counter tops and sinks	Completely clean and disinfect all exposed surfaces of the sink. A nonabrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture shall present a clean, bright and shiny appearance and shall be free of all visible soil, streaks, oily smudges, residue of cleaning agents, etc. All metal hardware, such as faucet valves, drain and faucets, shall be free of streaks, spots, stains, etc. Inoperable or broken fixtures shall be reported to the Facilities Supervisor via email, text or phone message. The cloths, sponges, brushes and scouring pads used to clean sinks shall be separate from the ones used for cleaning toilets and urinals.
Diaper changing stations and other surfaces	Remove all surface litter, loose dust and soil from the changing stations, along with the tops of lockers, cabinets, etc. Then clean these surfaces with a cloth or sponge dampened in a germicidal detergent solution. Contractor shall remove any graffiti on changing stations to the extent feasible.
Walls, partitions, and doors	Clean the partition walls, partition doors, and privacy screen walls surrounding the urinals and toilets. Remove any non-permanent stains, spots, streaks and graffiti using a cloth/sponge dampened with a germicidal detergent solution. This also includes the light switches, and doors, and any of the walls within the restroom. After cleaning the walls, they shall be free of fingerprints, smudges, grease, soil, mildew, or stain.
Shower walls and floors	Wash shower walls, curtains, shower floors, bathtub areas using an approved germicidal cleaner. Clean the shower drains. After washing, the walls, curtains and floors shall be free from stains, soap scum, mildew and shall have a clean and disinfected appearance.
Floors	The floor surface shall be swept or vacuumed for removal of loose dirt and soil. Mop the floor with a germicidal detergent solution, using a non-abrasive mop (no metal or plastic). After mopping, the floor shall have a uniform appearance free of hair, spots, spills, stains, dirt, oily film, mop strings, etc. Always keep separate mops for restroom floors and general floors. (Note: Only mops identified for restrooms are to be used for mopping restroom floors)
Mirrors	Remove soil, streaks, smudges, film etc., from the surface of the mirrors. The frame of the mirror and shelves and other adjacent areas also shall be cleaned.

EXHIBIT A-1

Weekly general tasks	
Weekly or as specified in Attachment B for each building.	
Non-carpeted floors	Mop 100% of floor areas on a weekly basis. Floor shall be swept or vacuumed first to remove all surface litter such as paper, gum, rubber bands, paper clips, staples, etc.
Storage areas/closets	Sweep non-carpeted floors and vacuum carpeted floors to remove all debris. Mop thoroughly, removing all marks and dirt.
Mop heads	Mop heads need to be non-abrasive (no metal or plastic). Replace mop heads at least bi-weekly for restroom and shower use. Replace mop heads monthly, for all other areas. Old dirty mop heads shall be removed from the building and discarded. Use of reusable, washable microfiber mops is encouraged.
Weekly restroom cleaning tasks	
Weekly or as specified in Attachment B for each building.	
Floor drains	Remove all built up deposits, embedded hairs, etc., from the grate and neck of the drain. Clean the inside of the drain by pouring at least one gallon of 50/50 mixture of clean water/disinfectant through the drain.
Restroom, locker and shower floor	All surface litter such as paper, tape, towels, etc., shall be removed before scrubbing. Apply the appropriate cleaning solution and allow it to stand for 5 minutes before scrubbing. This deep cleaning shall remove heavy stains, mildew, and mineral deposits from the surface and grout. After scrubbing, the surface shall be rinsed thoroughly to remove all remaining detergent. Mop the floor with clean water and a clean mop. Mop excess water from the floor. Wipe all baseboards with a damp clean rag. Areas not accessible with the buffer shall be manually scrubbed with an abrasive hand pad. The City will accept alternative ways to deep clean these areas subject to Facility Supervisor or designee's approval.
Monthly general tasks	
Monthly or as specified in Attachment B for each building.	
Vertical/horizontal blinds/roller shade blinds	Dust all vertical/horizontal and roller shade blinds with a treated cloth, yarn duster, or vacuum. A properly cleaned blind shall be free of all dust, dirt, lint, and cobwebs.
A/C supply vents, returns and exhaust fan grills	Vacuum or dust all particles from vents and wall or ceiling area adjacent to the vent. This is very important for indoor air quality.
Dusting	Dust all surfaces, including windowsills, banisters, hand rails, ledges, pictures, plaques, cubicle wall tops, door tops, tops and sides of book shelves and cabinets, etc. with a treated microfiber cloth, or yarn duster up to 80 inches from the floor. Public computers in the library are included in dusting. Dusting shall NOT be done on the following surfaces: employees' desks, employees' computers, and shelving within a bookcase (see specific directions noted for dusting of library book shelves).
Urinal accessories	Replace urinal cakes and urinal screens/cartridges
Mop heads	Replace mop heads

SERVICE LOCATIONS

Public Works
701 Laurel St., Menlo Park, CA 94025
tel 650-330-6740

EXHIBIT A-1



Background						
It shall be the Contractor's responsibility to verify all cleanable square footage per facility. Days and hours for cleaning of each building may be modified at the City's discretion throughout the life of this contract. In case of discrepancies in frequency of services to be performed, the time frames shown in this Attachment take precedence.						
City Hall, 1st and 2nd floors						
Address: 701 Laurel St. Estimated cleanable sq. ft.: 45,844 Cleaning service days: 5 days – Monday through Friday between the hours of 6:30 PM – 5:00 AM						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restroom dispensers	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep entryways and mats	X					
Clean entry doors and glass (including all sidelite glasses as well)	X					
Spot clean interior glass	X					
Sweep exterior of entrance areas (6' perimeter)	X					
Dispose of all rubbish and recycling materials	X					
Clean and restock kitchen areas (clean front face of all appliances)	X					
Clean tabletops, counters, sofas, conference tables/chairs and reception area chairs	X					
Clean drinking fountains	X					
Clean stairwell and elevator	X					
Disinfect all communal table and counter surfaces	X					
Dust and wipe railings, banisters, sills and everything below 80" using a treated cloth		X				
Clean trash enclosure		X				
Clean out restroom floor drains		X				
Clean all vents, grills and registers		X				

EXHIBIT A-1

Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				
Re-stock restroom deodorizers			X			
Wipe all lockers front and top with damp cloth and disinfectant			X			
Detail vacuum			X			
Detail dusting			X			
High dusting			X			
High speed burnishing			X			
Bonnet carpet (3 times a year as per schedule)				X		
Tile and grout floor cleaning and 1' up				X		
Strip and finish floors (2 coats minimum)					X	
Steam clean extraction of carpet						X
Window interior/exterior cleaning and all interior glass (partitions, glass panels/sidelites, etc.)						X
Upholstery cleaning						X

EXHIBIT A-1

Police Department Includes City Hall basement, Dispatch and Records and lobby (City Hall 1 st floor), exercise room and adjacent restrooms (City Hall 2 nd floor)						
Address: 701 Laurel St. Estimated cleanable sq. ft. (sf is included with City Hall sf above) Cleaning service days: 7 days – Between the hours of 7:00 PM – 5:00 AM (Dispatch cleaned between 10:00 PM – 12:00 AM)						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restroom dispensers	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep entryways and mats	X					
Clean entry doors and glass (including all sidelite glasses as well)	X					
Spot clean interior glass	X					
Sweep exterior of entrance areas (6' perimeter)	X					
Clean and restock kitchen areas (clean front face of all appliances)	X					
Clean table tops, counters, sofas, conference tables/chairs and reception area chairs	X					
Clean drinking fountains	X					
Clean stairwell and elevator	X					
Disinfect all communal table and counter surfaces	X					
Dust and wipe railings, banisters, sills and everything below 80" using a treated cloth		X				
Dispatch dusting		X				
Clean out restroom floor drains		X				
Clean all vents, grills and registers		X				
Wash shower walls and floors with Shower System Foam Disinfectant (or equal approved by Facilities Supervisor) to prevent mold build-up. (Police Basement)		X				
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				
Re-stock restroom deodorizers			X			

EXHIBIT A-1

Wipe all lockers front and top with damp cloth and disinfectant.			X			
Detail vacuum			X			
Detail dusting			X			
High dusting			X			
High speed burnishing			X			
Bonnet carpet (3 times a year as per schedule)				X		
Tile and grout floor cleaning and 1' up				X		
Change shower curtains in the restrooms (Police Basement)				X		
Strip and finish floors (2 coats minimum)					X	
Steam/power clean the Epoxy floor coating in the basement, specifically the holding/booking area					X	
Change shower curtains in the restrooms (City Hall, 2 nd floor next to the exercise room)					X	
Steam clean extraction of carpet						X
Window interior/exterior cleaning and all interior glass (partitions, glass panels/sidelites, etc.)						X
Upholstery cleaning						X

EXHIBIT A-1

Council Chambers						
Address: 751 Laurel St. Estimated cleanable sq. ft. 4,225 Cleaning service days: 5 days – Monday through Friday between the hours of 11 PM and 5 AM (may be able to start sooner if meetings have ended or no meetings at all)						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	4-month	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restroom dispensers	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Spot clean interior glass	X					
Clean table tops, counters, staff computer desks, the dais/podium tops and their chairs, and the executive tables and their chairs	X					
Switch dais name plates as applicable	X					
Disinfect all communal table and counter surfaces	X					
Dust and wipe railings, banisters, sills and everything below 80" using a treated cloth		X				
Outside window sills are to be dusted		X				
Clean out restroom floor drains		X				
Clean all vents, grills and registers		X				
Replenish drinking cups for the water dispenser		X				
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				
Re-stock restroom deodorizers			X			
Detail vacuum			X			
Detail dusting			X			
High dusting			X			
Bonnet carpet (three times a year)				X		

EXHIBIT A-1

Window cleaning (interior and exterior)					X	
Tile and grout floor cleaning and 1' up					X	
Steam clean extraction of carpet						X
Upholstery cleaning and as needed						X

EXHIBIT A-1

Menlo Children's Center						
Address: 801 Laurel St. Estimated cleanable sq. ft.: 12,409 (includes lower level of main building) Cleaning service days: 5 days – Monday through Friday between the hours of 6:00 PM and 5:00 AM						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restrooms, classrooms and kitchen dispensers	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep interior entryways and mats	X					
Sweep exterior of entrance areas (6' perimeter)	X					
Clean entry doors and glass (including all sidelite glasses as well)	X					
Spot clean interior glass	X					
Clean and re-stock kitchen areas (clean front face of all appliances)	X					
Clean drinking fountains	X					
Clean stairwell and elevator	X					
Disinfect all communal table and counter surfaces	X					
Dust and wipe railings, banisters, sills and everything below 80" using a treated cloth		X				
Clean out restroom floor drains		X				
Dust vertical/horizontal blinds using a treated cloth		X				
Clean all vents, grills and registers		X				
Clean and dry inside of trash receptacles		X				
Clean trash enclosure		X				
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				
Re-stock restroom deodorizers			X			
Detail vacuum			X			
Detail dusting			X			
High dusting						

EXHIBIT A-1

High speed burnishing			X			
Bonnet carpet (done between extractions)				X		
Tile and grout floor cleaning and 1' up				X		
Strip and finish floors (2 coats minimum)					X	
Steam clean extraction of carpet					X	
Window interior/exterior cleaning and all interior glass (partitions, glass panels/sidelites, etc.)						X

EXHIBIT A-1

Menlo Park Library						
Address: 800 Alma St. Estimated cleanable sq. ft.: 33,470 Cleaning service days: 7 days between the hours of 9:00 PM and 5:00 AM (as per schedule)						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restroom dispensers	X					
Thoroughly clean, sanitize, and disinfect restrooms fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep entryways and mats	X					
Clean entry doors and glass (including all sidelite glasses as well)	X					
Spot clean interior glass	X					
Sweep exterior of entrance areas (6' perimeter)	X					
Clean and restock kitchen area (clean front face of all appliances)	X					
Clean tabletops, counters, desks, chairs and sofas. Check under cushions for trash	X					
Clean drinking fountains	X					
Clean stairwell and elevator	X					
Disinfect all communal table and counter surfaces	X					
Dust and wipe railings, banisters, sills and everything below 80" using a treated cloth		X				
Clean out restroom floor drains		X				
Clean all vents, grills and registers		X				
Clean trash enclosure		X				
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				
Re-stock restroom deodorizers			X			
Dust gaps in shelves and along front (does not require removing books)			X			
Wipe down bookshelves using a treated cloth			X			
Clean the edges of all tabletops and legs in public area			X			
Detail vacuum			X			

EXHIBIT A-1

Detail dusting			X			
High dusting			X			
High speed burnishing			X			
Upholstery cleaning				X		
Bonnet carpet (done between extractions)				X		
Tile and grout floor cleaning and 1' up				X		
Strip and finish floors (2 coats minimum)					X	
Steam clean extraction of carpet					X	
Window interior/exterior cleaning and all interior glass (partitions, glass panels/sidelites, etc.)						X

EXHIBIT A-1

Arrillaga Family Gymnasium						
Address: 600 Alma St. Estimated cleanable sq. ft.: 22,395 Cleaning service days: 7 days between the hours of 10:00 PM and 5:00 AM						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restroom dispensers	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep entryways and mats	X					
Sweep exterior of entrance areas (6' perimeter)	X					
Clean entry doors and glass (including all sidelite glasses as well)	X					
Spot clean interior glass	X					
Clean and restock kitchen areas (clean front face of all appliances)	X					
Clean tabletops, counters, and sofas. Check under cushions for trash.	X					
Clean drinking fountains	X					
Disinfect all communal table and counter surfaces	X					
Dust and wipe railings, banisters, sills, bookshelf tops and everything below 80" using a treated cloth		X				
Clean out restroom floor drains		X				
Clean all vents, grills and registers		X				
Wash shower walls and floors with Shower System Foam Disinfectant (or equal approved by Facilities Supervisor) to prevent mold build-up.		X				
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				
Wipe all lockers (front, top, inside and out) with a damp cloth and disinfectant. Remove any belongings left in lockers and place in the lost & found bin located in the Arrillaga Family Gymnasium.			X			
Re-stock restroom deodorizers			X			

EXHIBIT A-1

Detail vacuum			X			
Detail dusting			X			
High dusting (Does not include basketball/volleyball court playing areas)			X			
Upholstery cleaning				X		
High dusting for the basketball/volleyball court playing areas				X		
Tile and grout floor cleaning and 1' up				X		
Bonnet carpet					X	
Steam clean extraction of carpet						X
Window interior/exterior cleaning and all interior glass (partitions, glass panels/sidelites, etc.) Note: includes high dormer windows.						X

EXHIBIT A-1

Arrillaga Family Recreation Center						
Address: 700 Alma St. Estimated cleanable sq. ft.: 16,579 Cleaning service days: 7 Days – between the hours of 10:30 PM and 5:00 AM (as per schedule)						
General guidelines	Frequencies					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restroom dispensers	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep entryways and mats	X					
Sweep exterior of entrance areas (6' perimeter)	X					
Clean entry doors and glass (including all sidelite glasses as well)	X					
Spot clean interior glass (Emphasis on observation glass walls of the Juniper and Maple rooms as well as staff offices)	X					
Clean and restock kitchen area (sweep and mop floor and clean front face of all appliances)	X					
Clean counters and sofas	X					
Clean drinking fountains	X					
Sweep and dust mop hardwood floors	X					
Disinfect all communal table and counter surfaces	X					
Vacuum and wipe down reception ottomans	X					
Dust and wipe railings, banisters, sills and everything below 80" using a treated cloth		X				
Clean out restroom floor drains		X				
Dust vertical/horizontal and roller shade blinds using a treated cloth, yarn duster, or vacuum		X				
Clean all vents, grills and registers		X				
Clean exterior trash/recycle storage enclosure		X				
Clean both sides of the observation glass walls (Sequoia, Maple and Juniper rooms)		X				
Thorough cleaning of the Sequoia room floor with an auto scrubber (Saturday evenings)		X				
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				

EXHIBIT A-1

Re-stock restroom deodorizers			X			
Detail vacuum			X			
Detail dusting			X			
High dusting			X			
Bonnet carpet				X		
Tile and grout floor cleaning and 1' up				X		
Clean kitchen exhaust hood				X		
Steam clean extraction of carpet					X	
Window interior/exterior cleaning and all interior glass (partitions, glass panels/sidelites, etc.)					X	
Upholstery cleaning (front lobby reception area only)					X	
Thoroughly clean the exterior of all kitchen appliances using chemicals approved by Facilities Supervisor or designee.						X
Clean behind and under kitchen appliances						X

EXHIBIT A-1

Arrillaga Family Gymnastics Center						
Address: 501 Laurel St. Estimated cleanable sq. ft.:17,250 Cleaning service days: 7 Days – between the hours of 8:30 PM and 5:00 AM						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Vacuum apparatus/exercise room	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep entryways and mats	X					
Clean entry doors and glass (including all sidelite glasses as well)	X					
Spot clean interior glass (Emphasis on interior entrance to the activity room, observation glass wall at the parents' lounge, and the hallway meeting room glass wall)	X					
Sweep exterior of entrance area (6' perimeter)	X					
Clean and restock kitchen areas (clean front face of all appliances)	X					
Clean counters and reception area chairs	X					
Clean drinking fountains	X					
Disinfect all communal table and counter surfaces	X					
Dust and wipe railings, banisters, sills, bookshelf tops and everything below 80" using a treated cloth		X				
Clean out restroom floor drains		X				
Dust vertical/horizontal and roller shade blinds using a treated cloth, yarn duster, or vacuum		X				
Clean all vents, grills and registers		X				
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				
Re-stock restroom deodorizers			X			
Wipe all lockers (front, top, inside and out) with a damp cloth and disinfectant. Remove any belongings left in lockers and place in the lost & found bin located in the Arrillaga Family Gymnastics.			X			

EXHIBIT A-1

Wipe kids' storage cubbies (front, top, inside and out) with a damp cloth and disinfectant			X			
Detail vacuum			X			
Detail dusting			X			
High dusting (Does not include the apparatus/exercise room)			X			
Tile and grout floor cleaning and 1' up				X		
Bonnet carpet (as per schedule)					X	
- Window clean glass facades at the following locations: - Interior entrance to the apparatus/activity room - Observation glass wall at the parents' lounge - Hallway glass wall for the meeting room					X	
Steam clean extraction of carpet						X
High dusting for the apparatus/exercise room						X
Extract apparatus/activity room flooring (Carpet bonded foam)						X
Window interior/exterior cleaning and all interior glass (partitions, glass panels/sidelites, etc.)						X
Upholstery cleaning in front reception lobby						X

EXHIBIT A-1

Public Works Corporation Yard						
Address: 333 Burgess Dr. Estimated cleanable sq. ft.: 3,400 Cleaning service days: 5 days – Monday through Friday - between the hours of 5:00 PM and 5:00 AM						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restrooms, kitchen, and conference room dispensers	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep entryways and mats	X					
Clean entry doors and glass	X					
Spot clean interior glass	X					
Clean and re-stock kitchen areas (clean front face of all appliances)	X					
Clean tabletops, counters and chairs	X					
Disinfect all communal table and counter surfaces	X					
Dust and wipe railings, banisters, sills and everything below 80" using a treated cloth		X				
Clean out restroom floor drains		X				
Dust vertical/horizontal blinds using a treated cloth		X				
Clean all vents, grills and registers		X				
Thoroughly clean, sanitize, and disinfect shower floors and stalls – remove all soap scum, mildew and mold		X				
Re-stock restroom deodorizers			X			
Wipe the tops of all lockers with a damp cloth and disinfectant (Men's and Women's locker-rooms)			X			
Detail vacuum			X			
Detail dusting			X			
High dusting			X			
High speed burnishing			X			
Bonnet carpet (3 times a year)				X		

EXHIBIT A-1

Replace shower curtains				X		
Tile and grout floor cleaning and 1' up				X		
Strip and finish floors (2 coats minimum)					X	
Steam clean extraction of carpet						X
Window cleaning (interior and exterior)						X
Upholstery cleaning (lunchroom and conference room)						X

EXHIBIT A-1

Belle Haven Child Development Center						
Address: 410 Ivy Dr. Estimated cleanable sq. ft.: 6,980 Cleaning service days: 5 days – Monday through Friday between the hours of 5:30 PM and 5:00 AM						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restrooms, classrooms and kitchen dispensers	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep interior entryways and mats	X					
Clean entry doors and glass	X					
Spot clean interior glass	X					
Sweep exterior of entrance areas (6' perimeter)	X					
Clean and restock kitchen areas (clean front face of all appliances)	X					
Disinfect all table surfaces	X					
Disinfect all communal table and counter surfaces	X					
Dust and wipe railings, banisters, sills and everything below 80" using a treated cloth		X				
Dust vertical/horizontal and roller shade blinds using a treated cloth, yarn duster, or vacuum		X				
Clean out and disinfect restroom floor drains		X				
Clean all vents, grills and registers		X				
Clean trash enclosure areas		X				
Clean and dry inside of trash receptacles		X				
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				
Re-stock restroom deodorizers			X			
Detail vacuum			X			
Detail dusting			X			
High dusting			X			
High speed burnishing			X			

EXHIBIT A-1

Bonnet carpet (done between extractions)				X		
Tile and grout floor cleaning and 1' up				X		
Strip and finish floors (2 coats minimum)					X	
Steam clean extraction of carpet					X	
Window interior/exterior cleaning and all interior glass (partitions, glass panels/sidelites, etc.)						X
Upholstery cleaning						X

EXHIBIT A-1

Police Neighborhood Service Center				
Address: 871 Hamilton Ave. Estimated cleanable sq. ft.: 1,938 Cleaning service days: 3 Days – Monday, Wednesday and Friday completed by 5 AM				
General guidelines	Frequency			
Service description	Daily	Weekly	Monthly	Annually
Sweep and wet-mop resilient tile and/or tile floors	X			
Vacuum carpeting	X			
Spot clean carpet	X			
Empty all waste receptacles and replace liners	X			
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X			
Restock restroom dispensers	X			
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X			
Spot clean doors and walls	X			
Clean and sweep entryways and mats	X			
Clean entry doors and glass (including all sidelite glasses as well)	X			
Spot clean interior glass	X			
Sweep exterior of entrance areas (6' perimeter)	X			
Clean kitchen area (sweep and mop floor only)	X			
Clean tabletops, counters, chairs and sofas	X			
Disinfect all communal table and counter surfaces	X			
Dust and wipe sills and everything below 80" using a treated cloth		X		
Clean out restroom floor drains		X		
Dust vertical/horizontal blinds using treated cloth, yarn duster, or vacuum		X		
Clean all vents, grills and registers		X		
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X		
Re-stock restroom deodorizer			X	
Detail vacuum			X	
Detail dusting			X	
High dusting			X	
Steam clean extraction of carpet				X
Window cleaning (interior and exterior)				X
Upholstery cleaning				X

EXHIBIT A-1

Belle Haven Community Campus						
Address: 100 Terminal Ave. Estimated cleanable sq. ft.: 37,000 Cleaning service days: 7 days – Monday through Sunday - between the hours of 9:00 PM and 5:00 AM						
General guidelines	Frequency					
Service description	Daily	Weekly	Monthly	Quarterly	Biannual	Annually
Sweep and wet-mop resilient tile and/or tile floors	X					
Vacuum carpeting	X					
Spot clean carpet	X					
Empty all waste receptacles and replace liners	X					
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X					
Restock restroom dispensers	X					
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with germicidal cleaner	X					
Spot clean doors and walls	X					
Clean and sweep entryways and mats	X					
Clean entry doors and glass (including all sidelite glasses as well)	X					
Spot clean interior glass	X					
Sweep exterior of entrance areas (6' perimeter)	X					
Clean and restock kitchen areas (clean front face of all appliances)	X					
Clean tabletops and counters	X					
Vacuum and wipe down reception ottomans	X					
Dry mop the basketball gym floor	X					
Disinfect all communal table and counter surfaces	X					
Dust everything below 80" using a treated cloth		X				
Clean out restroom floor drains		X				
Clean all vents, grills and registers		X				
Thoroughly clean, sanitize, and disinfect restroom and shower floors – remove all soap scum, mildew and mold		X				
Sweep and remove shoe marks from the basketball gym floor (Friday nights)		X				
Sweep and thoroughly detail wet-mop activity room floor (Saturday nights)		X				
Re-stock restroom deodorizers			X			
Dust vertical/horizontal and roller shade blinds using a treated cloth, yarn duster, or vacuum			X			
Wipe all lockers (front, top, inside and out) with a damp cloth and disinfectant. Remove any			X			

EXHIBIT A-1

belongings left in lockers and place in the lost & found bin located in the front reception lobby						
Detail vacuum			X			
Detail dusting			X			
High speed burnishing			X			
Dust gaps in library bookshelves and along front (does not require removing books)			X			
Wipe down library bookshelves using treated cloth			X			
Clean the edges of all tabletops and legs in public area			X			
Bonnet carpet (3 times a year as per schedule)				X		
High dusting the basketball gym				X		
Tile and grout floor cleaning and 1' up				X		
Clean kitchen exhaust hood				X		
Strip and finish floors (2 coats minimum)					X	
Steam clean extraction of carpet						X
Window interior/exterior cleaning and all interior glass (partitions, glass panels/sidelites, etc.)						X
Thoroughly clean the exterior of all kitchen appliances using chemicals approved by Facilities Supervisor or designee						X
Clean behind and under kitchen appliances						X

EXHIBIT A-1

Belle Haven Pool Facilities				
Address: 100 Terminal Ave. Estimated cleanable sq. ft.: (sq. ft. is included with Belle Haven Community Campus sq. ft. above) Cleaning service days: 7 Days – between the hours of 9:00 PM and 5:00 AM (as per seasonal pool hours)				
General guidelines	Frequency			
Service description	Daily	Biweekly	Weekly	Monthly
Entryway, restrooms, and locker rooms				
Spot clean the walls, partitions and doors	X			
Clean and sanitize sinks and wipe dry	X			
Pick up towels and debris from floor	X			
Clean and polish the mirrors	X			
Clean and sanitize the toilets and urinals	X			
Remove mats, wet mop the tile floor using a germicidal (NABC) including entry way	X			
Restock hand soaps and paper disposables	X			
Empty all waste receptacles and replace liners	X			
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts	X			
Disinfect the floor traps	X			
Spray shower walls and floors with disinfectant and rinse clean	X			
Dust and spot clean ledges and partitions			X	
Detail clean floor edges			X	
Spot clean tiled walls from the waist down			X	
Scrub shower walls and floors, rinse clean			X	
Wipe clean all ventilation grills				X
Wipe clean all door jams				X
Office				
Vacuum floors in office		X		
Clean office glass inside and out		X		
Empty all waste receptacles and replace liners		X		
Transport waste materials to the designated trash enclosure and properly dispose them in the correct bins/carts		X		

EXHIBIT A-1

Burgess Park restrooms				
Address: 701 Laurel St. Estimated cleanable sq. ft.: 300 Cleaning service days: 7 Days – between the hours of 10:00 PM and 5:00 AM				
General guidelines	Frequency			
Service description	Daily	Weekly	Monthly	Annually
Thoroughly sweep, clean, sanitize, and disinfect restroom floors (wash down with hose)	X			
Empty all waste receptacles and replace liners	X			
Transport waste materials from inside the restroom to the closest City facility trash enclosure and properly dispose them in the correct bins/carts	X			
Clean sinks and diaper changing stations	X			
Restock restroom dispensers	X			
Thoroughly clean, sanitize, and disinfect restroom fixtures and floors with a germicidal cleaner	X			
Spot clean doors and walls	X			
Clean entry doors and glass	X			
Spot clean interior glass/mirrors	X			
Sweep the entrance walkway inside the privacy fence	X			
Clean sinks and diaper changing stations	X			
Clean exterior drinking fountains	X			
Clean debris on ceiling	X			
Disinfect all communal counter surfaces	X			
Clean exterior drinking fountains, if directly attached to the restroom building	X			
Dust and wipe everything below 80"		X		
Clean out restroom floor drains		X		
Clean and dry inside of trash receptacles		X		
Clean all vents, grills and registers			X	
Detail dusting			X	
High dusting			X	
Steam clean the Epoxy (Single Broadcast) floor coating				X

EXHIBIT A-1

Jack Lyle Park restrooms				
Address: 640 Fremont St. Estimated cleanable sq. ft.: 300 Cleaning service days: 7 Days – between the hours of 10:00 PM and 5:00 AM				
General guidelines	Frequency			
Service description	Daily	Weekly	Monthly	Annually
Thoroughly sweep, clean, sanitize, and disinfect restroom floors (wash down with hose)	X			
Empty all waste receptacles and replace liners	X			
Transport waste materials from inside the restroom to the closest City facility trash enclosure and properly dispose them in the correct bins/carts	X			
Restock restroom dispensers	X			
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with a germicidal cleaner	X			
Clean entry doors	X			
Sweep exterior of entrance areas (6' perimeter)	X			
Dispose of all rubbish	X			
Clean sinks and diaper changing stations	X			
Clean exterior drinking fountains, if directly attached to the restroom building	X			
Clean debris on ceiling	X			
Disinfect all communal counter surfaces	X			
Dust and wipe everything below 80" using a treated cloth		X		
Clean out restroom floor drains		X		
Clean and dry inside of all waste receptacles		X		
Clean all vents, grills and registers			X	
Detail dusting			X	
High dusting			X	
Steam clean the Epoxy (Single Broadcast) floor coating				X

EXHIBIT A-1

Kelly Park restrooms				
Address: 100 Terminal Ave. Estimated cleanable sq. ft.: 300 Cleaning service days: 7 Days – between the hours of 10:00 PM and 5:00 AM				
General guidelines	Frequency			
Service description	Daily	Weekly	Monthly	Annually
Thoroughly sweep, clean, sanitize, and disinfect restroom floors (wash down with hose)	X			
Empty all waste receptacles and replace liners	X			
Transport waste materials from inside the restroom to the closest City facility trash enclosure and properly dispose them in the correct bins/carts	X			
Restock restroom dispensers	X			
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with a germicidal cleaner	X			
Clean entry doors	X			
Sweep exterior of entrance areas (6' perimeter)	X			
Clean sinks and diaper changing stations	X			
Clean exterior drinking fountains, if directly attached to the restroom building	X			
Clean debris on ceiling	X			
Disinfect all communal counter surfaces	X			
Dust and wipe everything below 80" using a treated cloth		X		
Clean out restroom floor drains		X		
Clean and dry inside of trash receptacles		X		
Clean all vents, grills and registers			X	
Detail dusting			X	
High dusting			X	
Steam clean the Epoxy (Single Broadcast) floor coating				X

EXHIBIT A-1

Nealon Park restrooms				
Address: 800 Middle Ave. Estimated Cleanable sq. ft.: 235 Cleaning Service Days: 7 Days – between the hours of 10:00 PM and 5:00 AM				
General guidelines	Frequency			
Service description	Daily	Weekly	Monthly	Annually
Thoroughly sweep, clean, sanitize, and disinfect restroom floors	X			
Empty all waste receptacles and replace liners	X			
Transport waste materials from inside the restroom to the closest City facility trash enclosure and properly dispose them in the correct bins/carts	X			
Restock restroom dispensers	X			
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with a germicidal cleaner	X			
Spot clean doors and walls	X			
Clean entry doors	X			
Spot clean interior mirrors	X			
Sweep exterior of entrance areas (6' perimeter)	X			
Clean sinks and diaper changing stations	X			
Clean debris on ceiling	X			
Disinfect all communal counter surfaces	X			
Clean exterior drinking fountains, if directly attached to the restroom building	X			
Dust and wipe everything below 80"		X		
Clean and dry inside of trash receptacles		X		
Scrub and disinfect floors (wash down with hose)			X	
Clean all vents, grills and registers			X	
Detail dusting			X	
High dusting			X	
Steam clean the Epoxy (Single Broadcast) floor coating				X

EXHIBIT A-1

Willow Oaks Park restrooms				
Address: 490 Willow Rd. Estimated cleanable sq. ft.: 300 Cleaning service days: 7 Days – between the hours of 10:00 PM and 5:00 AM				
General guidelines	Frequency			
Service description	Daily	Weekly	Monthly	Annually
Thoroughly sweep, clean, sanitize, and disinfect restroom floors (wash down with hose)	X			
Empty all waste receptacles and replace liners	X			
Transport waste materials from inside the restroom to the closest City facility trash enclosure and properly dispose them in the correct bins/carts	X			
Restock restroom dispensers	X			
Thoroughly clean, sanitize, and disinfect restroom fixtures and floor with a germicidal cleaner	X			
Clean entry doors	X			
Sweep exterior of entrance areas (6' perimeter)	X			
Clean sinks and diaper changing stations	X			
Clean exterior drinking fountains, if directly attached to the restroom building	X			
Clean debris on ceiling	X			
Disinfect all communal counter surfaces	X			
Dust and wipe everything below 80" using a treated cloth		X		
Clean out restroom floor drains		X		
Clean and dry inside of all waste receptacles		X		
Clean all vents, grills and registers			X	
Detail dusting			X	
High dusting			X	
Steam clean the Epoxy (Single Broadcast) floor coating				X

City of Menlo Park		City Manager Policy
Department City Manager	Page 1 of 3	Effective Date 07-01-14
Subject ENVIRONMENTAL PREFERABLE PURCHASING PROCEDURES	Approved by	Procedure #
	 Department Head	
	 City Manager	

Purpose

The purpose of this policy is to minimize adverse environmental impacts of the City's purchasing decisions by buying environmentally preferable goods and services from suppliers who meet our standards of environmental preferability. By including environmental considerations in purchasing decisions along with traditional concerns with price, performance and availability, the City will remain fiscally responsible while promoting practices that:

- Improve public health and safety
- Reduce pollution, waste, and greenhouse gas emissions
- Conserve (water, energy, and fuel)

Implementation and Compliance

Environmentally preferable purchasing means the City will purchase products and services that have a reduced negative effect on human health and the environment when compared with competing products and services serving the same purpose.

When purchasing goods and services City employees will use the following process:

Step 1) Use products and/or services with a certified Eco-Label or City established standard below. The table below shows examples of products with credible Eco-Label certifications. These certifications are not an exhaustive list. For full Eco-Label descriptions, please see Appendix 2. If a certification is not on the approved list, or if an already purchased product is not performing to expectations, the employee will consult with the Environmental Programs department in order to identify an alternative product. If no certification is available, employee will use step two of the process.

Product Category/Service	Example Products	Eco Labels and City Established Standards
Paper	Copy paper, colored copy paper, cardstock, business cards, post-its, file and hanging folders, dividers, brochures, newsletters, mail inserts, envelopes, shipping and mailing labels, note pads, janitorial paper products	 These must contain a minimum of 30% post-consumer recycled content
Office Supplies	Binders, clear sheet protectors, pencils, pens, white-out correction tape, paper clips, scissors, self-inking stamps, ink and toner cartridges	   These must contain a minimum of 30% post-consumer recycled content
Office Furniture and Indoor/Outdoor Fixtures	Desks, chairs, high efficiency toilets and water-saving fixtures, play-ground equipment, carpet, plastic lumber	   

City of Menlo Park		City Manager Policy
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Product Category	Example Products	Eco Labels and City Established Standards
Cleaning Products and Paint	Green cleaning and maintenance products, low-toxicity paint, and other products that are low in volatile organic compounds (VOC's) and/or carcinogens	EcoLogo   
Pest and Weed Management	Non-pesticide alternatives, least-toxic chemicals, less synthetic chemicals	  <i>Contractors must be Bay Friendly Landscape Maintenance Certified or Eco Wise Certified (copies of certification shall be provided prior to work and attached to invoice and/or purchasing forms). All activities shall comply with the City's Integrated Pest Management (IPM) policy.</i>
Electronics	Fluorescent lights, light-emitting diode (LED) lights, energy efficient appliances, computers, monitors, telephones	   
Food	Sustainably grown, locally sourced and/or fair trade foods and products	  <i>The purchase of organic food and fair trade products is encouraged.</i>
Food Ware	Reusable, recyclable, or compostable food ware (utensils, plates, cups)	 <i>Biodegradable Products Institute.</i>  <i>For plastic foodware only plastics labeled 1-5 are acceptable.</i>
Building Design and Construction	Leadership in Energy & Environmental Design system (LEED) sustainable building standards, using sustainably harvested wood	 <i>It is preferred to build to a minimum of LEED Silver standards, however LEED certification is not required. (Council approval needed prior to moving forward with project)</i>
Vehicles	Hybrids, low emission vehicles, alternate fuel vehicles (AFV), plug-in (electric) vehicles	<i>Purchasing fleet vehicles that provide the best fuel efficiency and rely less on fossil fuels. 50% or more of Menlo Park's vehicle fleet will consist of Eco-friendly vehicles. (Council approval needed + analysis report of greenhouse gas emissions, cost, maintenance, etc. prior to purchase)</i>

Step 2) If an Eco-Label is not available or if a product does not meet City established standards, a City employee will use the "Best Environmental Value" method when choosing a product or service. Best Environmental Value methodology is when a product or service is chosen based on multiple attributes such as durability, product life, environmental health/benefit of the product, operating and maintenance costs, and disposal compared to competing products that do not have these benefits. Employees will use the City's existing purchasing form to indicate which Best Environmental Value attributes are applicable to the product or service being purchased.

Step 3) If no certification is available and no "Best Environmental Value" can be identified, employees will use the City's existing purchasing form to provide an explanation to the Finance department with reasons why a

City of Menlo Park		City Manager Policy	
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product or service was selected, such as a product not having an environmentally-preferable alternative available or if the purchase of a product is necessary to respond to an emergency.

***Special Note:** Some environmentally preferable products or services may cost slightly more when compared to non-environmentally preferable products and services. Under this circumstance the employee is authorized to pay the higher cost in order to comply with this policy. However, if the product or service is extremely cost prohibitive, the employee shall consult with the Environmental Programs Department for review.*

Bid Specifications

Include Environmentally Preferable Products (EPP's) and Services specifications and Eco-Label certification in City solicitations, and provide evaluation and award preference to vendors for Environmentally Preferable Products or standards, unless they (1) are not available with reasonable competition, (2) are not available within a reasonable timeframe, or (3) do not perform as required for the City's intended use.

Monitoring and Training

The City of Menlo Park will establish an Environmentally Preferable Purchasing team (EPP Team) to assist with the implementation of this policy. The EPP Team will consist of a representative from the City Manager's Office, Finance, Police Department, Personnel, Management Information Systems (MIS), Planning, Building, Community Services, Library, Environmental Programs, Engineering, and Maintenance that is responsible for making purchasing decisions.

The EPP Team will:

- 1) Formulate a plan to implement this policy
- 2) Identify Environmentally Preferable Purchasing Standards
- 3) Develop a strategy to educate City employees about the policy
- 4) Facilitate departmental use of Environmentally Preferable Products and Services through internal training, information dissemination, development of internal procedures, and other means
- 5) Require liaisons and/or appropriate staff to attend and participate in product-specific end user group meetings and environmentally preferable purchasing trainings
- 6) Review this policy every year and present any recommendations to the City Manager or City Council

To ensure the success of this policy, the Environmental Programs department will facilitate an annual green purchasing training seminar for City staff and submit an annual report to the City Manager and City Council that will include data on staff purchasing trends, types of products purchased, quantities, costs, environmental attributes, and reasons for not choosing a product. The annual report will also summarize the implementation of this policy, policy related goals for the following year, and recommended changes, if any, to the policy or its implementation.



City of Menlo Park

Proposal Packet:
Janitorial Services

Still Here, Still
Significant!

Serving The
Bay Area Since

1987!



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June 4, 2026

City of Menlo Park
701 Laurel Street
Menlo Park, CA 94025

RE: Letter of Introduction – RFP for Janitorial Services

Dear Anthony,

Significant Cleaning Services LLC is pleased to submit our proposal to provide comprehensive janitorial services for the City of Menlo Park. Established in 1987, our firm brings nearly four decades of institutional knowledge and operational stability. We have vast expertise in maintaining critical public and commercial facilities to the highest standards of sanitation, safety, and professionalism.

We fully understand that the City of Menlo Park requires a highly reliable, detail-oriented janitorial partner to service its administrative, operational, and public-facing facilities. Based on our thorough review of the Request for Proposals (RFP), we understand the core scope demands seamless execution of daily, weekly, and periodic deep-cleaning tasks.

Our key qualifications include:

- **39 Years of Industry Excellence:** Since 1987, we have successfully managed high-traffic, secure facilities, perfecting our operational workflows and transition processes.
- **Green Cleaning Practices:** We exclusively utilize eco-friendly, Green Seal-certified products and advanced HEPA-filter vacuums, aligning perfectly with ACWD's commitment to environmental sustainability.
- **Proactive Communication:** Our dedicated account managers are available 24/7, ensuring rapid response times and seamless adaptability to your facility's changing needs.

We are fully prepared to commit the necessary staffing, equipment, and management oversight to ensure a seamless transition and sustained excellence. Thank you for the opportunity to bid on this contract. We look forward to the possibility of a successful partnership.

Sincerely,

Eduardo Cardoza

Sr. VP of Finance



Company History and Background

Headquarters/Location: 148 E Virginia St. suite 1 San Jose, CA 95112

Significant Cleaning Services (SCS) is currently an S Corporation specializing in Commercial Janitorial Cleaning and was established in 1987 by Larry and Diane Lovaglia and is still owned by the Lovaglia family to date. The current CEO is Anthony Lovaglia who joined full time in 2009.

During our 30 years in business, we have grown to one of the more competitive janitorial companies in the Greater Bay Area. We currently employ over 210 professionals and clean over three million square feet of offices, medical offices, warehouses, and R&D.

Here at Significant Cleaning Services (SCS), we take great pride in the services we provide. Our management are steady, reliable personnel that have been employed with our company for many years. We feel this is our greatest benefit to our customers, as they can rely on the continuance of the same reliable professionals for each cleaning service provided. SCS' main line of business is a consistent split between the Janitorial Division and the Windows/Pressure Washing Division with the Maintenance Division showing growth potential. Although SCS is based in San Jose, our services are provided primarily in the Bay Areas and Northern California Peninsula. Our mission is to continue growing as a professional cleaning and maintenance organization that will continue to believe that our strongest and most important asset is the professionals that work for our organization.

The next important asset to our continued success is our relationships with our vendors and community organizations. We have built sole relationships with such organizations as Home Depot Pro, Leavitt Pacific, and Liberty Lighting. We are members of such community organizations as BOMA Silicon Valley, IFMA Silicon Valley, and continue to donate to Little Italy San Jose every year and our CEO Anthony Lovaglia is currently on the Executive Board.



Mission Statement

We strongly believe that our biggest assets are our employees. We have many employees that have been with our organization for ten plus years. We believe the consistent employment of our professionals is what sets us apart. Our employees embrace our standards of conduct and understand how important our customers are to the growth and continuance of our company.

Our company provides a competitive incentive program for those full-time employees that work 30 hours minimum per week work shift.

It is our hope that you give us a chance to show you the professional cleaning Significant Cleaning Services can provide. We thank you again for your consideration of our many cleaning and maintenance services



Software used by SCS daily

SCS uses BlueFolder to create and close work orders, equipment inventory, and detailed financial reports. These reports include but not limited to; cost v profit, average equipment use and total labor used for each job.



SCS has changed from Time Works Plus to utilize Deputy for time keeping scheduling and day to day communication and tasks with our employees. Deputy is available through the Apple Store and Google Play for our employees. Employees are reimbursed for the use of the app; GPS geo-fencing is available to make sure employees clock in at the work location and fulfill their scheduled shift.

SCS is available to schedule online meetings and have direct communication with our customers via Microsoft Teams. We can create our own private team for real time communication and schedule meetings with our clients that will show on our shared calendar.





Proposer's Qualifications and Experience

1) Company Qualifications, Experience and Key Personnel

Significant Cleaning Services LLC is a premier commercial janitorial firm established in 1987. For 39 years, we have delivered high-quality, compliant maintenance solutions to public agencies and municipal utilities.

- **Corporate Headquarters:** 148 E. Virginia Street, Suite 1, San Jose, CA 95112.
- **Total Staff Infrastructure:** 195 total employees (175 on-site custodians/supervisors; 20 administrative/safety staff).
- **Organizational Divisions:** Divided into Executive Leadership, Operations, Safety & Compliance, and On-Site Service Teams.

General Operational Structure & Personnel

- **Direct Accountability Model:** The City of Menlo Park will be assigned a dedicated Account Manager as a single point of contact.
- **Real-Time Oversight:** Field supervisors utilize cloud-based mobile tracking software to audit and log task completion daily.
- **Management Personnel:** Seasoned industry veterans with extensive histories managing multi-site public agency contracts.
- **Technical Personnel:** In-house specialty teams trained in advanced floor care, pressure washing, and biohazard sanitation, eliminating the need for unvetted third-party subcontractors.

Since 1987, our firm has specialized in high-security, heavy-foot-traffic public complexes. We have successfully managed contracts identical in scope and complexity to the City of Menlo Park for:

- **Municipal Water & Utility Districts:** Maintaining operations under strict environmental safety mandates.
- **City & County Government Complexes:** Servicing public lobbies, administrative offices, and secure facility zones.
- **Critical Infrastructure & Corporate Headquarters:** Delivering zero-disruption night custodial services for 24/7 facilities.

Significant Cleaning Services LLC offers unique advantages that guarantee a superior tier of service for the City of Menlo Park:



- **Institutional Stability:** Our 39-year operating history provides an unshakeable financial and resource foundation.
- **Geographic Proximity:** Centralized in San Jose, our logistical lines to Menlo Park guarantee rapid emergency dispatch.
- **Rigorous Security Compliance:** All personnel undergo background vetting and are trained in complex key-custody workflows.
- **Green Cleaning Expertise:** We utilize 100% Green Seal-certified products to eliminate chemical runoff, protecting local water.

2) Technical Competence, Business Operations and Key Personnel

Significant Cleaning Services LLC maintains an industry-low turnover rate across our 175 field employees through a structured development model:

- **Top-Tier Compensation:** Offering competitive hourly wages and medical benefits to attract long-term, professional staff.
- **Structured Advancement:** Providing clear career paths from custodian to supervisor to promote employee loyalty.
- **Rigorous Training:** Mandatory initial and monthly courses on OSHA safety, HAZCOM, and Green Seal procedures.
- **Burnout Prevention:** Utilizing automated scheduling software to balance workloads and ensure consistent service.

The following individuals are assigned to the City of Menlo Park account.

- **Alex Reyes – Dedicated Account Manager**
 - **Experience:** 7 years of direct experience as a commercial janitorial Operations Manager.
 - **Expertise:** Specializes in large-scale labor deployment, public agency contract compliance, and quality auditing.
- **Jose Luis Gomez –Evening Supervisor**
 - **Experience:** 10+ years of supervisory experience; proudly with our firm since 2023.
 - **Expertise:** Elite expertise in high-security utility lockup, Green Seal safety standards, and nightly crew leadership.
- **Gisela Garcia – Day Time Supervisor**
 - **Experience:** 5+ years of supervisory experience; proudly with our firm since 2017.
 - **Expertise:** Elite expertise in high-visibility tenant relations, occupied-space safety protocols, and dynamic day porter coordination.



Our active portfolio proves our capability to handle diverse and complex public facilities:

- **Municipal Utility Hubs:** Managing facilities under strict environmental laws and secure access boundaries.
- **Government Administrative Complexes:** Servicing multi-building sites ranging from 40,000 to 75,000 square feet.
- **High-Security Sites:** Maintaining properties requiring intensive background vetting and zero-error lockup workflows.

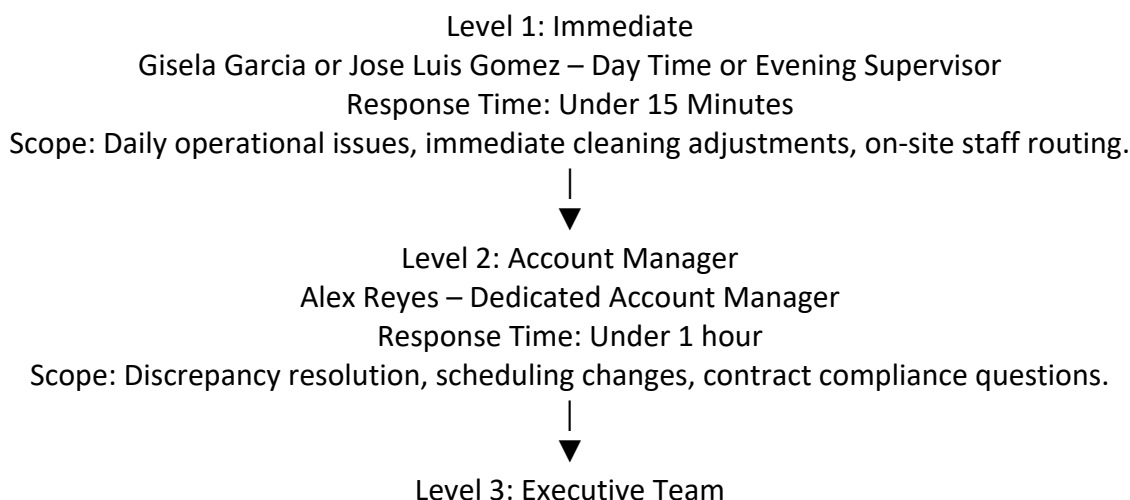


Approach to Scope of Services

Significant Cleaning Services LLC utilizes a systematic, task-driven approach to execute the requirements of the scope of work. We understand that the City of Menlo Park demands a sanitary, safe, and professional environment across administrative, public-facing, and secure operational areas.

- **Service Delivery Model:** We translate the City of Menlo Park Service Matrix into specific, computerized checklist routes for our nightly custodial crews.
- **Zones of Focus:** We separate public lobbies, high-risk contamination areas (restrooms, breakrooms), and restricted administrative offices into distinct task zones to prevent cross-contamination.
- **Environmental Safety:** In alignment with the City of Menlo Park requirements, 100% of daily cleaners are Green Seal certified, protecting both indoor air quality and local watersheds.
- **Tiered Inspections:** Supervisors Gisela Garcia and Jose Luis Gomez will conduct weekly walkthroughs. Account Manager Alex Reyes performs weekly unannounced comprehensive facility audits.
- **Corrective Action Protocol:** Any deficiency identified by the City of Menlo Park or our internal team is logged, routed to the night crew immediately, and resolved within 2 hours.

To ensure seamless issue resolution, we provide a clear, non-automated chain of command. If a service issue arises, the City of Menlo park management follows this direct communication pathway:





Anthony Lovaglia, CEO, will work with the Operations team.

Response Time: Same Day

Scope: Formal contract amendments, permanent staffing adjustments, emergency scaling.

We guarantee a zero-disruption transition from the incumbent provider using a structured 30-day phase-in schedule:

- **Days 1–10 (Site Assessment & Security):** Alex Reyes conducts facility walkthroughs, maps secure access perimeters, and coordinates background checks and badge access with the City of Menlo Park administration.
- **Days 11–20 (Resource Deployment):** Deliver and station all commercial equipment, Green Seal chemicals, and safety data sheets (SDS) on-site. Formulate specific route schedules.
- **Days 21–30 (Staff Orientation & Dry Run):** Conduct on-site safety and layout orientation for the custodial team. Execute a complete "dry run" cleaning shift under the supervision of Jose Luis Gomez.
- **Day 31 (Go-Live):** Seamless transition to full contract execution with zero service gaps.

With an active workforce of 175 field employees, our resource depth allows us to handle sudden absences and emergency service requests easily.

- **Back-up Staffing Pool:** We maintain a dedicated team of "on-call" floating custodians who are fully vetted and trained. If a regular team member calls out, a replacement is dispatched immediately, ensuring no service gaps occur at the City of Menlo Park. All "on-call" staff will have gone through the City's background check and be eligible to work at the location.
- **24/7 Emergency Technical Crew:** We maintain a mobile rapid-response truck equipped with commercial water extractors, high-volume air movers, and specialized sanitization tools.
- **Emergency Response Guarantee:** In the event of an emergency our emergency crew will arrive at any of the City of Menlo Park's facility within **60 minutes** of dispatch, 24 hours a day, 365 days a year.

PROPOSER INFORMATION FORM

Public Works
701 Laurel St., Menlo Park, CA 94025
tel 650-330-6740



Instructions

Provide the information requested below or indicate "not applicable, if appropriate. Additional sheets may be attached. All questions must be answered.

Proposer information

1. Number of years of continuous business operation performing janitorial service? 39 years

2. Proposer is a:

☐ California Corporation

☐ Corporation organized under the laws of the State of _____
with head offices located at _____,
and offices in California at _____.

☒ Limited Liability Company

List name of managing member(s): Larry Lovaglia, Diane Lovaglia, and Anthony Lovaglia

☐ Sole Proprietorship _____

☐ Partnership

☐ Limited Liability Partnership

List names of general partners; state which partner or partners are managing partner(s)

☐ Other (attach Addendum with explanatory details)

3. Provide the **total number** of square feet cleaned by your company under your 2026 agreements.

4,160,210 square feet per day

4. How many full-time employees do you currently have? 153 employees

5. How many supervisors? 6

a. How many supervisors have:

1 Less than 3 year's supervisory experience

2 3-5 year's supervisory experience

3 More than 5 year's supervisory experience

6. Effective communication between Contractor's employees and City staff is required.

How will you address this requirement?

a. For supervisors: Both Gisela Garcia and Jose Luis Gomez will be available to the City Staff,
Alex Reyes will still be the main point of contact

b. For janitorial staff: Supervisors will relay the information to the staff, if needed to communicate directly then
supervisors will introduce staff to the City members they need to communicate with.

7. Describe frequency, types, and amount of training for:

- a. Initial training – new employees Staff is trained for at least the first five days of work, working along the supervisor to make sure expectaions are met.
- b. Ongoing training – current staff Monthly inspections are done and retraining is done if needed. Corrective actions from missed tasks will lead to retraining for five days with the supervisor.

8. Is your firm familiar with Recology San Mateo County? X Yes ___ No

Operation plan

1. Provide an organization chart outlining your management hierarchy (attached).

2. Does your company have a documentable Quality Control, Assurance and Improvement Program? If so, please describe.

Attached on page 8 approach to scope services.

3. Describe your implementation/start up plan(s) for this proposal.

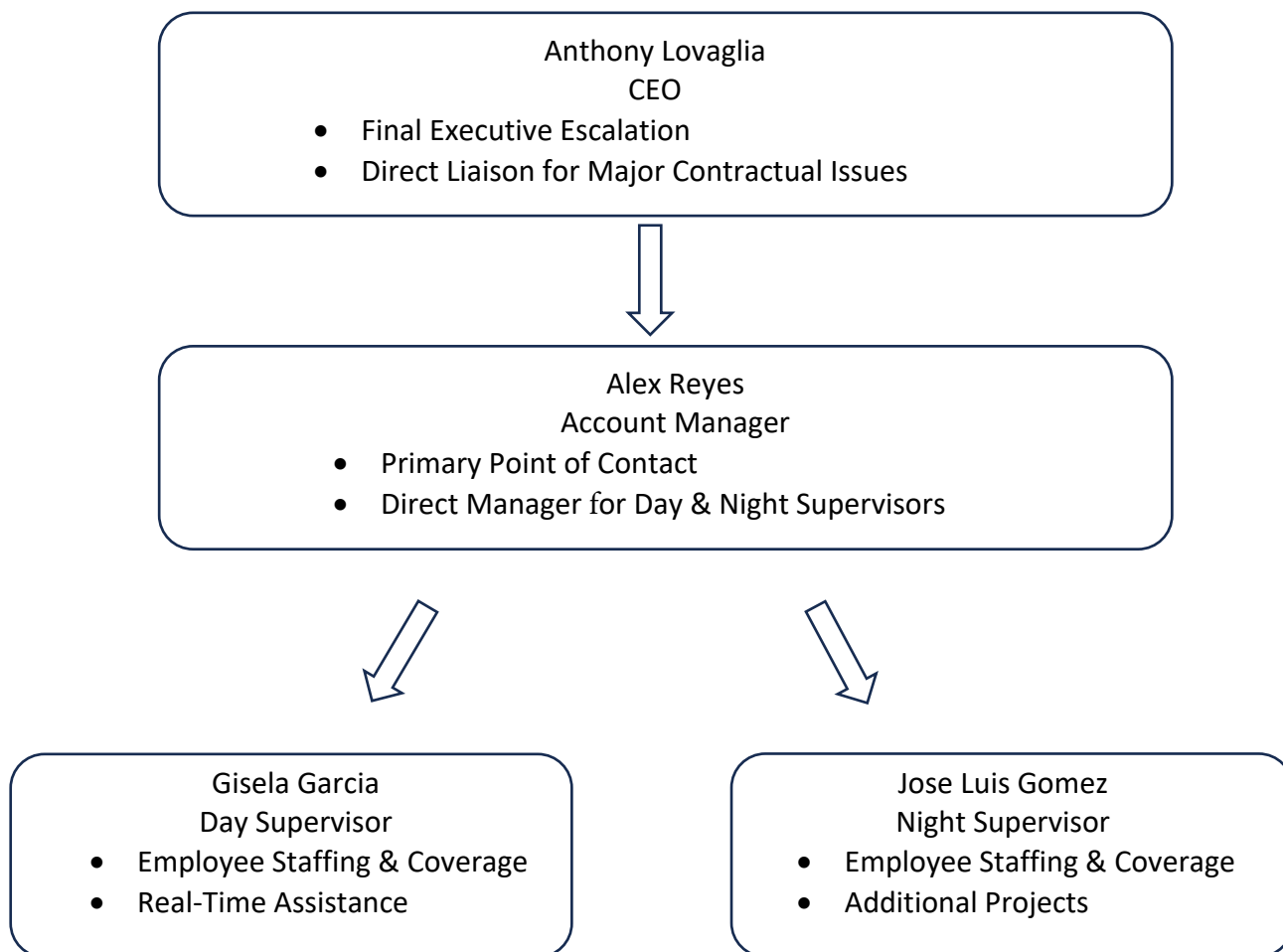
Attached on page 8 approach to scope services.

4. Describe how your company provides relief personnel for employees who do not show up for work.

Attached on page 8 approach to scope services.



Organizational Chart



WORK REFERENCES

Public Works
701 Laurel St., Menlo Park, CA 94025
tel 650-330-6740



Background	
Provide locations and contact information regarding at least three (3) projects or services that have been completed by your company in the last five (5) years within the San Francisco Bay Area. Examples are to be of a similar type of work you are bidding on and with a public agency. Please provide a list of references on a separate sheet of paper if different than the ones listed below.	
Project I	
Agency name and location:	CoreSite, multiple locations San Jose/Santa Clara
Contact person's name:	Matthew Orozco, Senior Manager
Contact phone number:	408-918-4305
Contact email address:	matt.orozco@coresite.com
Year performed:	10 years
Type of work performed:	Janitorial and Day Porter Services
Contract amount:	\$815,964
Project II	
Agency name and location:	Harvest Properties, 333 W. San Carlos Street, San Jose, CA 95110
Contact person's name:	Andrew Breault, Property Manager
Contact phone number:	510-947-1766
Contact email address:	abreault@harvestproperties.com
Year performed:	1.5 years with Harvest, 10 years at the location
Type of work performed:	Janitorial and Day Porter Services
Contract amount:	\$523,496 (varies due to occupied square footage)
Project III	
Agency name and location:	CBRE Cooley, 3175 Hanover Street, Palo Alto, CA 94304
Contact person's name:	Angie Zepeda-Castillo, Assistant Real Estate Manager
Contact phone number:	408-790-5488
Contact email address:	angie.zepeda@cbre.com
Year performed:	7 years in July
Type of work performed:	Janitorial and Day Porter Services
Contract amount:	\$419,000
Signature	
Print name: Eduardo Cardoza	
Signature: <i>Eduardo Cardoza</i>	
Date: June 4, 2026	

RATE SHEET

Public Works
701 Laurel St., Menlo Park, CA 94025
tel 650-330-6740



Background							
Each proposer must attach as a separate sheet a spreadsheet listing all types of workers that may perform work on this contract and identifying their hourly rate of pay. All blank spaces must be filled out. If an item does not apply, enter "N/A."							
City buildings							
Contractor shall provide the hours of service at the minimum service level. The hours estimated by the proposer to perform the work as specified herein will be compared against the City's estimate.							
Location names	Address	Approximate square footage	Service frequency	Number of staff	Hours per day	Cost per week	Annual cost
City Hall (1 st and 2 nd floor, including breakroom)	701 Laurel St.	55,264	5 days Monday – Friday	1	6	\$1,846.15	\$96,000.00
Police Department (Basement, Dispatch and Records, lobby, City Hall 2 nd floor exercise room and adjacent restrooms)			7 days	1	2	\$807.69	\$42,000.00
Council Chambers	751 Laurel St.	4,225	5 days Mon. – Fri.	1	1	\$461.54	\$24,000.00
Menlo Children's Center	801 Laurel St.	12,409		1	2	\$576.92	\$30,000.00
Menlo Park Library	800 Alma St.	33,470	7 days	1	5.5	\$1,730.77	\$90,000.00
Arrillaga Family Gymnasium	600 Alma St.	22,395		1	4	\$1,153.85	\$60,000.00
Arrillaga Family Recreation Center	700 Alma St.	16,579		1	3	\$1,038.46	\$54,000.00
Arrillaga Family Gymnastics Center	501 Laurel St.	17,250		1	3	\$1,038.46	\$54,000.00
Public Works Corporation Yard	333 Burgess Dr.	14,740	5 days Mon. – Fri.	1	1	\$651.54	\$24,000.00

EXHIBIT A-1

Belle Haven Child Development Center	410 Ivy Dr.	6,980		1	2	\$651.54	\$24,000.00
Police Neighborhood Service Center	871 Hamilton Ave.	1,938	3 days Mon./Wed./Fri.	1	0.5	\$230.77	\$12,000.00
Belle Haven Community Campus	100 Terminal Ave.	37,000	7 days	1	6.5	\$1,615.38	\$84,000.00
Belle Haven Pool Facilities				1	0.5	\$230.77	\$12,000.00
Total cost for city buildings							
Park restrooms							
Location names	Address	Approximate square footage	Service frequency	Number of staff	Hours per day	Cost per week	Annual cost
Burgess Park	701 Laurel St.	300	7 days	1	0.5	\$138.46	\$7,200.00
Jack Lyle Park	620 Fremont St.	300		1	0.5	\$138.46	\$7,200.00
Kelly Park	100 Terminal Ave.	300		1	0.5	\$138.46	\$7,200.00
Nealon Park	800 Middle Ave.	235		1	0.5	\$138.46	\$7,200.00
Willows Oaks Park	490 Willow Rd.	300		1	0.5	\$138.46	\$7,200.00
Total cost for park restrooms							
Miscellaneous services							
Service description				Hourly rates			
Deep cleaning				\$ 70.00			
Emergency and after-hour rate				\$ 110.00			
Agreement cost							
Include all labor, materials, and equipment necessary to perform the Scope of Work listed in the RFP.							
Number of year		Date			Cost of servicing buildings and restrooms		
Year 1		July 1, 2026 – June 30, 2027			\$642,000.00		
Year 2		July 1, 2027 – June 30, 2028			\$667,680.00		
Year 3		July 1, 2028 – June 30, 2029			\$694,387.00		