

## SPECIFIC REQUIREMENTS

The specifications for janitorial services for the City shall consist of this document herein referred to as "specifications." Contract Documents shall consist of the specifications, addenda, bonds, insurance certificates, the Agreement, and all required submittals:

- A. Specifications are for janitorial services at the following "Facilities" and "Parks" locations:

<u>Facility Buildings</u>	<u>Address</u>	<u>Estimated Cleaning Square Footage</u>
City Hall	130 S. Main St.	13,000
City Yard Main Office-A	521 N. Langstaff St.	3,420
City Yard Office Trailer-B	521 N. Langstaff St.	480
City Yard Mechanic Shop-C	521 N. Langstaff St.	
Senior Center-Building-A	420 E. Lakeshore Dr.	5,700
Senior Center Annex Building-B	420 E. Lakeshore Dr.	
Lake Community Center	310 W. Graham Ave.	10,500
Tiny Tots	400 W. Graham Ave.	1,000
Cultural Center	183 N. Main St.	5,000
Chamber of Commerce	132 W. Graham Ave.	1,300
Engineering Trailer	130 S. Main St.	480

Parks	Address
Lakepoint Park (Restrooms)	420 E. Lakeshore Dr.
McVicker Park (Restrooms)	29355 Grand Avenue
Summerly Park (Restrooms)	18505 Malaga
Summerhill Park (Restrooms)	31613 Canyon Estates Dr.
Summerlake Park (Restrooms)	900 W. Broadway
Swick-Matich Park (Restrooms)	402 Limited Street
Tuscany Hills Park (Restrooms)	30 Summerhill Drive
Yarborough Park (Restrooms)	419 N. Poe St.
Machado Park (Restrooms)	15150 Joy St.
Creekside Park (Restrooms)	3200 Lost Rd.
Alberhill Park (Restrooms)	28200 Lake St.
Rosetta Park (Restrooms)	39423 Ardenwood Way
Rosetta Sports Park (Restrooms)	39423 Ardenwood Way
Seaport Boat Launch (Restrooms)	500 West Lakeshore Dr.
Serenity Park Restrooms)	Palomar St. at Silverwood Dr.
Summerly Park (Restrooms)	Malaga at Diamond Circle

- B. Care of Work Areas – The Contractor shall prohibit his employees from disturbing papers on desks, opening desk drawers or cabinets, or using telephones, radio equipment, television sets, office equipment provided for official City use, or tamper with personal or City property. No equipment shall be unplugged without prior City of Lake Elsinore approval.

Any potentially important envelope or other material found in the waste containers or on the floor shall be left in the area with a note and the Facilities Manager, or designee, shall be notified via telephone or e-mail by 9:00 a.m. the next business day. Employees of the Contractor shall protect the City from damages as a result of their work. City property or City staff's personal property damaged by Contractor's employees shall be repaired or replaced at Contractor's expense. In the event of such damage, the Contractor's employee shall leave a note in the general area of the damage and the Contractor shall contact the Facilities Maintenance office the next business day by 9:00 a.m. Services will continue to be provided per the bid schedule at the City of Lake Elsinore facility per the cleaning schedule. The Contractor is responsible for the general cleaning of restrooms, offices, cubicles, and carpet spot, vacuuming, and locker rooms.

- C. Security - In the event of a situation that may result in further damage or breach of security to City property if not corrected immediately (i.e. water leak, broken window, unsecured exterior door, etc.), employees of the Contractor are to inform their supervisor, who is to contact a Facilities representative via an after-hours number that will be provided to the Contractor. Upon leaving, employees of the

Contractor shall ensure that all doors and windows they may have opened are securely closed and locked and that any lights they turned on are turned off. Should the Contractor or his employee lose any keys that provide access to any City facility, the Contractor may be required to pay the cost to re-key all affected locks. All lost keys, alarm codes, or key cards shall be reported to the Facilities Manager or designee immediately.

The Contractor's employees shall not admit anyone, including City employees, into any of the buildings or locked offices. City employees who are authorized to be in the building or secured areas have their own keys and/or key cards.

D. Emergencies – Employees of the Contractor are to call 9-1-1 immediately if:

1. They observe anyone destroying City property either inside or outside the building.
2. Someone is trying to force their way into a City facility.
3. They observe a fire.
4. They smell smoke or a strong odor of gas.
5. Any other situation that would prompt a reasonable person to seek outside assistance.

E. Hazardous Materials – The Contractor shall not use any hazardous materials or chemicals in any City facility without submission of the corresponding Material Safety Data Sheet (MSDS) and express authorization from the Facilities Manager or designee. Should the Contractor's employees happen to generate a hazardous material during the course of their work, the Contractor shall remove and dispose of it immediately in accordance with all laws and regulations. If a hazardous material, such as empty aerosol cans, used motor oil, etc., is discovered on City property by the Contractor's employees, they shall notify their supervisor immediately. The supervisor shall notify a Facilities Maintenance representative via an after-hours number should the situation require immediate clean-up and/or removal of the substance. If the situation is not urgent, the Contractor shall notify the Facilities Maintenance Division's office by 9:00 a.m. the following business day.

F. Coordination and Phasing - The Council Chambers, banquet rooms, conference rooms, and office spaces may be in use by employees and citizens during the time that the Contractor's employees arrive to perform services. All work shall be performed in a phased operation so that these meetings are not disrupted. In no

case shall work commence in an area where a meeting is in progress. If an office is occupied by a City employee who is working after hours, the Contractor's employee may ask the occupant if cleaning can commence in that office/area.

G. Personnel – The Contractor's employees will be required to pass a "Live Scan" screening, and Contractor will be required to provide written Live Scan documentation. The Contractor's employees shall extend the highest quality of courtesy in speech, action, and deed to all City employees, officials, citizens, and visitors/guests. The City, through the Facilities Maintenance Division, retains the right to demand immediate dismissal or removal from the premises of any of Contractor's employees considered being in violation of the requirements of these specifications. No employee under the influence of alcohol or drugs shall be allowed on the premises or in the building. The Contractor will immediately remove any of their employees whose conduct or workmanship is unsatisfactory.

H. Contractor's Employees may not:

1. Perform any service beyond their capability or training.
2. Use cleaning equipment or electrical outlets that are in need of repair.
3. Unplug electrical cords from outlets in use, i.e. computers, printers, etc.
4. Open and/or look in desk drawers, furniture, file cabinets, clothing, etc.
5. Take any items from a facility, no matter how small or insignificant the item may be (e.g. partial roll of toilet tissue, stick of gum, one penny). If in doubt, the Contractor's employee should ask their supervisor.
6. Loiter in the parking areas before or after work.
7. Keep or remove trash or discarded items. These types of items are still considered to be the property of the City and are to be deposited in the appropriate bins.
8. Enter restricted areas, such as roofs, computer server rooms, etc., unescorted by City personnel.
9. Bring relatives, friends, or other non-employees of the Contractor to work with them.
10. Smoke inside any facility or within 20 feet of the exterior of any entrance.
11. Use City telephones for any purpose, except to call 911.
12. Use individual desks to take breaks. Appropriate locations will be designated for breaks (e.g. kitchen, break room, etc.).

The Contractor shall assign a supervisor working regular working hours for the duration of this Contract. He/she shall have a **minimum of five (5) years' experience in janitorial maintenance supervision**. The Contractor or his staff

shall have expertise and experience in cleaning solutions and spot extraction from a variety of surfaces. The supervisor shall be capable of communicating effectively in both written and spoken English.

- I. Personnel Attire – All employees shall be required to wear appropriate attire and picture identification badges that readily identifies the individuals as employees of the Contractor. All badges shall be approved by the Facilities Manager or designee, and be provided by the Contractor at Contractor's expense.
- J. Requirements Subsequent to Contract Execution – The Contractor is required to comply with the following:
  1. The Contractor shall provide all management, customer service, labor, cleaning materials, equipment and supplies necessary to provide clean buildings, facilities and work environment in a responsible, safe, cost efficient, an environmentally friendly manner and perform the specified work, with the exception of consumable items such as toilet paper, hand towels, paper towels, hand soap, toilet seat covers, and waste container liners. Such consumables shall be purchased and stocked by the City. The Contractor shall be responsible for obtaining these items from a designated area at each site and refilling all containers and dispensers. Any consumables provided by the City that are in short supply must be reported to the Facilities Maintenance Division the next working day.

Prior to commencement of work, the Contractor shall supply the City with an inventory of all equipment and cleaning supplies to be kept on City premises. The list or chart will identify the location where said equipment/supplies are to be kept. Contractor shall use only biodegradable cleaning products that will return to a natural state within fifteen (15) days after entering the sewage system. Material Safety Data Sheets (MSDS) shall be provided by the Contractor for all of Contractor's cleaning supplies used and/or stored on City premises prior to such supplies being utilized in any City facility. The MSDS for all products used at the Public Works Yard Building shall be posted in all of the janitorial closets at the Public Works Yard per County of Riverside regulations.

Contractor shall perform services in accordance with the most stringent of all federal, state and local codes and regulations. In addition, the Contractor shall follow all applicable standard industry practices.

2. Contractor's equipment shall be new or in the best maintained working condition for its intended function. Equipment that is faulty or does not perform to the satisfaction of the City shall be replaced at Contractor's expense. All Products and equipment used by the Contractor in performance of the contract shall meet the appropriate EPA and OSHA Standards and all vacuum cleaners must have HEPA filters. The Contractors equipment and supplies may be stored on site in the janitorial closets at each site location, upon approval by the Facilities Manager.
3. Prior to commencement of any work, the Contractor shall supply the names and addresses of each employee to be used on the contract for possible security checks. The Contractor's employees will be required to pass a "Live Scan" screening, and Contractor will be required to provide written Live Scan documentation. There will be no cost to the Contractor for any security/background check other than Live Scan screening (Live Scan screening to paid by contractor). Security checks are a standard City procedure when hiring new employees. Any change in personnel shall be processed for clearance prior to work assignment. The City shall retain the right to demand the removal of any employee for disobeying orders, non-performance, unsatisfactory performance, or change in security status.
4. Failure of the Contractor to perform any services required by the Contract specifications, evidenced by the inspection by the Facilities Manager or designee, may result in the following actions being taken:
  - a. Notification will be made to the Contractor directing that a correction of the deficiency be started within two hours or as otherwise directed by the Facilities Manager or designee at no increase or additional cost to the total contractual amount.
  - b. A report will be sent to the Contractor indicating the services that were not performed, the number of days the Contractor has to correct the situation, the facility in question, the location within the facility, the time, date, square footage if necessary, the amount to be deducted from the upcoming monthly payment (if any), and the requirement of the Contractor to submit his proposed remedy to the Facilities Manager within a specified time.
  - c. Should the Contractor fail to perform the services promptly and correctly or not take steps to ensure future performance of the service in

conformity with contract specifications, the Facilities Manager, at his/her sole discretion, shall have the right to:

- 1) Reduce the contract price to reflect the reduced value of services;
  - 2) Have the services performed by another contractor, in conformity with the Contract, and charge the original Contractor for all costs incurred by the City plus fifteen percent (15%) for overhead; and/or
  - 3) Terminate the Agreement for Contractor Services.
5. Working Hours – All work specified as Basic Services shall be performed within the time frames listed below:
- a. Commencement of work for Facility Buildings shall occur no sooner than 6:00 p.m. and be completed no later than 1:00 a.m. Park restrooms janitorial work shall occur no sooner than 10:00 p.m. and be completed no later than 6:00 a.m. Unless otherwise specified for a particular site or authorized by the Facilities Manager or designee. Details and exceptions are noted in Section R, Frequency of Service.
  - b. On-Call and Extra Work shall be on the day and at the times selected by the City.
6. Administrative Responsibilities – The Facilities Maintenance Division is the contract administrator for the Agreement for Contractor Services, unless otherwise specified. Direct contact for daily work shall be the Facilities Manager or his designee. Requests or demands by other City employees shall be courteously listened to and referred to the Facilities Manager or designee.
- a. No work shall be performed which is contrary to the contract level of service or frequency charts without prior authorization by the Facilities Manager or designee.
  - b. The Contractor agrees that should he perform work outside the scope of the Agreement for Contractor Services without a written amendment or authorization of the Facilities Manager or designee, such work shall be deemed to be gratuitous effort on the part of the Contractor, and the Contractor shall have no claim against the City for such work.

- c. The Contractor shall meet with the City representative periodically to inspect facilities and discuss matters of mutual concern. The frequency will be determined by the City representative, who shall be the sole judge of what constitutes the acceptable quality of work performed.
- d. The Contractor shall supply the Facilities Manager with name(s) and phone number(s) of responsible person(s) representing the Contractor for 24-hour emergency response. The above-mentioned information shall remain current at all times. Any changes shall be forwarded to the City in writing by the end of that business day.

Failure to maintain current emergency information may result in a \$200 penalty for each occurrence. Emergency response is defined as anything:

- 1) Per City representative(s)
- 2) By prior agreement
- 3) Public health/safety matters

#### K. Extra Work and On-call Services

- 1. On-Call service shall be defined as emergency or additional work that is similar in nature to the Basic Services. The Contractor shall furnish all labor, material, and equipment to perform such on-call services per the costs quoted by the Contractor and listed in this RFP document. Response time for on-call services shall be within two hours or as otherwise directed by the Facilities Manager or designee. The City reserves the right to use or not use the Contractor to perform any On-Call Services.
- 2. Extra services are those items not listed in the Basic Services and if not already listed and quoted in this document, shall be negotiated on a time-and-material, not-to-exceed basis. The City reserves the right to use or not use the Contractor to perform any Extra Services.

#### L. Contractor Payments – Payment for work described in these specifications shall be made on a monthly basis for work performed.

- 1. Each month, between the first and tenth day of the month, the Contractor shall submit an invoice listing each site and cost for the work performed



during the previous month and include the corresponding City Purchase Order number.

2. Payment to the Contractor shall be made within forty five (45) days after receipt of invoices for services rendered.

M. City to Provide – The following shall be provided to the Contractor:

1. Electricity.
2. Water.
3. Trash container liners, including those for the sanitary napkin containers.
4. Consumable items (toilet paper, paper towels, hand soap, toilet seat covers).
5. Various janitor spaces – not available at all sites. All equipment and supplies must be kept only in these spaces and the areas must be kept clean and orderly. All faucets and lights are to be turned off upon leaving.
6. Dumpster and/or recycle bins are outside of the building for the disposal of trash and recyclables – not available at all sites. All dumpster/recycle enclosures shall be kept clean. At no time shall excess trash be left on the ground around the bins or inside the building. If an exterior bin is full, the trash is to be deposited into another City bin, even if it is at another site. All boxes are to be broken down before being placed in the recycle bin.

N. Feminine Product Dispensers – Where applicable, the Contractor shall be responsible for restocking the product for the dispensers. The City shall provide and repair the dispensers at its expense. The City shall also provide liners for the sanitary waste containers.

## PRICE BREAKDOWN

**CONTRACTOR: OMNI ENTERPRISE, INC.**

**NOTE: The Proposal shall include, but not be limited to, sales tax and all other applicable taxes and fees.**

	<b>SITE ADDRESS</b>	<b>MONTHLY COST</b>	<b>DAYS TO BE CLEANED</b>
1.	City Hall 130 S. Main St.	\$1,250	Monday Through Friday
2.	City Hall Engineering Trailer 130 S. Main St	\$120	Monday, Wednesday, Friday
3.	City Yard Main Office 521 N. Langstaff St.	\$200	Monday, Wednesday, Friday
4.	City Yard Mechanic Shop 521 N. Langstaff St.	\$175	Monday, Wednesday, Friday
5.	City Yard Office Trailer 521 N. Langstaff St.	\$125	Monday, Wednesday, Friday
6.	Senior Center 420 East Lakeshore Dr.	\$500	Monday, Wednesday, Friday
7.	Senior Center Annex Building 420A East Lakeshore Dr.	\$120	Monday, Wednesday, Friday
8.	Cultural Center 183 North Main Street	\$450	Monday, Wednesday, Friday
9.	Lake Community Center 310 W. Graham St.	\$800	Monday, Wednesday, Friday
10.	Tiny Tots 400 W. Graham St.	\$210	Monday, Wednesday, Friday
11.	Chamber of Commerce 132 W. Graham St.	\$200	Monday, Wednesday, Friday
12.	Alberhill Community Park 28200 Lake St.	\$175	Friday, Saturday, Sunday and all Holidays
13.	Canyon Hills Community Park 34360 Canyon Hills Rd.	\$175	Friday, Saturday, Sunday and all Holidays
14.	City Park 243 S. Main St.	\$175	Friday, Saturday, Sunday and all Holidays

**PRICE BREAKDOWN (Continued)**

**CONTRACTOR: OMNI ENTERPRISE, INC.**

	<b>SITE ADDRESS</b>	<b>MONTHLY COST</b>	<b>DAYS TO BE CLEANED</b>
15.	Creekside Park 3200 Lost Road	\$175	Friday, Saturday, Sunday and all Holidays
16.	Lakepoint Park 420 E. Lakeshore Dr.	\$175	Friday, Saturday, Sunday and all Holidays
17.	Machado Park 15150 Joy St.	\$175	Friday, Saturday, Sunday and all Holidays
18.	McVicker Canyon Community Park 29355 Grand Ave.	\$175	Friday, Saturday, Sunday and all Holidays
19A.	Rosetta Canyon Community Park 39423 Ardenwood Wy.	\$175	Friday, Saturday, Sunday and all Holidays
19B.	Rosetta Sports Park 39423 Ardenwood Wy	\$450	Wednesday, Friday, Saturday
20.	Summerhill Park 31613 Canyon Estates Dr.	\$175	Friday, Saturday, Sunday and all Holidays
21.	Summerlake Park 900 W. Broadway	\$175	Friday, Saturday, Sunday and all Holidays
22.	Summerly Park 18505 Malaga	\$175	Friday, Saturday, Sunday and all Holidays
23.	Swick and Matich Park 402 Limited St.	\$175	Friday, Saturday, Sunday and all Holidays
24.	Tuscany Hills Park 30 Summerhill Dr.	\$175	Friday, Saturday, Sunday and all Holidays
25.	Yarborough Park 419 N. Poe St.	\$175	Friday, Saturday, Sunday and all Holidays
26.	Seaport Boat Launch 500 W. Lakeshore Dr.	\$175	Friday, Saturday, Sunday and all Holidays

**MONTHLY COST PROPOSAL TOTAL**

**Total Amount of Base Bid Proposal in NUMBERS: \$7,250**

**ON-CALL SERVICES**

SERVICE	UNIT	COST
Wash and polish light fixtures, lamps, and reflectors	Per Fixture	\$5.00
Machine carpet cleaning, other than scheduled requirement	Per Sq. Ft	\$0.10
Special Event Cleaning of one Meeting Room at Cultural Center	Per Event	\$50.00
Special Event Cleaning of the Kitchen at Lake Community Center	Per Event	\$75.00
Special Event Cleaning at Senior Center	Per Event	\$75.00
Labor for On-Call Services (Day) 8 a.m. – 5 p.m.	Per Hour	\$25.00
Labor for On-Call Services (Evening/Night) 5 p.m. – 8 a.m.	Per Hour	\$25.00
Labor for On-Call Services Holidays	Per Hour	\$50.00

**EXTRA SERVICES**

SERVICE	UNIT	COST
Chair cleaning	Per Chair	\$9.00
Transfer recycled material from container (ranging from 20-50 gallons) in building to bin in parking lot	Per Container	\$2.00
Clean exterior and interior of commercial oven	Per Unit	\$60.00
Clean exterior and interior of residential refrigerator/freezer combination unit	Per Unit	\$35.00
Clean exterior and interior of commercial refrigerator	Per Unit	\$50.00

**NOTES:**

1. On-call and/or extra services is not guaranteed.
2. Work to be performed either as-needed on-call and/or extra services shall be performed only by written work order authorization from the City. A work authorization delineating scope, schedule, and fee shall be provided by the City to the Contractor prior to the commencement of any on-call and/or extra services.