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***PUBLIC WORKS DEPARTMENT***

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**REQUEST FOR BIDS (RFB)  
#PWD 24-405**

**JANITORIAL SERVICES FOR CITY FACILITIES**

**Bid Due Date:**

**Friday August 2, 2024**  
by  
2:00pm

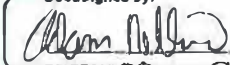
City Clerk's Office  
123 Main Street  
Pleasanton, CA 94566

[pleasantoncityclerk@cityofpleasantonca.gov](mailto:pleasantoncityclerk@cityofpleasantonca.gov)

**BID MAY BE DISQUALIFIED IF BID PACKAGE DOES NOT INCLUDE ALL REQUESTED DOCUMENTS AND DOES NOT ADHERE TO ALL OF GUIDELINES IN THIS DOCUMENT**

**APPROVED**

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DocuSigned by:  
  
Siew-Chin Yeong  
Director of Public Works

## I. INTRODUCTION

The City of Pleasanton is seeking bids from qualified vendors to submit for our Janitorial Services. With a commitment to maintaining our City's cleanliness and enhancing the quality of life for our residents and City staff. The City seeks to partner with dedicated service providers who share our vision for a vibrant and thriving community. Contractor will be responsible for cleaning a diverse portfolio such as the Operation Services Center, Fire and Police Stations, Civic Center, Library, the Senior Center & Veterans Hall that both include weekend rentals and special events, Aquatic Center, the Preschool, Performing Arts Theater, several Recreational Buildings and all City owned Public Restrooms within our parks system.

## II. SUBMITTAL PROCESS

Bid Proposals will be received by the City of Pleasanton City Clerk's office:

- In-person, Civic Center, at 123 Main Street, Pleasanton, CA 94566
- By mail to City of Pleasanton, P.O. Box 520, Pleasanton, CA 94566
- By Express Courier only, send to City Clerk's Office 123 Main Street
- By email to: [pleasantoncityclerk@cityofpleasantonca.gov](mailto:pleasantoncityclerk@cityofpleasantonca.gov)

**Deadline: Friday August 02, 2024**

Please reference the Title and Project Number for all Submittals

**“Janitorial Services”  
Project No. PWD 24-405**

Qualifications and Bid proposals shall include completed Bid Response Package with the following: Contractor Information, Work Experience, Scope of Services with Rate Sheet, and any Additional Information deemed relevant by the Contractor.

## III. PROCUREMENT SCHEDULE

EVENT	DATE/LOCATION
RFB Advertised	Friday, July 05, 2024
Mandatory Pre-Bid Conference	Tuesday, July 23, 2024 @ 9:00am at: Operations Services Center Remillard Room 3333 Busch Road Pleasanton, CA 94566
Written Questions Due	Wednesday, July 24, 2024, by 5:00 p.m.
Proposal Submittal Due Date	Friday, August 02, 2024 by 2:00 p.m. at: Pleasanton City Clerk PO Box 520 123 Main Street Pleasanton, CA 94566 <a href="mailto:pleasantoncityclerk@cityofpleasantonca.gov">pleasantoncityclerk@cityofpleasantonca.gov</a>
Council Consent Date	Tuesday, August 20, 2024
Contract Start Date	September 01, 2024

**Note:** Council consent and start dates are approximate.

#### IV. SCOPE OF WORK/SERVICES (see Exhibit A for further details)

The expectation of the scope of services is to maintain the government standards level of cleanliness for our facilities through a clear and concise outline of duties and their frequencies.

**All Routine Scheduled Services** - are outlined by building with all responsibilities clearly indicated as to expectations, hours of services and frequency (Exhibit B). A schedule will be provided of these locations on a month-to-month basis and will be provided at least a month in advance and may be subject to change.

**Special Events, Shows and Rentals (mainly weekends)** – the Amador Recreation Center, the Firehouse Arts Center, the Senior Center and Veterans Memorial Hall, Contractor will be provided with a monthly calendar on programmed events and will be provide at least a month in advance and may be subject to change.

**Park Restrooms** - shall be cleaned seven days a week throughout the year, with a few minor holidays exceptions will be New Years Day, Thanksgiving Day, and Christmas Day. Hours of services shall begin one hour after sun-down, Contractor will be responsible to lock the facility after completion of cleaning. Contractor will coordinate with Contract Administrator in terms of progression of cleaning facilities.

**Additional Requests** - in relation to a Deep Clean of a facility or an emergency/special request call out made by the Contract Administrator or their designee, services will be billed at Hourly Rate as identified in the Bid Form/Rate sheet (Attachment I).

**Green Products/Supplies Requirement for Services** - As part of our commitment to sustainability and environmental responsibility, all janitorial services must adhere to the use of green products and supplies. This scope ensures that our janitorial services meet all regulatory requirements, providing a clean and safe environment for all building occupants.

#### V. MANDATORY PRE-BID CONFERENCES

A **Mandatory** pre-bid meetings will be held at **9:00am on Tuesday, 23, 2024, at 3333 Busch Road, Pleasanton.** This will provide an opportunity for potential contractors to ask specific questions about the services and request clarification on any concerns.

#### VI. AGREEMENT TERMS

The term of this agreement (See Attachment V) commences on September 1, 2024, and expires three years from that date. The parties may extend this Agreement, by Amendment, for additional two (2), one-year terms, not to exceed five years for the total Agreement. The rates shall remain firm during the first year of the Agreement. For the second or subsequent years of the Agreement, the cost of each one-year term may increase only by the change in the consumer price index for the San Francisco-Oakland-San Jose Metropolitan Area (all items index; all urban consumers) for the twelve-month period ending in April each year as published by the Bureau of Labor Statistics, U.S. Department of Labor. It is the sole responsibility of the contractor to provide the City with their new calculated rate sheet(s).

The only items that shall be subject to negotiation are the following:

- a. Additional items of work, increasing frequency of services.
- b. New locations added to the original scope of work.
- c. Addition of services to be performed that are in relation to janitorial services.

Within ten days of being notified by the City, Contractor shall submit to the City:

- A signed copy of the City's standard Maintenance and Trade Services Agreement
- Certificates of Insurance, with Endorsement letter naming the City as additional insurer
- Evidence of a current business license to conduct business in the City of Pleasanton
- Completed W-9 Form for all new contractors

## **VII. SPECIAL PROVISIONS & ADDITIONAL INFORMATION**

### **Location of Bids**

This RFB has been posted on the City's website and at the following locations:

<https://www.cityofpleasantonca.gov/business/bids/>

<https://www.bidnetdirect.com/california/cityofpleasantonca>

It shall be the Contractor responsibility to check the City's website to obtain any addenda that may be issued by City Staff. If an addendum is added, it must be submitted with the Bid Response Package, with signature acknowledgement of any changes. Failure to do so will be deemed as a non-responsive bid submittal.

### **Bids Received After Deadline**

Bids received after the time established for receiving bids will not be considered.

### **Insurance**

Contractor and Sub-contractors must provide and maintain in full force for the duration of the Agreement General Liability and Bodily Injury Insurance, Automobile Insurance, Worker's Compensation Insurance and Certificates of Insurance with a supporting endorsement letter according to Agreement (**Attachment V**).

### **Selection Process**

Staff will review all qualified bid submittals and will select the lowest responsive and responsible contractor based on the submittal criteria that is outlined in this package. Staff will notify selected vendor and recommend their bid proposal to City Council and once approved an Agreement will be executed by both parties.

### **Rejection of Bids**

The City reserves the right to reject any or all bids and to determine which bid is, in the City's judgment, the lowest responsive and responsible bid of a Bidder or group of Bidders. The City also reserves the right to waive any inconsequential omissions or discrepancies in any bid and to delete certain items listed in the bid as set forth therein. Costs for developing, submitting, and presenting bids are the sole responsibility of the Bidder and claims for reimbursement will not be accepted by the City.

### **Minimum Wage Requirement**

Contractor must meet all State of California minimum wage requirements for all work performed under this contract.

### **Self-Performance by Contractor**

Any Contractor being awarded this contract must have Self-Performance at a 30% minimum of the total scope of services, excluding Specialty Items if any per the Bid Schedule.

### **Labor Nondiscrimination**

The awarded Contractor shall comply with the requirements of the State of California's Standard Specification Code Section 7-1.01A(4) "Labor Nondiscrimination" under this contract.

### **Bid Withdrawal**

Certain mistakes permit bidders to withdraw their bids without forfeiting their bid bonds. Bidders claiming mistakes must specify in written detail how the errors occurred and must file their written statement with the Office of the City Clerk within five (5) working days of the bid opening. For bids opened at 2:00 p.m. on Thursdays, the deadline is 2:00 p.m. the following Thursday. Failure to meet the deadline may result in an otherwise valid claim for relief due to a mistake being denied. (ref. Public Contract Code §5100-5110). A bidder that has withdrawn its bid for mistake is potentially prohibited from participating in further bidding on the project, including re-bids or a substantially similar project.

### **Bid Protest**

Any bidder or other interested party desiring to protest any bid must file a written bid protest with the Office of the City Clerk within five (5) working days of the bid opening. For bids opened at 2:00 p.m. on Thursdays, the Bid Protest Deadline is 2:00 p.m. the following Thursday.

The written bid protest must comply with the following requirements:

- a. Only a bidder who has actually submitted a bid for the subject project is eligible to submit a protest against another bidder. Subcontractors are not eligible to submit protests. A bidder may not rely on the protest submitted by another bidder but must timely pursue its own protest.
- b. The protest must contain a complete statement of the basis for the protest and all supporting documentation. Material submitted after the Bid Protest Deadline will not be considered. The protest must refer to the specific portion(s) of the Contract Documents upon which the protest is based. The protest must contain the project number and project name. The protest must contain the name, address and telephone number of the person representing the protesting bidder.
- c. A copy of the protest and all supporting documents must also be transmitted by fax or email, by or before the Bid Protest Deadline, to the protested bidder and any other bidder who has a reasonable prospect of receiving an award depending upon the outcome of the protest.
- d. The protested bidder(s) may submit a written response to the protest, provided the response is received by the City before 5:00 p.m. within two (2) working days after the Bid Protest Deadline or after receipt of the bid protest, whichever is sooner ("Response Deadline"). The response must include all supporting documentation and the name, address and telephone number of the person representing the protested bidder. Material submitted after the Response Deadline will not be considered.
- e. A copy of the protest response and all supporting documents must also be transmitted by fax or email, by or before the Response Deadline, to the protesting bidder and any other bidder who has a reasonable prospect of receiving an award depending upon the outcome of the protest.
- f. The procedures and time limits set forth in this section are mandatory and are the bidder's sole and exclusive remedy in the event of bid protest. The bidder's failure to comply with these procedures shall constitute a waiver of any right to further pursue a bid protest, including filing a Government Code Claim or initiation of legal proceedings.
- g. In all cases, the first level of review of any protest shall be conducted by PWD Management Analyst which shall, within 48 hours of receiving a protest from the City Clerk's office, will acknowledge receipt of protest in writing to the protesting bidder. As appropriate, the City Clerk, the Project Manager, the Management Analyst, and/or the City Attorney will be consulted to resolve the protest.

- h. The City shall make their best effort to resolve the protest within twenty-five (25) working days after the protest is filed. A written determination of the protest will be issued to the protesting bidder by the PWD Management Analyst on behalf of the City.
- i. The City may not award the contract pending the City's determination of the protest unless the contract award is justified for urgent and compelling reasons or is determined to be in the best interest of the City. Such justification or determination shall be approved by the Director of the Public Works Department or the designee.

### **Contract Evaluation and Assessment**

During the initial sixty (60) day period of any contract which may be awarded to Contractor, the Facilities Division Supervisor will meet with the Contractor to evaluate the system and services performance and to identify any issues or potential problems.

The City reserves the right to determine, at its sole discretion, whether:

- Contractor has complied with all terms of the identified Scope of Services; and
- Any problems or potential problems with the proposed system and services were evidenced, which makes it unlikely (even with possible modifications) that such system and services have met the City requirements.

If, as a result of such determination, the City concludes that it is not satisfied with Contractor, Contractor's performance under any awarded contract and/or Contractor's goods and services as contracted for therein, the Contractor will be notified of contract termination effective thirty (30) days following notice. The City will have the right to invite the next highest ranked bidder to enter into a contract. The City also reserves the right to re-bid this project if it is determined to be in its best interest to do so.

### **Identification**

Contractor's employee(s) shall be identified at all times either by a Company uniform, or by a safety vest worn outside other clothing with the Company name clearly displayed. Vehicles will have a Company sign clearly displayed.

### **Payments**

Invoices submitted to the City for payment must include description of work performed, location of work performed, number of personnel used, and time spent by personnel. Rates included on the invoice must match the **Bid Form/Rate Sheet (Attachment I)** on file with this Agreement. A monthly report must be accompanied with all invoices for verification purposes and approval by the Contract Administrator for remittance of payment.

### **Travel Time**

The City will ***NOT*** pay travel time. Any Contractor desiring to cover these costs will need to incorporate them in the applicable hourly rates.

### **Conflict of Interest**

The City has established a policy concerning potential conflict of interest in maintenance services, program management, design and construction. This policy applies to all proposers and their proposed contractors/consultants/sub-consultants. See Standard Professional Services Contract for additional information.

### **Clarification Questions**

Questions should be directed to the Operations & Maintenance Manager, David Luera by email at [dluera@cityofpleasantonca.gov](mailto:dluera@cityofpleasantonca.gov). If interpretation or change is deemed necessary to the original document, then the question(s) shall be addressed in writing and an Addendum shall be posted to the City's website. To allow time for issuance of addenda, questions shall only be accepted prior to seven (7) calendar days before the bid opening date.

## **ATTACHMENTS/EXHIBITS:**

**ATTACHMENT I – BID RESPONSE PACKAGE**

**ATTACHMENT II – FACILITIES LOCATIONS, SQ. FOOTAGE, & FREQUENCY**

**ATTACHMENT III – RESTROOMS LOCATIONS & FIXTURES**

**ATTACHMENT IV – FACILITY LAYOUTS**

**ATTACHMENT V – SAMPLE OF AGREEMENT**

**EXHIBIT A – SCOPE OF SERVICES**

**EXHIBIT B – CLEANING SPECIFICATIONS  
& AMENITIES of EACH FACILITY**



## ATTACHMENT I

### BID RESPONSE PACKAGE

#### Required Documentation and Submittals

All of the specific documentation listed below is **required** to be submitted with the Exhibit A – Bid Response Packet in order for a bid to be deemed complete. Bidders shall submit all documentation in the order listed below and clearly label each section with the appropriate title.

**Submitted bid MUST contain the following or may be subjected to disqualification:**

- 1. **CONTRACTOR INFORMATION:** Name, address, year established, principals of company and professional status/licenses as applicable.
- 2. **WORK EXPERIENCE:** 3 references for work or services that have been completed by your company in the last three years within the Bay Area, Contra Costa or San Joaquin Valley.
- 3. **BID FORM:** Complete each of the tables for Routine Schedule Facilities, Special Events/Rentals/Shows, Park Restrooms, and Hourly Labor Rates with the dollar amount for each of the (3) years of services. Rates shall include labor, cleaning materials and supplies, janitorial cleaning equipment, travel expenses, and all overhead costs.
- 4. **PERSONNEL:** Bid responses shall include a complete list of all key personnel associated with the RFB. For each person on the list, the following information shall be included:
  - a. Name, including job title and years of employment with Bidder.
  - b. The role that the person will play in connection with the RFB.
  - c. Person's relevant experience, certifications, and/or merits.
- 5. **SUPPLEMENTAL INFORMATION:** Any additional information deemed necessary by your company to assist the City in the selection process including any special project provisions or specifications that the contractor brings to the bid process and actual service work.

**IMPORTANT NOTICE:** If Bidder or other interested person is a corporation, provide legal name of corporation, state where incorporated, and names of the president and secretary thereof; if a partnership, give name of the company, also names of individuals co-partners composing company; if contractor or other interested person is an individual, give first and last names in full.



**CONTRACTOR INFORMATION**  
*(Required)*

CONTRACTOR: (Company Name)		Year Est.:
BUSINESS ADDRESS:		
WEBSITE:		
CONTRACTOR LICENSE #		
SUBMITTED BY: (Name & Title)	Name: Title:	
TELEPHONE:	Office: Cell:	
EMAIL:	Email: Email:	

Questionnaire (please circle):

1. Has the contractor license been suspended in the past? (If Yes, please explain)  
Yes No If, Yes \_\_\_\_\_
2. Do you have any contracts terminated by Owner in the past? (If Yes, please explain)  
Yes No If, Yes \_\_\_\_\_
3. Has the company been debarred or suspended by Owner in the past? (If yes, please explain)  
Yes No If, Yes \_\_\_\_\_

SIGNATURE:

DATE:

PRINT NAME:

TITLE:

I declare under penalty of perjury that I have the authority to execute this bid and that the foregoing is true and correct.

**WORK EXPERIENCE/REFERENCES**

*(Required)*

*Years the Company has been in the Trade* \_\_\_\_\_

Provide locations and contact information regarding three (3) projects or services that have been completed by your company in the last three (3) years within the Bay Area, Contra Costa, or San Joaquin Valley. Examples are to be of a similar type as type work you are bidding on and with a public agency.

Please provide a list of references of (3) on a separate sheet of paper if different than the ones listed below.

**PROJECT I**

LOCATION AND FOR AGENCY PERFORMED:	
CONTACT PERSON AND PHONE NUMBER:	
YEAR PERFORMED:	
TYPE OF WORK PERFORMED:	
CONTRACT AMOUNT:	

**PROJECT II**

LOCATION AND FOR AGENCY PERFORMED:	
CONTACT PERSON AND PHONE NUMBER:	
YEAR PERFORMED:	
TYPE OF WORK PERFORMED:	
CONTRACT AMOUNT:	

**PROJECT III**

LOCATION AND FOR AGENCY PERFORMED:	
CONTACT PERSON AND PHONE NUMBER:	
YEAR PERFORMED:	
TYPE OF WORK PERFORMED:	
CONTRACT AMOUNT:	

**BID FORM/RATE SHEET**  
*(Required)*

Bidder hereby certifies to City that all representations, certifications, and statements made by Bidder, as set forth in this Bid Form and attachments are true and correct and are made under penalty of perjury pursuant to the laws of California.

The cost quoted below shall include the composite price for labor, all cleaning materials and supplies, janitorial cleaning equipment, travel costs to and from each location, as well as all overhead costs. The costs provided below are the costs the City will pay for the term of any contract that is the result of this bid. **Prevailing Wages are Not required for these services.**

**Routine Scheduled Facilities (Complete Table with Daily Cost & Weekly Cost for all Three Years)**

Facility	Frequency (may vary)	Daily Cost Yr1	Weekly Cost Yr1	Daily Cost Yr2	Weekly Cost Yr2	Daily Cost Yr3	Weekly Cost Yr3
Civic Center – Central Services	5						
Civic Center – Annex	5						
Civic Center – Annex I.T. Modular	5						
Civic Center – Main Building	5						
Civic Center – H.R. Modular	5						
Alviso Adobe – Milking Barn	7/5						
Amador Recreation Center	5/3						
Cultural Arts Building	7						
Dolores Bengtson Aquatic Center	7						
Fire Station #1 – Admin Offices	5						
Firehouse Arts Center – All	5						
Firehouse Arts Center – Gallery	1						
Gingerbread Preschool	5						
Joint Police Service Center	7						
Museum on Main	2						
Nature House	5						
Pleasanton Library	7						
Pleasanton Police Department – All	5						
Pleasanton Police Department – Weekend	2						
Pleasanton Senior Center – All	5						
Operations Services Center – Admin All	5						
Operations Services Center – Admin Weekends (Remillard & Locker Rooms)	2						
Operations Services Center – Water	5						
Operations Services Center – Sewer/Environmental Services	5						
Operations Services Center – Streets/Signs	5						
Operations Services Center - Parks	5						

Operations Services Center – Support Services	5					
Operations Services Center – Fire Training Tower	5					
Sports Park Tower – 2nd Floor	5					
Veterans Memorial Hall – Programs	4					
<b>Weekly Totals (use higher number)</b>		XX		XX		XX

**For Special Events/Rentals/Shows - (Complete table with One-Time Cost for all three years)**

Facility	One-Time Cost Yr1	One-Time Cost Yr2	One-Time Cost Yr3	NOTES
Amador Recreation Center - Rentals				Main Hall, Kitchen, Restrooms, & Outdoor Patio
Firehouse Arts Center – Shows/Special Events				Lobby, Public Restrooms, & Theater
Pleasanton Senior Center – Special Events/Rentals				Main Hall, Lobby, Public Restrooms, Kitchen & Outdoor Patio
Veterans Memorial Hall – Special Event/Rentals				Main Hall, Lobby, Side Foyer, Public Restrooms, & Kitchen

**Park Restrooms – (Complete table with Daily Cost & Weekly Cost for all three years, frequency for all restrooms are seven days a week)**

Facility	Daily Cost Yr1	Weekly Cost Yr1	Daily Cost Yr2	Weekly Cost Yr2	Daily Cost Yr3	Weekly Cost Yr3
Amador Park						
Augustine Bernal Park						
Bernal Community Park Phase I (Baseball Fields)						
Bernal Community Park Phase II (Synthetic Fields)						
Creekside Park						
Delucchi Park						
Muirwood Park						
Sports Park (Softball Complex)						
Sports Park 2						
Sports Park 3						
Sports Park 4						
Sports Park 5						
Stoneridge Creek Park						
The Preserve Staging Area						
Val Vista Park 1						
Val Vista Park 2						

Valley Trails						
<b>WEEKLY TOTALS</b>	XX		XX		XX	

**Labor Rates (Hourly) For Additional Requests – (Complete table for all three years)**

<b>Position Description</b>	<b>Regular Time Year 1</b>	<b>Overtime Year 1</b>	<b>Regular Time Year 2</b>	<b>Overtime Year 2</b>	<b>Regular Time Year 3</b>	<b>Overtime Year 3</b>
Janitorial Day Porter	\$	\$	\$	\$	\$	\$
Other:	\$	\$	\$	\$	\$	\$

Company Name: \_\_\_\_\_

Representative Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## **EXHIBIT A – JANITORIAL SERVICES SCOPE OF SERVICES**

The Public Works Department, Facilities/Support Services Division, oversees the maintenance of a diverse portfolio such as the Operation Services Center, Fire and Police Stations, Civic Center, Library, Museum, Senior Center, Veterans Hall, Council Chambers, Aquatic Center, the Preschool, Performing Arts Theater, several Recreation Buildings and all City owned Public Restrooms within our parks system. This scope ensures that our janitorial services meet all regulatory requirements, providing a clean and safe environment for all building occupants.

**1. Service Standards** - The expectation is to maintain government standards of cleanliness for our facilities through a clear and concise outline of duties and their frequencies.

- These Standards describe the minimum quality, quantity, and scope of activity and are not intended to be restrictive to any contractor. The term “clean” shall mean “free from soil/dirt.”

**2. Control, Supervision, and Approval Authority** - Contractor’s operations and activities pursuant to this contract shall be under the control and supervision of the Facilities Division Supervisor or designee, will be referred to as the “Contract Administrator”. Contractor shall provide a point of contact and shall be readily available, responsive to the City’s representative(s) and have the authority to make decisions related to the management of the activities performed by the Contractor’s employees.

**3. Hours of Services/Frequency** – Hours or services and frequency will fluctuate throughout the year, however most Admin office space will remain consistent.

- Routine Schedule - services shall be rendered at times that will not interfere with the normal operations, special events, or alternate shifts of the building being serviced. Each location will have its normal operating hours called out in **Exhibit B**.
- Variable Schedule - for locations that are based on Recreational Programs, Special Events, Rentals or Shows will have a monthly calendar provided by the Library and Recreation Department and Contractor will adhere to enter into facility after activity has concluded and all patrons have left the premises. These include Amador Recreation Center, Veterans Memorial Hall, Senior Center, Cultural Arts Building, Nature House, and the Firehouse Arts Center. The contractor will be provided with said calendar at least a month in advance and may be subject to change.
- Police Department - All janitorial staff assigned to the Police Department will have to undergo a thorough background check to include, but not limited to, Department of Justice, Department of Homeland Security, State and Local jurisdictions. There will be no unauthorized personnel allowed in the PD facility. Contractor must schedule fingerprinting with the Police Department at least two weeks before start of work for all affected employees. ***The Police Department private offices will be serviced during the day shift by arrangement with the Chief of Police, Monday through Friday. No service to the private offices on weekends.***

- Park Restrooms - shall be cleaned seven days a week throughout the year, with a few minor exceptions, where no service will be needed on New Years Day, Thanksgiving Day, and Christmas Day. Hours of services shall begin one hour after sun-down, Contractor will be responsible to lock the facility after completion of cleaning. Contractor will coordinate with Contract Administrator in terms of progression of cleaning facilities. Locations that have lighted athletic fields shall be cleaned at the end of each shift to avoid any conflict with public access.
    - All vandalism discovered in Park Restrooms must be immediately reported to the Contract Administrator or their designee
  - Frequencies - for most locations the frequency will remain constant, and some may change based on season programming, special events, and rental schedules, that will be provided by the Library and Recreation Department. A schedule will be provided of these locations on a month-to-month basis and will be provided at least a month in advance and may be subject to change.
  - Additional Requests – For all Deep Cleaning requests made by the Contract Administrator, staff will be provided with a general schedule as to the frequency of the cleaning of a location based on the use of a facility by the community. Staff will provide as much notice as possible for scheduling purposes, with a minimum of two weeks’ notice. For a Deep Clean of a facility or an emergency/special request call out made by the Contract Administrator or their designee, services will be billed at the Hourly Rate as identified in the Bid Form/Rate Sheet (**Attachment I**).
  - Special/Emergency Requests – If a special request is made by the Contract Administrator due to an unforeseen problem/issue that has arisen, Contractor must respond within the hour to help mitigate the given situation. These requests will be billed at the Hourly Rate as identified in the Bid Form/Rate Sheet (Attachment I).
- 4. Holiday Schedule** – Below are the City observed holidays and most locations are closed with no janitorial services during these holidays.
- Exceptions - to the rule are the following for these locations only: Parks Restrooms will be cleaned on every holiday except for New Years’s Day, Thanksgiving Day, and Christmas Day. For the Dolores Bengston Aquatic Center, the facility will be cleaned and in operation on Memorial Day, Independence Day and Labor Day, for all other observed holidays no services will be needed. The Pleasanton Police Department and the Joint Police Service Center will be in operation and need service 365 days of the year.
    - New Year’s Day
    - Martin Luther King Jr. Day
    - Presidents’ Day
    - Memorial Day
    - Independence Day
    - Labor Day
    - Veterans Day
    - Thanksgiving Day and Day After
    - Christmas Eve and Christmas Day



**5. Cleaning Supplies/Materials & Janitorial Equipment** - Contractor shall furnish, as part of this agreement, all necessary personnel, cleaning supplies and janitorial equipment to clean and maintain building, including but not limited to carts, containers, baskets, maintenance products, wax finishes, cleaning powders and products, detergents, disinfectants, polishes, vacuum cleaners, mops, rags brushes, waxing gear, etc. (see below under “Green Products and Supplies” for requirements). Janitor Closet(s) are available at each location and shall be maintained in a safe and clean condition. The City does have a location at the Operations Service Center (Support Services warehouse) where the Contractor may store supplies and janitorial equipment, coordination will take place once contract is awarded. The Re-Stocking supplies will be stored at this location as well.

- Re-Stocking Supplies - the City plans on providing to the Contractor the following: Paper Products (toilet rolls, multi-fold or rolled paper towels, seat liners), hand and dish soap, trash liners (various sizes) and coffee supplies (K-cups, sugar, creamer, cups, etc.) The Contractor is responsible for distributing all re-stocking supplies to all facilities, where they will pick-up all supplies at the warehouse. However, if the City decides to no longer provide the Re-Stocking of Supplies the Contractor will assume the responsibility of ordering all materials (minus coffee supplies) mentioned above at a marked-up rate of **15%**. The City will provide a minimum of 30-Day notice in change of service. All products shall be compatible with dispensers currently in use. All soap dispensers shall be maintained by the Contractor.
- Paper Products - In accordance with Public Contract Code (PCC) Sections 22150-22154, jurisdictions must purchase paper products and printing and writing papers containing recycled content as outlined in Public Contract Code 12209. Specifically, printing and writing paper must contain at least 30 percent postconsumer fiber by fiber weight.
- Green Products/Supplies Requirements - As part of our commitment to sustainability and environmental responsibility, all janitorial services must adhere to the use of green products and supplies. Contractors are required to ensure that all cleaning agents, paper products, and other supplies meet eco-friendly standards in accordance with AB 661 and the updated Public Contract Code (PCC) Section 12209.

**Requirements:**

- **Cleaning Agents:** Must be certified by recognized green certification programs (e.g., Green Seal, EcoLogo).
- **Paper Products:** Must comply with AB 661's specific post-consumer recycled-content requirements as outlined in PCC Section 12209, including:
  - **Toilet Paper:** At least 45% post-consumer recycled content.
  - **Paper Towels:** At least 40% post-consumer recycled content.
  - **Facial Tissue:** At least 10% post-consumer recycled content.
  - **Toilet Seat Covers:** At least 20% post-consumer recycled content.
  - **General Purpose Paper Wipers:** At least 40% post-consumer recycled content.
  - **Food Serviceware (e.g., napkins, plates, bowls, etc.):** At least 40% post-consumer recycled content.

- Compliance - Contractors must provide documentation verifying the compliance of all products with these green standards, to the Contract Administrator. If Contractor switches products, they must notify the Contract Administrator within two-weeks of the change. Failure to adhere to these requirements may result in disqualification from the bidding process or termination of the contract. For further details, refer to AB 661 and PCC Section 12209.
- 6. Proximity (Prox)/ID Cards & Keys** - Most buildings are fitted with a Proximity (Prox) card system that will allow access without the use of keys. Some Internal doors will need a key for access to individual rooms. Each employee must have a City Prox/ID card, keys and alarm code issued, before the start of the first day of work. The ID card must be worn in plain sight while working in our facilities
- These are issued to the individual and must Not be shared amongst janitorial staff
  - The Contractor shall be responsible to ensure each employee complete a Prox Card Request form (form provided by the City). All staff must be photographed for a Prox ID card to be issued.
  - The Contractor shall also notify the Contract Administrator if and when an employee resigns or is terminated by the Contractor. Contractor must submit the Prox ID card and keys to the City, in a timely manner.
  - Non-employees or family members will NOT be allowed in any city facility at any time. Only authorized Janitorial Staff may be present during hours of service.
  - For Security purposes janitorial staff shall secure all external/internal doors and windows of the City-owned facilities maintained by the Contractor. The City shall provide the Contractor a schedule for lock-up procedures upon awarding the proposal. All janitorial staff must set alarm systems when vacating an unoccupied building.
- 7. Uniforms** – the Janitorial Staff shall be clearly identified with the Contractor’s logo or emblem of the Contractor clearly displayed. Prox cards shall be visible at all times.
- 8. Safety Training & Procedures** – Contractor must provide a copy of its safety training program that includes, but are not limited to, training staff on hazardous material, MSDS, safety procedures, and safe work practices. This is required before Contractor can begin performing its services.
- All OSHA Safety Requirements must be adhered to by the Contractor while on-site, including all safety guidelines for the use of cleaning chemicals and personal protective equipment (PPE)
- 9. Inspections** - The Contract Administrator or their designee will periodically inspect the work to assist in ensuring the work meets City's standards and is following the guidelines set forth in Exhibit B.

**10. Non-Compliance** – If the City, upon inspection, determines that any facility has not been serviced according to the specifications, a notice outlining the deficiencies will be e-mailed to the Contractor. Upon receiving a notice of non-compliance, Contractor must correct the issue/concern immediately. City will not be obligated to pay the Contractor for any services not performed at specified location and date. Contractor must provide a written response to the Contract Administrator, once the work has been completed, with justification as to why services were not performed.

**11. Monthly/Weekly Reports** – Contractor must provide a monthly report broken down by weeks for all services performed by Janitorial staff, with the following information: Location, Week of Service, Days of the week, Personnel, and time spent cleaning at each location. This report should accompany each invoice submitted for payment. It is essential that this report is complete and approved to facilitate the timely processing and remittance of payment.

Sample of Weekly Log Routine Scheduled Facilities

Location	Week of Service	Days of the Week (circle day)	Staff Performing Duties	Hours Serviced
Civic Center – Central Services		Mo, Tu, We, Th, Fr, Sa, Su		
Civic Center – Annex		Mo, Tu, We, Th, Fr, Sa, Su		

Sample of Weekly Log Routine Park Restroom Scheduled

Location	Week of Service	Days of the Week (circle day)	Staff Performing Duties	Hours Serviced
Amador Park		Mo, Tu, We, Th, Fr, Sa, Su		
Augustine Bernal Park		Mo, Tu, We, Th, Fr, Sa, Su		

- There will be a separate report for Deep Cleaning, that will be provided by the Contract Administrator in advance that is specific to the facility, with all expectations clearly indicated and outlined for services to be performed.

**12. Damages** - All damages shall be reported by Contractor to the City to determine repair responsibilities. Any damage determined to be caused by the Contractor shall be liable and will work with Contract Administrator to rectify the issue.

**13. Disposal/Hauling of Debris** – Upon receipt of Agreement, Contract Administrator will provide locations for debris dumpsites that will be provided by the City and at no cost to the Contractor.

**14. Special Drought Conditions** – When the State of California or the City of Pleasanton has declared a State of Emergency for drought conditions, water usage will be reduced to a minimum level for all cleaning activities. The Operations and Maintenance Manager or the Contract Administrator will provide a written notice of special drought conditions.

**PROHIBITED ACTIVITIES:**

- Power washing
- Carpet extraction
- Washing of any hard surface with water
- Using a hose or any other water dispensing device without a valve inline to stop flow when not in use
- All cleaning and sanitizing activities will be reviewed by the Contract Administrator to ensure compliance with the City's Water Conservation Standards
- Unnecessary flushing of toilets and urinals beyond what is required to clean and sanitize

**15. Citywide Gas-Powered Blower Ban** – Effective June 1, 2024, the City has enacted a ban of use of all gas-powered blowers. This move aligns with the City's Climate Action Plan that aims to reduce greenhouse gas emissions, enhance environmental sustainability, and prepare for climate change.