

EXHIBIT B – CLEANING SPECIFICATIONS & AMENITIES of EACH FACILITY

The City of Pleasanton is seeking a dedicated service provider to deliver janitorial services across a range of facilities, including government buildings, recreational buildings, and public restrooms. This partnership aims to maintain high standards of cleanliness and hygiene in line with government expectations by providing a clean and safe environment for all building occupants.

FACILITIES OVERVIEW:

- **Government/Admin Buildings:** Includes key infrastructures such as the City Library, Civic Center, Fire Station, Police Stations, and various administrative and operational buildings, totaling 16 facilities and 122,935 square feet (**see Attachment II**)
- **Recreational Buildings:** Covers facilities like the Aquatic Center, Amador Rec Center, Cultural Arts Building, Firehouse Arts Center, Gingerbread Preschool, Senior Center and Veterans Hall, totaling 11 buildings and 84,995 square feet (**see Attachment II**)
- **Public Restrooms:** Located in parks and public spaces, including Amador Park Restroom, Muirwood Restroom, and several restrooms in Bernal Community Park and the Sports Park, totaling 16 restrooms; with 76 toilets, 57 sinks, and 27 urinals (**see Attachment III**)

EXPECTATIONS AND GOVERNMENT STANDARDS:

The City of Pleasanton expects a clean and safe environment in all its facilities, which is crucial for the well-being of the public and city employees. To this end, the Contractor is expected to uphold stringent cleanliness and sanitation standards that align with government regulations. These expectations are to be met on a consistent and on a daily basis.

CLEANLINESS AND SANITATION REQUIREMENTS:

1. General Cleanliness

- **All Areas:** Every area within the facilities, including common areas, restrooms, kitchens, and specialized spaces, must be cleaned and free of dirt, dust, debris, and unpleasant odors. This includes, but is not limited to, floors, walls, ceilings, windows, and furniture.

2. Safety and Presentability

- **Safe Environment** – All cleaning practices must prioritize the safety of both the janitorial staff and the building occupants. This includes the proper use and storage of cleaning chemicals, ensuring wet floors are marked to prevent slips and falls, and promptly addressing any hazards.
- **Presentability** – Facilities must be kept in a state that is welcoming and visually appealing. This involves maintaining clean and polished surfaces, ensuring all areas are well-organized, and addressing any issues that could detract from the facility's appearance.

DEFINITIONS OF AREAS TO BE CLEANED:

Common Area – A common area in a government/recreational/park facility refers to any space that is shared and accessible to all employees and visitors. This includes, but is not limited to:

- **Lobbies and Entrances** - Areas where people enter and exit the building
- **Hallways and Corridors** - Pathways that connect different rooms and sections of the building
- **Waiting Areas/Lounges** – Spaces where visitors can sit while waiting for services or appointments
- **Elevator Lobbies** – Areas around elevators where people wait for or exit the elevator
- **Stairwells** – Spaces within the building used for moving between floors

Other Identified Areas within a City owned Facility:

- **Admin Offices** – Either private offices, cubicle settings, or an open floor plan with employee workstations (desk, office chairs, computers); also includes copier/printer rooms/storage cabinets
- **Meeting and Conference Rooms** – Rooms used for meetings, conferences, and other gatherings
- **Restrooms** - Refers to any room/facility equipped with toilets, urinals, sinks, locker room, and often includes additional facilities such as baby changing stations
- **Kitchen:** is a designated area equipped with appliances and facilities for preparing and storing food and beverages. This includes:
 - **Break Room/Employee Kitchens:** Areas provided for staff to prepare and store their meals, typically equipped with refrigerators, microwaves, sinks, and sometimes stoves and ovens.
 - **Commercial Kitchens:** Larger kitchens designed to prepare and serve meals for a significant number of people, often found in buildings with on-site dining facilities

These definitions help distinguish the different types of spaces within the buildings, ensuring clarity in janitorial service requirements and standards.

ADDITIONAL SPECIFIC AREAS THAT ARE UNIQUE THAT WILL BE SERVICED:

Firehouse Arts Center:

- **Lobby Area** - Space where patrons gather before and after performances
- **Concession Area** - Space where snacks and beverages are sold
- **Auditorium** - The seating area where audiences watch performances (Sound Booth)
- **Dressing Rooms** - Space for performers to change clothes and store personal items
- **Green Room** - Special Space for headliner to change clothes and store personal items

Recreation Centers:

- **Activity Rooms** - Spaces for various classes, programs, and community events
- **Outdoor Patio** - Outdoor area adjacent to the facility that has picnic tables, BBQ Pit, and trash receptacles

Police Station:

- **Dispatch Records Area** - Office Space for dispatch employees to greet the public
- **Squad Rooms** - Shared spaces where officers gather for briefings and assignments
- **Interview Rooms** - Areas used for interviewing witnesses and suspects
- **Public Service Areas/Lobby** - Spaces where the public interacts with police services
- **Locker Rooms** - Spaces where employees can change clothes, shower, and store personal items
- **Holding Cells** – 3 Juvenile holding cells
- **Fitness Center** - Area with exercise equipment and facilities

Senior Center:

- **Main Hall** - Large spaces for social events, activities, and programs
- **Activity Rooms** - Spaces for various classes, programs, and community events
- **Game Rooms** - Areas designated for games and recreational activities
- **City Serve** - Office spaces, kitchen/break room, 3 restrooms, Activity room that is contracted out by a non-profit service provider
- **Lounges/Lobby** - Comfortable spaces for relaxation and socializing
- **Outdoor Patio** - Outdoor area adjacent to the facility that has picnic tables and trash receptacles

Aquatic Center:

- **Locker Rooms** - Spaces where employees and patrons can change clothes, shower and store personal items
- **Exterior Showers** - 16 exterior showers located on Pool decks

Library:

- **Main Floor** – Large open space that houses books, videos, computer stations, kiosk, etc.
- **Study Rooms** – 8 Small rooms for patrons to study quietly, with hard surface countertop and two chairs

DAILY REQUIREMENTS:

1. Common Areas:

- Sweep, mop, and vacuum – floors shall be free of any debris
- Empty all trash receptacles
- Clean glass doors and windows as needed
- Dust surfaces including furniture, ledges, and vents as needed

2. Restrooms/Locker Rooms:

- Re-Stock all products as needed
- Clean and disinfect toilets, urinals, sinks, and countertops
- Mop floors with a disinfectant solution

- Clean and disinfect shower areas
- Clean mirrors and other glass surfaces
- 3. Admin Offices and Workspaces (Squad Room/Interview Rooms):**
 - Empty trash bins as needed
 - Vacuum carpets as needed
- 4. Break Rooms/Employee Kitchens/Commercial Kitchens/Concession:**
 - Re-Stock all products as needed
 - Clean and disinfect countertops, sinks, and tables
 - Empty all trash
 - Clean appliances (microwave, refrigerator, coffee machines)
 - Mop floors with a disinfectant solution
- 5. Activity/Game Rooms**
 - Empty trash bins as needed
 - Vacuum carpets as needed
- 6. Main Halls**
 - Re-Stock all products as needed
 - Empty all trash
 - Clean Floors – Dust Mop and spot mopped. If Main Hall floor has maple hardwood floor needs to be dust mopped and then damp mopped with as little water as possible. (Contract Administrator will provide further instructions).
 - Clean glass and windows as needed
- 7. Auditorium/Sound Booth**
 - Clean Floor – floor shall be free of any debris
 - Ensure all aisles and under seating are free of any debris
 - Empty all Trash (Sound Booth included)
 - Vacuum carpet as needed (Sound Booth & 2nd Floor of theater)
- 8. Outdoor Patio Area**
 - Re-Stock all products as needed
 - Empty all trash receptacles
- 9. Entry Ways of All Facilities**
 - Shall be free and clear of all debris and cobwebs
 - Clean glass and windows as needed

FACILITY LOGISTICS & AMENITIES

Facility Type: Admin Building	Civic Center – Central Services
Address	157 Main Street
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Monday – Friday, 8am – 5pm
Time of Service	Monday – Friday, 6pm – 7am
Square Footage	7,000
Amenities	Admin Offices, Common Areas, Break Room, 3 Conference Rooms, 2 Restrooms,

Special Instructions: Do not clean upstairs.

Facility Type: Admin Building	Civic Center – Annex
Address	123 Main Street
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Monday – Friday, 8am – 5pm
Time of Service	Monday – Friday, 10pm – 6am
Square Footage	7,528
Amenities	Admin Offices, Common Areas, 2 Restrooms, Break Room, 1 Conference Rooms,

Special Instructions: Contract Administrator will discuss scheduling due to late Special City Manager meetings.

Facility Type: Admin Building	Civic Center – Annex I.T. Modular
Address	123 Main Street
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Monday – Friday, 8am – 5pm
Time of Service	Monday – Friday, 6pm – 7am
Square Footage	2,000
Amenities	Admin Offices, Common Areas, Break Room, 1 Conference Room

Special Instructions: N/A

Facility Type: Admin Building	Civic Center – Main Building
Address	200 Old Bernal Avenue
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Monday – Friday, 8am – 5pm
Time of Service	Monday – Friday, 10pm – 6am
Square Footage	14,353
Amenities	Admin Offices, Common Areas, Break Room, 3 Conference Rooms, 4 Restrooms, Council Chambers

Special Instructions – cleaning for council chambers, theater style seating. Potential for late night meetings, no cleaning while meetings are in session near council chambers area.

Facility Type: Admin Building	Civic Center – Human Resources Modular
Address	200 Old Bernal
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Monday – Friday, 8am – 5pm
Time of Service	Monday – Friday, 6pm – 7am
Square Footage	2,500
Amenities	Admin Offices, Conference Room, Common Areas, Restroom, Break Room

Special Instructions: N/A

Facility Type: Recreational Building	Alviso Adobe Milking Barn
Address	3465 Old Foothill Road
Frequency	7-Day Service – during summer months & 5-Day Service Fall – Spring (Wed – Sun); seasonal programming – no service for all City Holidays
Normal Operating Hours	Tuesday – Sunday, 8am – 5pm
Time of Service	Tuesday – Sunday, 6pm – 7am
Square Footage	3,500
Amenities	Admin Office, 2 Restrooms, Activity Room

Special Instructions: Main Floor is cement in the Activity Room only needs to free of debris. Service for the Milking Barn and adjacent restrooms only.

Facility Type: Recreational Building	Amador Recreation Center
Address	4455 Black Avenue (behind the Dolores Bengtson Aquatic Center)
Frequency	5-Day Service – during summer months & 3-Day service Fall – Spring (Tuesday – Thursday); no service for all City Holidays
Normal Operating Hours	Schedule will vary based on Seasonal Programs & Rentals
Time of Service	Based on Program & Rental Calendars provided by Library & Rec
Square Footage	2,105
Amenities	Main Hall, Commercial Kitchen, 2 Restrooms, Outdoor Patio & BBQ Pit

Special Instructions: Main Hall to be wet mopped and sanitized including resilient tile. This facility is also categorized as a rental location.

Facility Type: Recreational Building	Cultural Arts Building
Address	4477 Black Avenue
Frequency	7-Day Service; subject to change based on Seasonal Programming – no service for all City Holidays
Normal Operating Hours	Schedule will vary based on Seasonal Programs
Time of Service	Based on Program Calendars provided by Library & Rec
Square Footage	3,200
Amenities	2 Activity Rooms, 2 Restrooms, Common Areas

Special Instructions: Mirrors and Windows to be cleaned as Needed in the Activity Room (Dance Studio). Floor in Activity Room (Pottery Studio) to be wet mopped as needed.

Facility Type: Recreational Building	Dolores Bengtson Aquatic Center
Address	4455 Black Avenue
Frequency	7-Day Service, does not vary, closed during certain holidays only
Normal Operating Hours	Every Day, 5am – 10pm
Time of Service	All Days, 11pm – 4am
Square Footage	9,625

Amenities	Admin Offices, 1 Conference Room, Common Areas, 4 Restrooms/Locker Rooms, Break Room, 16 Exterior Showers
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Special Instructions: This location will most likely be “Deep Cleaned - Locker Rooms” once a month. During Special Events (Swim Meets), Contractor may be asked for additional services.

Facility Type: Admin Building	Fire Station #1 – Admin
Address	3560 Nevada Street
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Monday – Friday, 8am – 5pm
Time of Service	Monday – Friday; 6pm – 7am
Square Footage	9,845
Amenities	Admin Offices, 2 Conference Rooms, Common Areas, 2 Restrooms, 2 Locker Rooms, 2 Break Rooms, 2 Stairwells, Elevator

Special Instructions: Fire Station and Apparatus Bay are not included for janitorial services.

Facility Type: Recreational Building	Firehouse Arts Center
Address	4444 Railroad Avenue
Frequency	5-Day Service, does not vary; weekends subject to change based on performances, no service for all City Holidays
Normal Operating Hours	Monday – Friday 8am – 10pm, Weekend Shows/Events will vary based on monthly calendar provided by Library & Rec
Time of Service	Based on Programs & Show Calendars provided by Library & Rec
Square Footage	22,000
Amenities	Admin Offices, Break Room, Concession Stand, Common Areas, 5 Restrooms, Gallery, Auditorium, 2 Activity Rooms, 2 Stairwells, Elevator, 2 Dressing Rooms with Restroom in each, Green Room

Special Instructions: Weekend Schedule will have reduced locations. Gallery Floor is a maple hardwood floor - Gallery floor shall be dust mopped and then damp mopped with as little water as possible. Do Not dust or touch artwork on display.

Facility Type: Recreational Building	Gingerbread Preschool
Address	4333 Black Avenue
Frequency	5-Day Service for Fall – Spring; based on Programs during Summer Months – no service for all City Holidays
Normal Operating Hours	Monday – Friday, 8am – 5pm
Time of Service	Monday – Friday, 6pm – 7am
Square Footage	6,000 square feet
Amenities	Admin Offices, Commercial Kitchen/Breakroom, 4 Activity Rooms/Classrooms, 2 Restrooms, Common Areas, Mini Library

Special Instructions: Area rugs in the 4 classrooms will need to be steam cleaned periodically, these will be a “Special Request” made by Contract Administrator. Deep Clean – Frequency may occur twice a year during summer break and winter break in between programs.

Facility Type: Government Building	Joint Police Service Center
Address	6002 Stoneridge Mall Road
Frequency	7 – Day Service, does not vary, does not close for City Holidays
Normal Office Hours	7 days a week, 8am – 5pm
Time of Service	Coordinate with Contract Administrator
Square Footage	3,500 square feet
Amenities	Admin Offices, Lobby, Conference Room, Break Room, 2 Restrooms, 2 Locker Rooms/Changing Areas

Special Instructions: Janitorial staff must be cleared to work in this facility. BART Holding cell will not be cleaned by Contractor.

Facility Type: Recreational Building	Museum on Main
Address	603 Main Street
Frequency	2-Day Service, Monday & Thursday only, does not vary, no service for all City Holidays
Normal Operating Hours	Tuesday – Saturday, 10am – 4pm
Time of Service	Monday & Thursday, 5pm – 9am
Square Footage	4,700
Amenities	Admin Offices, 2 Galleries, Lobby, 2 Restrooms, Break Room

Special Instructions: N/A

Facility Type: Recreational Building	Nature House
Address	519 Kottinger Drive
Frequency	5-Day Service, Mon – Fri; subject to change based on programs – no service for all City Holidays
Normal Operating Hours	Schedule will vary based on monthly calendar
Time of Service	Based on Programs Calendars provided by Library & Rec
Square Footage	800
Amenities	Activity Room, Small Break Room, Restroom

Special Instructions: N/A

Facility Type: Recreational Building	Pleasanton Library
Address	400 Old Bernal Avenue
Frequency	7-Day Service, does not vary – no service for all City Holidays
Normal Operating Hours	Mon – Thur, 8am – 9pm, Fri & Sat 8am – 5pm, Sun 12pm – 5pm
Time of Service	All Days 10pm – 7am
Square Footage	32,802
Amenities	Admin Offices, Break Room/Kitchen, 5 Restrooms, 2 Conference Rooms, Main Floor, Lobby, 8 Study Rooms

Special Instructions: Deep Clean services will be performed at a minimum of twice a year.

Facility Type: Government Building	Pleasanton Police Department
Address	4833 Bernal Avenue
Frequency	7-Day Service; does not vary – Does not close for City Holidays
Normal Operating Hours	24 Hour Operation does not close
Time of Service	Will be coordinated with Police Chief and Contract Administrator
Square Footage	16,897
Amenities	Admin Offices, Common Areas/Lobby, Dispatch Records Area, 6 Restrooms, 2 Restrooms/Locker Rooms, Fitness Center, Stairwell, Elevator, 3 Conference Rooms, Squad Room, 2 Interview Rooms, 2 Break Rooms, 3 Juvenile Holding Cells

Special Instructions: For cleaning on weekends will have reduced locations. Dispatch area must be vacuumed with approved "Quiet" machine. Janitorial Staff assigned to the Police Department will have back ground check made before start of service. Private offices will be cleaned during daytime business hours by arrangement with the Chief of Police and Contract Administrator.

Facility Type: Recreational Building	Pleasanton Senior Center
Address	5353 Sunol Boulevard
Frequency	5 Day Service, with option of Weekend Service based on Rentals/Special Events; Closed for all City Holidays
Normal Operating Hours	Monday – Friday 8am – 10pm, Weekend Events will vary based on monthly calendar provided by Library & Rec
Time of Service	Mon – Fri 11pm – 7am; weekends based on calendar provided by Library & Rec
Square Footage	22,000
Amenities	Admin Offices, Common Areas/Lobby, Main Hall, Commercial Kitchen, 4 Classrooms/Activity rooms, 4 Restrooms, Outdoor Patio, City Serve Area

Special Instructions: This facility has rentals and special events that will have a special monthly calendar. For cleaning on weekends will have reduced locations. Main Hall floor is a maple hardwood floor - Main Hall floor shall be dust mopped and then damp mopped with as little water as possible.

Facility Type: Admin Building	Operations Services Center – Admin Building
Address	3333 Busch Road
Frequency	5-Day Service Mon - Fri, does not vary; weekend service needed, no service for all City Holidays
Normal Operating Hours	Mon – Fri, 7am – 5pm; Weekends 8am – 4pm subject to change based on scheduled training
Time of Service	Mon – Fri, 6pm – 6am; Weekends 8pm – 12am
Square Footage	10,410
Amenities	Admin Offices, Water Lab, Common Areas, Lobby, Break Room, 2 Conference Rooms, 1 Restroom, 2 Restrooms/Locker rooms, Fitness Center

Special Instructions: Weekend use varies with police and fire training, times and days vary and are subject to change, for weekend use only clean Remillard Room and Locker Rooms. Remillard room is subject to evening meetings during the week, if this occurs Contractor shall clean other locations and come back after meeting is adjourned.

Facility Type: Admin Building	Operations Service Center – Water Building
Address	3333 Busch Road
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Mon – Fri, 6am – 4pm
Time of Service	Mon – Fri, 5pm – 5am
Square Footage	2,500
Amenities	Admin Offices, Break Room/Kitchen, 2 Restrooms/Locker rooms, Conference/SCADA Room,

Special Instructions: Contractor is not responsible for cleaning services for large warehouse space

Facility Type: Admin Building	Operations Service Center – Sewer/Environmental Services
Address	3333 Busch Road
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Mon – Fri, 6am – 4pm
Time of Service	Mon – Fri, 5pm – 5am
Square Footage	2,500
Amenities	Admin Offices, Break Room, 1 Restroom, Common Area

Special Instructions: Contractor is not responsible for cleaning services for large warehouse space.

Facility Type: Admin Building	Operations Services Center – Streets & Signs Building
Address	3333 Busch Road
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Mon – Fri, 6am – 4pm
Time of Service	Mon – Fri, 5pm – 5am
Square Footage	3,000
Amenities	Admin Offices, Break Room/Kitchen, 2 Restrooms/Locker Rooms, Common Area, Sign Shop Area

Special Instructions: Contractor is responsible for Sign Shop smooth concrete floor. Contractor is not responsible for cleaning services for large warehouse space.

Facility Type: Admin Building	Operations Services Center – Parks Building
Address	3333 Busch Road
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Mon – Fri, 6am – 4pm
Time of Service	Mon – Fri, 5pm – 5am
Square Footage	1,500
Amenities	Admin Offices, Break Room, Common Areas, Conference/Training Room, 2 Restrooms/Locker Rooms

Special Instructions: Conference/Training room is located in the warehouse space this will require janitorial services. Contractor is not responsible for cleaning services for large warehouse space.

Facility Type: Admin Building	Operations Services Center – Support Services
Address	3333 Busch Road
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Mon – Fri, 6am – 4pm
Time of Service	Mon – Fri, 5pm – 5am
Square Footage	1,500
Amenities	Admin Offices, Break Room/Kitchen, Common Area, 2 Restrooms/Locker Rooms,

Special Instructions: Mechanic’s office and shop sink will need to be included as part of the daily routine. Contractor is not responsible for the cleaning of the other warehouse spaces.

Facility Type: Admin Building	Operations Services Center - Fire Training Tower
Address	3301 Busch Road
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Office Hours	Mon – Fri, 7am – 4pm
Time of Service	Mon – Fri, 5pm – 7am
Square Footage	5,100
Amenities	Admin Offices, 2 Conference/Training Room, Common Area, Stairwell, 2 Restrooms

Special Instructions: N/A

Facility Type: Recreational Building	Sports Park Tower – 2 nd Floor Only
Address	5800 Parkside Drive
Frequency	5-Day Service, does not vary, no service for all City Holidays
Normal Operating Hours	Monday – Friday, 8am – 5pm
Time of Service	Mon – Fri, 6pm – 8am
Square Footage	2,000
Amenities	Admin Offices, Conference Room, Restroom, 2 Stairwells, Elevator, Common Area

Special Instructions: N/A

Facility Type: Recreational Building	Veterans Memorial Hall
Address	301 Main Street
Frequency	4 – Day Service, Tue – Fri; subject to change, no service for all City Holidays
Normal Operating Hours	Schedule will vary based on Seasonal Programs & Rentals
Time of Service	Based on Program and Rental Calendars provided by Library & Rec
Square Footage	9,025
Amenities	Main Hall, 4 Restrooms, Commercial Kitchen, Common Areas/Lobby,

Special Instructions: This facility has rentals and special events for weekend use that will have a special monthly calendar. Main Hall floor is a maple hardwood floor - Main Hall floor shall be dust mopped and then damp mopped with as little water as possible.

Facility Type: Park Restrooms	Public Park Restrooms
Address	Various locations (see Park Restroom Attachment III)
Normal Operating Hours	Dusk to Dawn
Time of Service	One hour after Sun-down until Sunrise
Frequency	7-Day Service
Amenities/Fixtures	76 – Toilets, 57 – Sinks, 27 – Urinals, 16 – Entry Ways, Soap Dispensers, Hand Dryers, Baby Changing Stations

Special Instructions: Park Restrooms shall be cleaned seven days a week, year around except for the following holidays – New Years Day, Thanksgiving Day, and Christmas Day. Contractor is to lock the facility after the completion of cleaning. All Restrooms will be Deep Cleaned, once a month, coordination will take place with the Contract Administrator.