



REQUEST FOR PROPOSAL RFP 10-11-15

CITYWIDE JANITORIAL SERVICES

Date: March 8, 2011

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1. INTRODUCTION

1.1. The City of San Jose (hereafter "City") is soliciting proposals from qualified firms (hereafter "Proposer") to provide Citywide Janitorial Services to the following City Departments: Public Work/General Services Department (PWGSD); Norman Y. Mineta San Jose International Airport (Airport); Environmental Services Department (ESD); Parks, Recreation and Neighborhood Services (PRNS); and Office of Cultural Affairs (OCA).

2. BACKGROUND

2.1. This is the City's second RFP in the past six months to solicit proposals for this requirement. The first attempt was stopped because many revisions were made to the City's requirements, forms and exhibits making it challenging for proposers to follow all of the changes; requirements for new departments were identified; and the minimum qualifications that were established in order to participate in the process may have been excessive. This RFP:

2.1.1. Incorporates the many changes and that were made during the initial process.

2.1.2. Includes new City Departments/requirements to service restrooms at parks located throughout the City and the cleaning of the San Jose Public Art Collection.

2.1.3. Has a different evaluation process/award process that includes separate and independent evaluations with award recommendations by each City Department.

2.1.4. Revised minimum qualifications that recognize the possibility that multiple, smaller awards may be made vs. one agreement for the entire City.

In order to leverage economies of scale, the City prefers to enter into one agreement with one contractor. Therefore, it is required that proposers respond to the entire RFP for all City Departments. As mentioned above, proposals will be scored by individual department which may result in a recommendation of award to more than one contractor.

3. TERM OF AGREEMENT

3.1. The initial term of the agreement(s) shall be for three (3) years. The City reserves the right to extend the agreement term for five (5) additional, one (1) year terms for a total of eight (8) years.

4. MINIMUM QUALIFICATIONS

Proposers must meet the minimum requirements specified below. Proposals that do not meet or exceed the minimum requirements shall be deemed non-responsive and will not be considered.

- 4.1.** Proposer shall have been in the business of providing custodial services and supplies for customers for a minimum of 5 years. Proposer must certify as such that it satisfies this requirement in Attachment D, Proposal Certification Form.
- 4.2.** Proposer shall provide three references using Attachment F, Previous Customer Reference Form. The references must meet the following requirements:
 - 4.2.1.** One customer reference must be for at least 1.0 million square feet of cleanable floor surface.
 - 4.2.2.** One customer reference must require that proposers employees are required to pass background security checks.
 - 4.2.3.** One customer reference must be for a contract where employees were in contact with the general public while performing duties under contract. (For example, a retail environment open to the public vs. an office environment).

The above minimum qualifications will be verified by the information you provide on the Customer Reference Worksheets (Attachment F).

5. COMPLETE RFP

This document describes the goals and objectives of this procurement, the RFP process, and RFP provisions. In addition, the following attachments and appendices are included:

5.1. ATTACHMENTS:

Attachment Number	Title
A	Scope of Services
B	Schedule of Performances-Contract Specification Sheets
C	Cost Proposal Instruction and Forms
D	Proposal Certification Form
E	Proposer Questionnaire
F	Previous Customer Reference Form
G	Local/Small Business Enterprise Preference Request
H	Exemplar Agreement with Exhibits (Including Insurance Requirements)
I	Wage Requirements and Information
J	Norman Y. Mineta San Jose International Airport Living Wage, Worker Retention, Labor Peace and Employee Work Environment Information
K	Key Difference between City's Living Wage Policy and Airport Living Wage Ordinance
L	Comparison of City's Living Wage Rate Increases and Airport Living Wage Rate Increases
M	Environmentally Preferred Procurement Program (EP3) Info Sheet

5.2. APPENDICES:

Number	Title
1	LEED Equipment Standards
2	LEED Powered Equipment Information
3	Powered Equipment Repair/Maintenance log
4	City Hall and Police Department Equipment Inventory List
5	List of Companies that Attended the Previous Mandatory Pre-proposal Conference/Site Visits.

6. PROCUREMENT TIMELINE

Date	Event
March 8, 2010	RFP Released
March 21, 22 & 23, 2011, 9:00 a.m. Pacific Time	Mandatory Pre-proposal Conference/Site Visits for Major Areas of Operation: City Hall, Wing & Rotunda Community Centers, Libraries & Other General Bldgs. San Jose Police Department Norman Y. Mineta SJ International Airport Water Pollution Control Plant (WPCP) Please note: Attendance from past companies is not required only optional.
March 31, 2011, 3:00 p.m. Pacific Time	Deadline for Objections and Questions
April 25, 2011, 3:00 p.m. Pacific Time	Proposals Due

7. CONTACT INFORMATION

Bernie Reyes	City of San Jose Finance/Purchasing, 13 th Floor 200 East Santa Clara Street San Jose, CA 95113 Phone: 408-535-7053 Fax: 408-292-6480 E-mail: Bernie.Reyes@sanjoseca.gov
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8. HOW TO OBTAIN THIS RFP

- 8.1.** This RFP may be downloaded from the BidSync e-Procurement system located at www.bidsync.com. Suppliers can also find a link at the City of San Jose Bid-Line Web site at www.sanjoseca.gov/purchasing/default.asp. At either Web site, follow the links to register for the on line service. You may register for free either on-line or by calling BidSync Vendor Support at 1-801-765-9245 and telling the support representative that you are registering for City of San José procurements.
- 8.2.** All addenda and notices related to this procurement will be posted by the City on BidSync. In the event that this RFP is obtained through any means other than BidSync, the City will not be responsible for the completeness, accuracy, or timeliness of the final RFP document.

9. MANDATORY PRE-PROPOSAL CONFERENCE AND SITE VISITS FOR MAJOR AREAS OF OPERATION

9.1. DATE AND TIME

Mandatory Pre-proposal Conference and Site Visits for major areas of operation will be held on three separate days. The pre-proposal conference/site visits are only mandatory for companies that have not previously attended the pre-proposal conference and all site visits the first time when RFP 10-11-08 was issued on 12/8/10. The companies that attended the pre-proposal conference and all site visits the first time are listed in Appendix 5. The scheduled dates and start times are as listed below. A maximum of **two** representatives from each proposing company will be allowed to attend. The same people do not have to attend each day. The purpose of the pre-proposal conference/site visits will be to answer general questions and to get you acquainted with the sites. City Staff reserves the right not to answer any questions that are non-applicable or inappropriate. At its discretion, Staff may defer certain questions and respond to all proposers in writing after the meeting.

9.2. INSTRUCTIONS FOR ATTENDANCE

Date	Time	Area of Operation	Location	Parking
March 21, 2011	9:00 a.m.*	City Hall, Wing & Rotunda	City of San Jose 200 E. Santa Clara Street, Wing, 1 st floor, W-118 Committee Room , San Jose, CA 95113;	6th Street parking garage; directly below City Hall; use elevators marked orange from parking garage.
	11:00 a.m.*	Community Centers/Libraries & Other General Bldgs.	Alum Rock Youth Center 137 North White Road San Jose, CA 95127	North White Road directly next to the Center
	12:00 a.m.* (*Pacific Time)		Dr. Roberto Cruz Library 3090 Alum Rock Ave. San Jose, CA 95127	North White Road next to the Library entrance
March 22, 2011	9:00 a.m. Pacific Time	Police Department	201 West Mission Street San Jose, CA 95110	In front of the Administration Bldg.
March 22, 2011	11:30 a.m. Pacific Time	WPCP	700 Los Esteros Road, San Jose, CA 95134	In front of the Administration Bldg.
March 23, 2011	9:00 a.m. Pacific Time	Airport	Facilities Rear Trailer Conference Room, 1401 Airport Blvd, San Jose, CA, 95110	Directly across the street from the trailers

Please Note: A maximum of two representatives from each proposing company will be allowed to attend the mandatory pre-proposal conference and site visits. It does not have to be the same attendees everyday. No RSVP required.

10. PROCEDURE FOR SUBMITTING QUESTIONS AND INQUIRIES

Questions pertaining to this RFP should be submitted via BidSync.com. Please submit all questions by the deadline indicated in the procurement timeline, Section 6. The City will provide a written response to all pertinent questions in the form of an Addendum.

11. OBJECTIONS

Any objections as to the structure, content or distribution of this RFP must be submitted in writing to the purchasing contact identified in Section 7 prior to the submission deadline for Questions and Answers. Objections must be as specific as possible, and identify the RFP section number and title, as well as a description and rationale for the objection.

12. SUBMISSION OF PROPOSALS

12.1. Submit one (1) original and fifteen (15) copies of the technical proposal clearly marked as such. The outside of the box or package and the cover or title page of each proposal shall be marked as follows: RFP 10-11-15, Citywide Janitorial Services Technical Proposal. In addition, include an electronic copy of your proposal on a CD or DVD, in pdf format.

12.2. Submit one (1) original and one (1) copy of your cost proposal (Attachment C) in a separate sealed envelope clearly marked on the outside: RFP 10-11-15, Citywide Janitorial Services Cost Proposal. Include an electronic copy on the CD or DVD required in Section 12.1.

12.3. Refer to the procurement timeline in Section 7 for due dates and delivery locations.

12.4. All Proposals shall be submitted as hard copy bound documents. The Original hard copy version of the proposal will be considered the official proposal submission.

12.5. Hard copy RFP documents are to be printed on paper that contains a minimum of 30% PCW, Chlorine Free. 100% PCW, Chlorine Free is preferred.

12.6. All pages shall be sequentially numbered and a table of contents shall be provided.

12.7. The font size on each page shall be 11 point Times New Roman or Arial font.

12.8. The pages shall be double sided with a maximum of one and one half line spacing.

13. LATE PROPOSALS

Late proposals shall be rejected and returned to the proposer. This deadline is absolute and proposals received after the due date and time shall not be considered. Proposers must select a method of delivery that ensures proposals will be delivered to the correct location by the due date and time.

14. RESPONSE DOCUMENTS / SUBMISSION REQUIREMENTS

In order to expedite the evaluation process, each Proposal shall be organized in accordance with this section. Proposals that do not follow the specified format outlined below, or fail to provide the required documentation, may receive lower scores, or if found to be non-responsive, be disqualified. In the event of any conflict between any of the Proposal documents, resolution thereof shall be in the City's sole discretion. Proposals shall include the following information in the format indicated

14.1. COVER LETTER

Include a transmittal letter identifying the Contractor's firm and the proposal package being submitted. Include other important general information that is deemed significant enough to be highlighted. The letter shall provide the name, title, address, telephone number, and fax number of the individual authorized to contractually bind the firm and be signed by the authorized individual.

14.2.EXECUTIVE SUMMARY

Include a summary containing highlights of the proposal approach, describing how the project team would be organized, and how the Contractor will ensure responsiveness to City staff and project requirements.

14.3.TECHNICAL RESPONSE

14.3.1. Management Plan (organize this section by departments and areas of operation, so each City department can evaluate their section(s) separately).

- 14.3.1.1.** Describe in detail how the Proposer plans to recruit, select, train and retain experienced, capable, and qualified employees to ensure that all services outlined in this RFP are managed in an efficient and cost effective manner.
- 14.3.1.2.** Describe your experience with security background clearances, fingerprinting and Transportation Security Administration (TSA) criminal background checks and how this will impact your ability to secure an agreement for this RFP.
- 14.3.1.3.** Describe how the Proposer will: (1) ensure that each employee has passed all security background clearance requirements for this RFP, including Transportation Security Administration (TSA) mandated, criminal background check; (2) ensure that employees know and understand all applicable laws and policies pertaining to the departments' areas of operation rules & regulations, ordinances, safety measures, and customer service requirements; (3) ensure that each employee understands and speaks English sufficiently to be able to communicate with staff and customers as required by his/her duties or that sufficient accommodations are made.
- 14.3.1.4.** Provide a comprehensive staffing plan for all personnel that will be used for the departments and areas of operation, including the Proposer's management, supervisory and non-supervisory employees, showing position titles, responsibilities of each position, number of persons to occupy each shift and position, and whether each position is full or part time. Explain how you will redeploy staff to cover emergency or urgent request on demand for unforeseen incidents.
- 14.3.1.5.** Describe Proposer's plans for controlling turnover of personnel and the cross utilization of personnel to achieve the objectives outlined in this RFP (across departments and areas of operation).
- 14.3.1.6.** Describe Proposer's plans for monitoring customer service and handling customer complaints/comments regarding the services described in this RFP (by departments and areas of operation). Describe how personnel will be trained to interface with City employees, customers and the general public. All customer service related issues and all customer complaints and comments shall be handled by the Proposer within twenty-four (24) hours of receipt. The City shall be notified immediately of all urgent and/or critical issues related to customer service, complaints and comments and shall be provided all written documentation regarding the complaint or comment within 24 hours. The Proposer must also provide a written report detailing the actions taken and the resolution. The City, at its sole discretion, may contact and interview any or all of the parties involved at any time to assure proper resolution have occurred.
- 14.3.1.7.** Detail how the Proposer plans to work in conjunction with the City staff to establish, evaluate, monitor and advance the operational effectiveness and efficiency of all services described in this RFP (each department and area of operation).

14.3.1.8. Provide a description of the uniform specifications for operations, maintenance and supervisory personnel who will be in contact with the public. The description shall include the proposed fabric, color, and style of clothing for both men and women and an artistic rendering of the complete uniform.

14.3.2. Transition and Operating Plan

14.3.2.1. Describe in detail the Proposer's transition and operational start-up plans for expected start-up dates of early 2011. The plans at minimum should detail the Proposer's timelines and methods to accomplish the following: establish and implement operational procedures; scheduling of all personnel; commencement of services; equipment and supplies and material deployment and; security clearance for all personnel.

14.3.2.2. Identify staffing by shift, addressing all operational needs during peak and non-peak periods and urgent service responses.

14.3.3. Supplies, Materials & Consumables Management Plan

14.3.3.1. Describe Proposer's plan for managing, controlling, restocking, inventory, dispensing of supplies, material and consumables for the respective departments and areas of operation during and after transition.

14.3.3.1.1. Describe in detail how you will leverage your buying power and the City's size to purchase supplies, materials and consumables for this RFP.

14.3.4. Equipment

14.3.4.1. Provide a list of equipment that you plan to use for this project that supplements the equipment that may be provided by the City. Include the condition of the equipment. How much of the equipment is owned versus how much will need to be leased.

14.3.5. Describe your custodial service background and experience as a custodial service provider and as it relates to this RFP.

14.3.6. Specifically address how the proposer will support the goals and objectives of the City's Environmentally Preferable Procurement Policy (EP3) (Section 30). Areas that may be addressed include, but are not limited to:

14.3.6.1. Vehicles and vehicle operations – Alternative Fuel, Hybrid, etc.

14.3.6.2. Use of recycled and/or recyclable products in daily operations

14.3.6.3. Use of green seal certified products.

14.3.6.4. Use of energy efficient (Energy Star compliant) equipment

14.3.6.5. A copy of Company Policy documents that demonstrate support for the City's EP3 program

14.3.6.6. Use environmentally friendly products, supplies and solvents (green seal products to be exact).

14.3.6.7. How your company will conserve City energy, resources and supplies and protect City property.

14.3.6.8. How your company will be committed to meeting the LEED requirements below:

14.3.6.8.1. The City of San Jose is committed to operating its buildings in a sustainable manner and to encourage this effort, the City has embraced the United States Green Building Council's Leadership in Energy and Environmental Design (LEED) rating system as a tool to help measure and track performance. Specifically, the City has undertaken an effort to certify buildings under the Existing Building Operations and Maintenance program (EBOM). To ensure the City is able to achieve a variety of LEED Credits, the Selected Proposer will be required to use, where applicable, under its obligation to perform under contract, green seal products, green equipment and submit data to the City on a regular basis, providing lists of all cleaning/maintenance equipment and products and demonstrating compliance with LEED Criteria and City requirements. Examples of the reporting requirements for activities such as maintenance can be found in Appendices 1, 2 and 3.

14.4.COST PROPOSAL

14.4.1. Submit in accordance with Section 12.2.

14.5.ATTACHMENTS

14.5.1. Required Attachment Submittals – The following documents must be completed and submitted with your technical proposal:

14.5.1.1. Attachment D, Proposer Certification

14.5.1.2. Attachment F, Previous Customer Reference Worksheet

14.5.1.3. Three references are required. Include a list of three clients that would substantiate the Contractor's experience. Contacts should be individuals who can verify performance on projects of a similar scope and requirements per Section 4, Minimum Qualifications of this RFP.

14.5.2. Additional Attachment Submittals

The following documents are required, but will not result in immediate disqualification of your proposal if they are incomplete, or inadvertently omitted from your proposal. However, failure to submit these forms with your proposal, or incomplete submittals, may result in a lower overall score.

14.5.2.1. Attachment E, Proposer Questionnaire

14.5.2.2. Attachment G, Local and Small Business Preference,

14.5.2.3. This form must be provided the proposer is requesting consideration. If this form is not included with your proposal, consideration for local and small business preference shall not be granted. This form may not be submitted at a later date.

14.5.2.4. Attachment H, Exemplar Agreement with Exhibits, Note any exceptions to the Terms and Conditions of the Exemplar Agreement. If there are no exceptions, please return the first page of the Agreement marked "No Exceptions". Please note that excessive changes may result in lower proposal scores, or disqualification of proposal

14.5.2.5. Attachment I, Exhibit 5 (Employee Work Environment and Labor Peace Questionnaire)

14.5.2.6. Attachment M, Environmentally Preferred Procurement Program (EP3) Info Sheet

14.5.3. Post Award Submittal Requirements

Awardee is required to submit the following documents within 10 (ten) days from the final day of the protest period date after the Recommendation of Award. Failure to provide the documents within this time frame may result in withdrawal of the Award, and award to the next highest ranked proposer.

14.5.3.1. Proof of Insurance per Attachment H, Exhibit D – Insurance Requirements (City Facilities Other than Airport) or Exhibit D-1 – Insurance Requirements (Airport).

14.5.3.1.1. Contractor that is awarded the Airport contract will be required to provide additional insurance as outlined in Attachment H, Exhibit D-1. The additional insurance requirements are due to contractor's employees using City vehicles and lift equipment for the cleaning of areas in high places.

14.5.3.2. Attachment I, Exhibit 4 (Labor Compliance Addendum)

15. REVIEW PROCESS AND EVALUATION CRITERIA

15.1. PROPOSAL RESPONSIVENESS.

15.1.1. Required Documentation: Proposals will be reviewed to determine if all required documentation was included with the proposal submittal as described in Section 12.

15.1.2. Proposals that fail to contain the required documents with their technical and cost proposals will be disqualified from further consideration.

15.2. PROPOSAL REVIEW AND EVALUATION.

15.2.1. Technical proposals will be evaluated concurrently and independently by City departments and against the general criteria and weighted scores will be applied as described in Section 15.6.

15.2.2. The City may seek written clarification from any or all proposers in order to better understand and evaluate the proposed solution. This process may not be used as an opportunity to submit missing documentation or to make substantive revisions to the original proposal.

15.3. COST PROPOSAL REVIEW AND EVALUATION.

15.3.1. Pricing will be scored and weighted in accordance with the table in Section 15.6. Pricing shall be firm fixed for the initial three year period of the agreement. During this period, the price may not change. Thus, Proposer must take into considerations all costs before submitting their cost proposals, including any potential City living wage increases and any State prevailing wage increases that may occur annually.

15.3.2. Price Adjustments: After the initial three year period, price adjustments may be considered by the City if the vendor demonstrates to the satisfaction of the City that a price increase is justifiable. Any increase shall not exceed 3% annually.

15.4. PRESENTATIONS/ORAL INTERVIEWS AND/OR SITE VISITS.

Finalists (proposals determined to have scored in the competitive range) may be invited to present oral presentations for the purpose of introducing key members of the project team, and allowing the City to fully understand the Proposer's ability to meet the evaluation criteria. Oral presentations will not be scored separately. Instead the City may modify proposal scores and resulting rankings based on the oral presentation.

The City may conduct site inspections in lieu of or in addition to oral interviews to further evaluate the finalists' previous performance and technical capabilities. The City would visit unannounced at least one of the reference sites provided in Attachment F, Previous Customer Reference Worksheet. Site visits will not be scored separately. Instead the City may modify proposal scores and resulting rankings based on the site visits. [In order to save time, oral presentations may be combined if more than one department has an interest in a particular proposer].

15.5. BEST AND FINAL OFFER (BAFO).

15.5.1. A Best and Final Offer (BAFO) may be held with finalists that have scored in the competitive range if additional information or clarification is necessary in order to make a final decision. The BAFO may allow proposers to revise their original technical and/or cost proposals based on information received from the City. The City will send out the request for a BAFO with instructions addressing the areas to be covered and the date and time in which the BAFO is to be submitted. After receipt of the BAFO, scores may be adjusted based on the new information received in the BAFO.

15.5.2. The City will request only one BAFO, unless the Purchasing Officer determines in writing in the procurement file that another BAFO is warranted.

15.5.3. Proposers are cautioned that the BAFO is optional and at the sole discretion of the City. Therefore, Proposers should not assume that there would be an additional opportunity to amend their technical or price proposals after the original submission of technical and price proposals. Proposers may not request an opportunity to submit a BAFO.

15.6. PROPOSAL EVALUATION WEIGHTING CRITERIA

Criteria	Weight
Technical Capabilities	30%
Experience	25%
Cost	30%
Environmental Stewardship	5%
Local Business Preference	5%
Small Business Preference	5%
Total	100%

16. BASIS OF AWARD

16.1. Award(s) will be based on the overall highest ranked proposer score per department and in accordance with Section 15.6.

16.2. Should either of the selected proposers fail to provide post award documents as required, the City, in its sole discretion, may withdraw the award recommendation, and select the next highest ranked proposer for award.

16.3. The City reserves the right to accept an offer in- full, or in-part, or to reject all offers.

17. PROTESTS

17.1. If an unsuccessful Proposer wants to dispute the award recommendation, the Protest must be submitted in writing to the Purchasing Officer no later than ten calendar days after announcement of the successful Proposer, detailing the grounds, factual basis and providing all supporting information. Protests will not be considered for disputes of proposal requirements and specifications, which must be addressed in accordance with Section 12. Failure to submit a timely written Protest to the Purchasing Officer will bar consideration of the Protest.

17.2. The address for submitting protests is:

City of San Jose
200 East Santa Clara Street, 13th Floor
San Jose, CA 95113
Attention: Purchasing Officer

18. GENERAL INFORMATION

18.1. The City reserves the right to accept or reject any item or group(s) of items of a response. The City also reserves the right to waive any informality or irregularity in any proposal. Additionally, the City may, for any reason, decide not to award an agreement as a result of this RFP or cancel the RFP. The City shall not be obligated to respond to any proposal submitted, nor be legally bound in any manner by submission of the proposal.

18.2. The City is not required to accept the lowest price proposal. Responses will be evaluated to determine the most advantageous proposal on a variety of factors including but not limited to price, implementation costs, design quality, features, and performance.

18.3. Final award shall be contingent upon reaching an agreement on software licensing terms, if applicable.

18.4. Do not include sales tax in your price quotation. The City will work with the selected supplier to add sales tax as appropriate, and will incorporate it into the Purchase Order.

18.5. Statistical information contained in this RFP is for informational purposes only. The City shall not be responsible for the complete accuracy of said data.

18.6. The City reserves the right to verify any information provided during the RFP process and may contact references listed or any other persons known to have contracted with the Proposer.

18.7. The City may require financial statements for the last two fiscal years as certified by an independent Certified Public Accountant. Do not submit these documents unless they are requested.

19. GROUNDS FOR DISQUALIFICATION

19.1. All Proposers are expected to have read and understood Council Policy 0-35 titled Procurement and Contract Process Integrity and Conflict of Interest adopted on February 6, 2007. A complete copy of the policy can be found at:

<http://www.csj.gov/oer/documents/CPM511ProcurementandContractProcessIntegrityandConflictofInterest-AdministrativeProcedures.pdf>

19.2. Any proposer who violates the Policy will be subject to disqualification. Generally, the grounds for disqualification include:

- 19.2.1.** Contact regarding this procurement with any City official or employee or Evaluation team other than the Procurement Contact from the time of issuance of this solicitation until the end of the protest period.
- 19.2.2.** Evidence of collusion, directly or indirectly, among Proposers in regard to the amount, terms, or conditions of this proposal.
- 19.2.3.** Influencing any City staff member or evaluation team member throughout the solicitation process, including the development of specifications.
- 19.2.4.** Evidence of submitting incorrect information in the response to a solicitation or misrepresent or fail to disclose material facts during the evaluation process.

19.3. In addition to violations of the Process Integrity Guidelines, the following conduct may also result in disqualification:

- 19.3.1.** Offering gifts or souvenirs, even of minimal value, to City officers or employees.
- 19.3.2.** Existence of any lawsuit, unresolved contractual claim or dispute between Proposer and the City.
- 19.3.3.** Evidence of Proposer's inability to successfully complete the responsibilities and obligations of the proposal.
- 19.3.4.** Proposer's default under any City agreement, resulting in termination of such Agreement.

20. ADDENDA AND INTERPRETATION

20.1. The City shall not be responsible for nor be bound by any oral instructions, interpretations or explanations issued by the City or its representatives. Should discrepancies or omissions be found in this RFP or should there be a need to clarify the RFP, requests for clarification may be sent via e-mail or fax to the attention of the contact named in Section 7.

20.2. Proposer requests for clarification shall be deliverable as stated in Section 6. Any City response to a request for clarification will be made in the form of an addendum to this RFP. All addenda shall become part of this RFP.

20.3. Receipt of all addenda should be acknowledged using Attachment D, Proposal Certification, Paragraph 5.

21. PROPOSAL SUBMISSION

21.1. This RFP does not commit the City to pay any costs incurred in the submission of a proposal or in making any necessary studies or designs for the preparation thereof, nor the purchase or contract for the services.

21.2. After acceptance of the successful proposal by the City, the successful Proposer(s) shall be obligated to enter into an agreement consistent with the proposal submitted.

21.3. Should the successful Proposer fail to execute the agreement, the City shall have the right to seek legal remedies against the Proposer, including forfeiture of the Proposal Bond, if any, and an action for damages and shall have the right to award to the next responsive Proposer.

22. EXAMINATION OF PROPOSED MATERIAL

The submission of a proposal shall be deemed a representation and certification by the Proposer that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and that they have read and understood the RFP. No request for modification of the statement shall be considered after its submission on grounds that Proposer was not fully informed as to any fact or condition.

23. CODE ADHERENCE, PERMITS AND FEES

Contractor shall agree to abide by all laws, rules and regulation of the United States, State of California, Santa Clara County, and the City of San Jose, securing all necessary licenses and permits in the connection with resulting contract at no additional cost to the City. Successful contractor must have or obtain a current City of San Jose business license.

24. TERMS AND CONDITIONS OF AGREEMENT

24.1. Upon conclusion of the RFP process, City Staff will make a recommendation to the City Council regarding the selection based upon the evaluation of the proposals. The City will enter into negotiations with one or more Proposer(s). Proposer(s) shall enter into a contract with the City in substantial conformity with the selected proposal and the form of the City's Standard Terms and Conditions. Attachment H, Exemplar Agreement, outlines the City and its standard terms and conditions as part of the agreement between the City and the successful Proposer. The City reserves the right to negotiate project deliverables and associated costs.

24.2. All agreements will require the Proposer to adhere to the terms of their proposal and to act in accordance with all applicable laws and regulations.

24.3. An agreement shall not be binding or valid with the City unless and until it is executed by authorized representatives of the City.

24.4.INSURANCE REQUIREMENTS

24.4.1. The selected Proposer(s), at Proposer's sole cost and expense and for the full term of the Agreement or any extension thereof, shall obtain and maintain, at a minimum, all of the insurance requirements outlined in Attachment H, Exhibit D or Exhibit D-1.

24.4.2. All policies, endorsements, certificates and/or binders shall be subject to approval by the Risk Manager of the City of San Jose as to form and content. These requirements are subject to amendment or waiver if so approved in writing by the Risk Manager. The selected Proposer agrees to provide the City with a copy of said policies, certificates and/or endorsements.

24.4.3. Certificate of Insurance, as required, shall be provided to City within 10 days of the notice of award. Failure to provide the required Certificate of Insurance may result in withdrawal of the Award, and award to the next highest ranked proposer.

25. WAGE REQUIREMENTS

25.1. For custodial services provided at City Hall (Tower, Rotunda and Wing), the Police Department, City Libraries, City Community Centers, City Parks, Citywide public art locations and the Water Pollution Control Plant, the City's Living Wage Policy (Resolution No. 68900) applies. Contractors and Subcontractors shall pay its employees performing work at these identified City locations specified minimum wage rates and submit documentation and reports.

The following documents regarding the City's Living Wage Policy are provided for your reference:

ATTACHMENT I, WAGE REQUIREMENTS AND INFORMATION

Exhibit 1	Living Wage Determination
Exhibit 2	Labor Compliance Workforce Statement
Exhibit 3	Labor Compliance Fringe Benefit Statement
Exhibit 4	Labor Compliance Addendum
Exhibit 5	Employee Work Environment and Labor Peace Questionnaire (to be completed & submitted with proposal)

25.2. For custodial services provided at the Norman Y. Mineta San Jose International Airport (SJIA), the City's Airport Living Wage Ordinance (Ordinance No. 28862), as amended from time to time, applies. Contractors and Subcontractors that provide goods and/or services at SJIA are obligated to pay its employees performing work at the Airport specified minimum compensation rates.

The following documents regarding the Airport Living Wage Ordinance are provided for your reference:

ATTACHMENT J, Summary of Primary Provisions of Norman Y. Mineta San Jose International Airport Living Wage, Worker Retention, Labor Peace and Employee Work Environment

Exhibit 1	Airport Living Wage Determination
Exhibit 2	Chapter 25.11 Airport Living Wage and Labor Standards

25.3. The following documents explain the key differences between the City's Living Wage Policy and the Airport Living Wage Ordinance:

ATTACHMENT K, Key Differences between City's Living Wage Policy and Airport Living Wage Ordinance

ATTACHMENT L, Comparison of City's Living Wage Rate Increases and Airport Living Wage Rate Increases

26. LOCAL AND SMALL BUSINESS PREFERENCE

Chapter 4.12 of the San Jose Municipal Code provides for a preference for Local and Small Businesses in the procurement of contracts for supplies, materials and equipment and for general and professional consulting services. The amount of the preference shall be 5 points if the business is local and an additional 5 points if the business is small. In order for the proposer to be eligible for local and/or small business preference, the proposer must complete Attachment G, Request for Contracting Preference for Local and Small Businesses. If the proposer fails to complete this form and submit it with the proposal, the proposer will be denied consideration for local/small business preference. This information cannot be submitted later.

The preference shall only be considered for the prime Proposer(s). However, in the event that the proposing firm is a Joint Venture (JV) or Partnership as indicated on the Proposal Certification Form (Attachment D, then the Local Preference shall apply if any one of the firms in the JV or Partnership meets the definition for a local business. In order for a JV or Partnership to be considered for the Small Business Preference, then the aggregate of all of the employees that make up the JV or partnership must meet the definition for a small business.

27. PUBLIC NATURE OF PROPOSAL MATERIAL

27.1. All correspondence with the City including responses to this RFP will become the exclusive property of the City and will become public records under the California Public Records Act (Cal. Government Code section 6250 et seq.) All documents that you send to the City will be subject to disclosure if requested by a member of the public. There are a very limited number of narrow exceptions to this disclosure requirement.

27.2. Therefore, any proposal which contains language purporting to render all or significant portions of their proposal "Confidential", "Trade Secret" or "Proprietary", or fails to provide the exemption information required as described below will be considered a public record in its entirety subject to the procedures in Section 27.5.

27.3. Do not mark your entire proposal as "confidential".

27.4. The City will not disclose any part of any proposal before it announces a recommendation for award, on the ground that there is a substantial public interest in not disclosing proposals during the evaluation process. After the announcement of a recommended award, all proposals received in response to this RFP will be subject to public disclosure. If you believe that there are portion(s) of your proposal which are exempt from disclosure under the Public Records Act, you must mark it as such and state the specific provision in the Public Records Act which provides the exemption as well as the factual basis for claiming the exemption. For example, if you submit trade secret information, you must plainly mark the information as "Trade Secret" and refer to the appropriate section of the Public records Act which provides the exemption as well as the factual basis for claiming the exemption.

27.5. Although the California Public Records Act recognizes that certain confidential trade secret information may be protected from disclosure, the City of San José may not be in a position to establish that the information that a Proposer submits is a trade secret. If a request is made for information marked “Confidential”, “Trade Secret” or “Proprietary”, the City will provide Proposers who submitted the information with reasonable notice to seek protection from disclosure by a court of competent jurisdiction.

28. NON-DISCRIMINATION/NON-PREFERENTIAL TREATMENT

The successful Proposer agrees that there shall be no discrimination against, or segregation of, any person, on account of race, sex, color, age, religion, sexual orientation, actual or perceived gender identity, disability, ethnicity, national origin, marital status, or family status, in connection with or related to the performance of San Jose contracts.

29. CITY BUSINESS TAX

The Proposer(s) shall be required to comply with the San Jose Municipal Code Chapter 4.76 with respect to payment of the City Business Tax prior to any commencement of work. Contact Finance/Revenue Management at (408) 535-7055 to determine the applicable tax costs.

30. ENVIRONMENTALLY PREFERABLE PROCUREMENT POLICY

30.1. The City has adopted an “Environmentally Preferable Procurement” (EPP) policy. The goal is to encourage the procurement of products and services that help to minimize the environmental impact resulting from the use and disposal of these products. These products include, but are not limited to, those that contain recycled content, conserve energy or water, minimize waste or reduce the amount of toxic material used and disposed. Computers and other electronics are a growing focus of environmentally preferable purchasing activities due to their high prominence in the waste stream, their numerous hazardous chemical constituents, and their significant energy use. Moreover, when these products are improperly disposed of they can release hazardous substances that pollute the environment.

30.2. In support of this policy, the selected supplier will be required to work with the City to apply this policy where it is feasible to do so. In addition, proposers should address any environmental considerations with their proposal response.

30.3. The entire EPP policy may be found in the City’s internet site at the following link:

http://www.sanjoseca.gov/esd/natural-energy-resources/PDFs/EP3_2007.pdf

**ATTACHMENT A
SCOPE OF SERVICES BY DEPARTMENT & AREAS OF OPERATION**

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**ATTACHMENT A-1
SCOPE OF SERVICES
CITY HALL, WING & ROTUNDA**

1. CITY HALL: General Information

This section describes the scope of service to be provided at City Hall – 200 East Santa Clara Street. It is the Selected Proposers' responsibility to become familiar with the facility prior to submitting a proposal.

1.1. REGULAR JANITORIAL SERVICES FOR FACILITY

1.1.1. Services: Selected Proposer is to provide the basic janitorial services to all parts of the facility excluding the actual parking stalls and drive-ways at the parking level (offices and maintenance spaces shall be included in the work). The services to be performed consist of the tasks specified herein and in the Schedule of Performance-Contract Specification Sheets (Attachment B-1).

1.1.2. Where a specific performance standard has been specified, that standard shall apply. Where none has been specified, the services shall be performed to a commercially reasonable standard.

1.2. Frequency and Work Schedule

1.2.1. There will be two (2) shifts that Selected Proposer shall provided cleaning services for:

- Day Shift – 7:30 a.m. to 4:00 p.m.
- Swing Shift – 5:00 p.m. to 1:30 a.m.

1.2.2. All work shall be performed on the days and frequencies as indicated in the contract specification sheets. The City from time-to-time may reschedule the work as deemed necessary to maintain the maximum cleaning levels of its facilities.

1.3. Supplies, Materials, and Equipment

1.3.1. The City will provide all supplies and material necessary for maintenance of the City Hall site only. Selected Proposer shall provide a weekly supply and material distribution log identifying where the supplies and materials were distributed in the facility by floor. This log shall also identify the supplies and material left in storage as inventory and the additional supplies and material required for delivery in the next week.

1.3.2. The City will provide the equipment, including floor cleaning equipment, vacuums, carts, etc as the City sees necessary for cleaning of the facility. The equipment is considered to be supplied in like new condition. Selected Proposer shall be responsible for maintaining the equipment in good condition for the duration of the contract. All equipment that fails shall be repaired or replaced at Selected Proposer's expense. Any equipment not provided by the City shall be supplied by the Selected Proposer at the Selected Proposer's expense. A list of the current inventory of equipment can be found in Appendix 4. Selected Proposer shall inspect the equipment and approve the inventory in writing as to its accuracy.

1.3.3. At the completion of the contract, Selected Proposer shall provide the City with a complete inventory of equipment of identical or approved equal make and model in like new condition.

1.4. Stocking of Consumables

1.4.1. Selected Proposer shall ensure consumables, including toilet paper, paper towels, seat covers, feminine products, cleaning supplies, etc are stocked at each custodial closet on a daily basis. Selected Proposer shall provide the City with a target inventory of supplies for each closet and ensure the actual inventory is kept current.

1.4.2. Custodial day staff will utilize closets and their contents for daytime service. Selected Proposer shall support this through restocking as needed. Selected Proposer shall remove all trash left in custodial closets on a nightly basis.

1.5. CITY HOLIDAYS

1.5.1. Selected Proposer shall not schedule or provide service on the following City Holidays.

- New Years Eve
- New Years Day
- Martin Luther King Jr. Day
- Presidents Day
- Caesar Chavez Day
- Memorial Day
- Fourth of July
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve
- Christmas Day

1.5.2. Please note: The Selected Proposer shall not be compensated for any work conducted on the City Holidays as listed above.

1.6. CHANGES IN SERVICE DAYS

- 1.6.1. Any change in scheduling requested by the Selected Proposer must be approved in advance by the City's contract manager. In the event the City deems it necessary to interrupt janitorial services at any municipal facility(s) for any length of time, the Selected Proposer shall be notified to discontinue services. The cost for discontinued services will be deducted from the Selected Proposer's invoice on a pro rata basis.

1.7. SECURITY

- 1.7.1. Keys: The City shall provide the Selected Proposer with 20 sets of keys that are needed to clean the facility. During the term of the contract, any lost key shall be replaced at a Twenty Five Dollar (\$25.00) per key charge to the Selected Proposer. At the end of the contract, all keys are to be returned to the City's contract manager.

NOTE: Failure to return all keys shall result in a reduction of Five Thousand Dollars (\$5,000.00) from the final payment to the Selected Proposer.

- 1.7.2. Doors: Selected Proposer shall lock all doors and windows that provide access to any facility or office when cleaning is completed.
- 1.7.3. Alarm Systems: Selected Proposer shall take all reasonable precautions to prevent the accidental or intentional activation of alarm systems located in City facilities. Contract employees will be trained on the proper usage of alarm systems located in the facilities that they clean. Training is to include location of alarm keypads, codes, and who to call if alarm malfunctions. The Selected Proposer is responsible for training those employees that on occasion must fill in for the employee normally assigned to a facility that has an alarm. In order to encourage the Selected Proposer's compliance with this clause, the City will assess the Selected Proposer with a One Hundred Dollar (\$100.00) charge per occasion when the Selected Proposer or a Selected Proposer's employee activates an alarm.

1.8. UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES

- 1.8.1. Liquidated Damages (LDs) shall be incurred if the Selected Proposer fails to meet the performance standards and specifications in Sections 2 through 15 of this Scope of Services. The City will allow three (3) verified complaints for below standard cleaning service of City Hall facilities per month. (A "verified complaint" shall mean an observation of a cleaning deficiency by or confirmed by City Staff.) If a fourth verified complaint occurs, \$250 will be deducted from the monthly price under the contract. Each additional complaint will result in an additional assessment of \$150 per complaint to be deducted until the end of the month.

1.8.2. If the service deficiency is in an area that is accessible to the general public, the Selected Proposer is required to correct the service problem within one (1) hour of notification. If the nature of service problem is such that it cannot reasonably be corrected within one (1) hour, as determined by the City, or if the service deficiency is in an area not accessible to the general public, the Selected Proposer is required to correct the deficiency within eight (8) hours of notification. Failure to correct the service problem within the applicable time frame will result in an additional verified complaint.

1.9. PERSONNEL TRAINING AND ASSIGNMENT

1.9.1. Selected Proposer shall provide details of a comprehensive annual training program for all personnel. All personnel shall be trained in methods and materials for restroom care, general cleaning, carpet care, hard surface floor care, and special area cleaning. The City reserves the right to request reassignment of Selected Proposer's personnel. Selected Proposer shall promptly respond to any such requests.

1.10. INSPECTIONS

1.10.1. On a daily basis, the City may inspect the work provided under the contract. All items identified as deficiencies on the daily inspection shall be corrected within 24 hours of notification of the Selected Proposer. Failure to resolve the items in the report within 24 hours will result in one additional verified complaint under Section 1.8 UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES, per item for each 24 hour period that the items remain unresolved.

1.10.2. On a weekly basis, the Selected Proposer must provide an outside supervisor to do a walk through inspection of City Hall with a City representative. The inspection shall last a minimum of two hours. This supervisor shall submit a report detailing the areas inspected, number of hours spent on the inspection, and the expected date for resolving the problems identified in the report. Failure to resolve the items in the report within 24 hours will result in one additional verified complaint under Section 1.8 Unacceptable Performance – Liquidated Damages, per item for each 24 hour period that the items remain unresolved.

1.10.3. Notwithstanding the preceding subsections of this Section 1.10, if a cleaning deficiency is reported by a building occupant, user or customer, or a member of the general public, the process and timeframe outlined in Section 1.8.2 above shall apply.

1.10.4. On a monthly basis, the Selected Proposer shall provide a detailed report of each individual working, the individual's position or classification, and the number of hours that individual worked.

1.11. UNIFORMS AND IDENTIFICATION

1.11.1. All contract staff shall wear uniforms clearly identifying the company name. All uniforms shall be clean and neat.

1.11.2. All employees will be required to obtain City of San Jose identification badges. The City will provide the initial badge. Each replacement badge will be charged to the Selected Proposer at the cost of \$10 each and deducted from the billing.

1.12. EMPLOYEE AND SUPERVISION REQUIREMENTS

1.12.1. Day Shift only

Selected Proposer shall assign the proper numbers of staff required each working day to complete the services requested in a manner satisfactory to the City. This requirement includes having sufficient male and female staff such that female custodial staff is available to provide female restroom care during daytime business hours and male custodial staff for male restroom care. All personnel shall be able to communicate with sufficient fluency to take direction and perform assigned tasks unassisted, including communicating with building occupants/users for day shift personnel.

1.12.2. Day and Night Shift

Selected Proposer shall be responsible for backfilling custodial staff with qualified personnel in the event of planned or unplanned absences such as vacations or illness.

- 1.12.3. Selected Proposer shall provide the City with the contact information for an on duty supervisor at all times that Selected Proposer's staff is onsite. Selected Proposer's supervisor shall be able to communicate with sufficient fluency to receive feedback and other information from City's designated representative and make appropriate response thereto. In addition, these individuals shall have a wireless device capable of receiving phone calls. All calls shall be responded to within ten (10) minutes, maximum. Failure to respond within this time provision shall be treated as a "verified complaint" subject to liquidated damages as described in Section 1.8
UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES.

2. Flooring

2.1. Vacuum lobby and office carpet

- 2.1.1. Vacuum entire carpet, use brush or edge tool when vacuum does not pick up properly (baseboards, edge of carpet, under desks, etc.). Also remove all paper clips, staples, and similar products from the carpet.

2.2. Sweep/dust mop and damp mop hard floors thoroughly

- 2.2.1. Sweep/dust mop entire floor surface (including all edges) with properly treated dust mop.
- 2.2.2. Damp mop entire floor surface (including all edges) using a natural floor cleaner and a clean mop.

2.3. Sweep stairs and stair landings

- 2.3.1. Sweep entire stair surface including all edges.
- 2.3.2. Sweep entire landing surface including all edges.

2.4. Mop and Buff floors

- 2.4.1. Sweep or dust mop thoroughly
- 2.4.2. Wet mop floors with a "neutral floor cleaner"
- 2.4.3. Machine scrub floor with the appropriate "high speed buffer"
- 2.4.4. Re-sweep or dust mop floor thoroughly

2.5. Spot clean/gum removal

- 2.5.1. Use spotter and stiff brush on dirt and grease spots. Remove all spots from carpets. Remove all chewing gum from all floor surfaces.

2.6. Clean handrails

- 2.6.1. Clean all handrails with proper cleaning solution of all dust, smudges, handprints and fingerprints.

2.7. Floor Stripping and Refinishing

- 2.7.1. Remove as much furniture as possible from area to be shampooed.
 - 2.7.1.1. Bookshelves, file cabinets, desks, and/or work tables that have equipment and/or work in progress will NOT be moved by the Selected Proposer.
 - 2.7.1.2. Empty file cabinets, chairs, tables that are free of any items on their surface, and all easily moveable equipment will be moved by the Selected Proposer

- 2.7.1.3. All boxes, personal items stored under and/or around tables and desks shall be moved by the client.
- 2.7.2. Apply stripper and allow to set up at least ten (10) minutes
- 2.7.3. Manually scrub all floor edges
- 2.7.4. Machine scrub entire floor, making sure all the old finish is removed
- 2.7.5. With a wet & dry vacuum, remove all old stripper and finish from floor
- 2.7.6. Rinse floor three times (3x):
 - 2.7.6.1. 1st rinse use a neutral floor cleaner
 - 2.7.6.2. 2nd rinse use cold clear water
 - 2.7.6.3. 3rd rinse use cold clear water (if needed)
- 2.7.7. Apply floor sealer
 - 2.7.7.1. Apply floor sealer along baseboard first
 - 2.7.7.2. Apply sealer evenly throughout the floor
 - 2.7.7.3. Floor sealer must be approved by the City and be UL-Approved
- 2.7.8. Apply floor finish
 - 2.7.8.1. Apply 1st coat along baseboard, then apply finish evenly on the rest of the floor
 - 2.7.8.2. Apply 2nd coat, be sure to stay clear of baseboards
 - 2.7.8.3. Apply 3rd coat if needed
 - 2.7.8.4. Public Work/General Services Department; MUST approve floor finish and floor must be UL-Rated for slip resistance
- 2.7.9. Replace all furniture
- 2.7.10. After floor cures (72 hours), burnish floor
- 2.8. Carpet Shampoo Extraction
 - 2.8.1. Remove as much furniture as possible from area to be shampooed
 - 2.8.1.1. Bookshelves, file cabinets, desks, and/or work tables that have equipment and/or work in progress will NOT be moved by the Selected Proposer.
 - 2.8.1.2. Empty file cabinets, chairs, tables that are free of any items on their surface, and all easily moveable equipment will be moved by the Selected Proposer
 - 2.8.1.3. All boxes, personal items stored under and/or around tables and desks shall be moved by the client.
 - 2.8.2. Vacuum all carpeted edges of the floor
 - 2.8.3. Vacuum carpet thoroughly
 - 2.8.4. Pre-spot all spots on carpet
 - 2.8.5. Shampoo carpet thoroughly
 - 2.8.6. Replace all furniture that was removed
 - 2.8.6.1. Be sure to put carpet protectors under all furniture
 - 2.8.6.2. Remove protectors when carpet is dry

3. Clean Windows, Glass Doors and blinds (see schedule for more cleaning detail for this section)
 - 3.1. Interior Windows - below 8 ft
 - 3.2. Interior Windows - above 8 ft and below 12 ft
 - 3.3. Glass doors
 - 3.3.1. Clean all doors that have glass surfaces, including all glass panels that are on either side of any door.
 - 3.4. Blinds - remove and wipe clean with damp cloth and mild cleanser
4. Trash and recycling
 - 4.1. Empty trash cans
 - 4.1.1. Empty all waste containers and baskets. Liners are to be replaced when existing liner becomes dirty. All collected trash to be placed in appropriate containers provided for pick up by others.
 - 4.2. Empty recycle cans
 - 4.3. Wash trash & recycle cans
 - 4.4. Washout compactor area

5. Restroom

5.1. Clean toilets

5.1.1. Clean all toilet bowls with a johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of toilet. Clean and dry all chrome fixtures

5.2. Clean urinals

5.2.1. Clean all urinals with a johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of urinals. Clean and dry all chrome fixtures.

5.3. Clean sinks

5.3.1. Clean all sinks with a cloth and appropriate cleaner. Make sure all sides and undersides of sinks are cleaned. Clean and dry all chrome fixtures.

5.4. Clean mirrors

5.4.1. Clean all mirrors with a soft cloth and glass cleaner.

5.5. Clean counters

5.5.1. Clean all counters with a sponge and appropriate cleaner

5.6. Clean Soap a paper towel dispensers

5.6.1. Clean all soap dispensers with a damp cloth, and dry unit after cleaning. Make sure that units are in proper working order. If not working, leave note for building staff.

5.6.2. Clean Paper Towel Dispensers

5.6.2.1. Clean all paper towel dispensers with a damp cloth, and dry unit after cleaning.

5.6.3. Restock Paper Towel Dispensers

5.6.3.1. Ensure there are sufficient paper towels in all dispensers to last unit the next service day. Extra supplies needed shall be kept in the custodial closet.

5.6.4. Restock Toilet Paper Dispensers

5.6.4.1. Ensure there is sufficient toilet paper in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.

5.6.5. Restock Toilet Seat Covers

5.6.5.1. Ensure there are sufficient toilet seat covers in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.

5.6.6. Restock Hand Soap Dispensers

5.6.6.1. Make sure there is sufficient hand soap in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.

5.6.7. Clean all vertical surfaces

5.6.7.1. Damp wipe all toilet partitions and wall areas showing any stains, spots, grime and remove all graffiti. Dust the tops of all partitions and ledges. Disinfect surfaces.

5.6.8. Clean Showers

5.6.8.1. Clean all showers with the proper disinfectant cleaner solution. All walls are to be cleaned on every service day. All chrome fixtures are to be cleaned and dried. All floors are to be scrubbed and rinsed on every service day.

5.6.9. Broom Sweep Floors

5.6.9.1. Sweep entire floor area including all edges.

5.6.10. Damp Mop Floors

5.6.10.1. Damp mop entire floor area including all edges with the proper disinfectant solution that will not dull the floor

6. Horizontal Surfaces

6.1. Clean Customer Service Counters

6.1.1. Clean all counter surfaces in lobby areas and customer services areas. Surfaces shall be cleaned with a cloth and cleaner to remove dust and dirt.

6.2. Dust horizontal surfaces below 8 feet using proper dusting tool- Cabinets, work surfaces, desk tops, cubicles, book shelves, mullions, etc, care will be taken not to disturb personal items, no personal items or paperwork will be moved by Selected Proposer, only open spaces will be dusted.

6.3. Dust horizontal surfaces above 8 feet to include light fixtures, cabinets, mullions, panels, air vents etc.

6.4. Kitchen Counters, Sinks and tables

6.4.1. Damp wipe counters and tables with a clean, damp cloth. Remove all marks, smudges, and fingerprints. Dry tables and counters after cleaning. Clean sinks with mild solvent.

7. Vertical Surfaces

7.1. Walls - spot clean

7.2. Doors - Painted - wash surfaces

8. Exterior

8.1. Exterior balconies-sweep

8.2. Exterior entry ways (400 sq ft at each entry) - sweep

8.3. Exterior entry ways (400 sq ft at each entry) - mop or power wash

9. Elevator Cabs

9.1. Damp mop

9.2. Clean walls and doors

9.3. Vacuum and dust at ceiling

9.3.1. Remove dust and dirt that accumulates at ceiling of elevator cabs due to exhaust fan.

9.4. Clean tracks

10. Electrical, Mechanical, utility rooms

10.1. 10.1 sweep and damp mop electrical and mechanical rooms.

11. Stairwells

11.1. Sweep

11.2. Damp mop

11.3. Clean handrails

12. Replace lights that have burned out

12.1. Replace lights, ensuring to use the correct color, type, and wattage lamp. If lamp remains out or blinking after replacement, tag the fixture with a piece of paper or tape that can be seen from below. Let the paper hang down. Attach it with transparent tape. Make sure to properly clean light fixture and diffuser (if any) when replacing any bulb or tube.

12.2. IMPORTANT NOTE:

12.2.1. Under no circumstances shall the stated maximum wattage of the lamp be exceeded. Doing so may damage the fixture, the diffuser, or cause a fire.

12.2.2. Replace blinking fluorescent lamps as soon as possible. They can damage the ballast.

12.2.3. Fixtures are labeled with the proper type and wattage lamp to be used. If the lamp is broken or missing, or the information label is gone, DO NOT RELAMP. Tag the fixture with a note stating, "Information is missing. Did not re-lamp"

13. Clean Fabric Surfaces

13.1. Clean seats in the Council Chambers with appropriate cleaner and cleaning equipment used for fabric surfaces, equipment will be approved by City before use.

13.2. Clean seating in lobbies of Tower floors 1-18 and Wing floors 1-3 with appropriate cleaner and cleaning equipment used for fabric surfaces, equipment and cleaner must be approved by the City before use.

14. Drinking Fountains

14.1. Clean and polish all drinking fountains with the proper cleaner that is certified by the USDA to be non-toxic.

15. Other Support Services

- 15.1. Selected Proposer shall assist in the setup and teardown of tables, chairs and other equipment used for special events and meetings at City Hall.
- 15.2. Selected Proposer shall assist with the removal of trash and recycling produced during certain meetings and events taking place at City Hall.
- 15.3. City's representative will notify Selected Proposer's supervisor when the above support services are required.

**ATTACHMENT A-2
SCOPE OF SERVICES
COMMUNITY CENTERS AND LIBRARIES**

1. Citywide Community Centers, Libraries & Other General Buildings: General Information

This section describes the scope of service to be provided at City facilities for its community centers, libraries and other general buildings. These facilities are located throughout the 150 square miles of the City limit. It is the Selected Proposers' responsibility to become familiar with the facilities prior to submitting a proposal. The addresses of the buildings are included in the Cost Proposal Sheets, Attachment C.

1.1. REGULAR JANITORIAL SERVICES FOR FACILITY

1.1.1. Services: Selected Proposer is to provide the basic janitorial services to all the facilities identified in the Schedule of Performance-Contract Specification Sheets, Attachment B-2. The services to be performed consist of the tasks specified in the Contract Specification Sheets, and how they will be performed is defined herein.

1.1.2. Frequency and Work Schedule

All work shall be done on the days and frequencies as indicated in the contract specification sheets after the facility is closed for business. The City from time-to-time may reschedule the work as deemed necessary to maintain the maximum cleaning levels of its facilities and may at times require emergency clean ups during the day or night hours.

1.1.3. Performance Standards: Where a specific performance standard has been specified, that standard shall apply. Where none has been specified, the services shall be performed to a commercially reasonable standard.

1.1.4. Supplies, Materials, and Equipment

1.1.4.1. At Selected Proposer's sole expense, Selected Proposer shall furnish all supplies, materials, and equipment necessary to perform the work as specified under this scope of services. Selected proposer shall be responsible for supplying toilet paper, hand towels, seat cover paper products for service and non-service days.

1.1.4.2. We do not have consumable spend for the libraries/community centers and other general buildings. However, we do have visitors per year for each library, community centers and other general buildings. These visitors per year numbers can be found in Tables 2 thru 6 in Attachment C, Cost Proposal Instructions and Cost Forms. Please use these numbers to help estimate/calculate the consumable usage for each site.

1.1.4.3. Some building sites on the list will not receive cleaning service daily, but will still be operational and need paper products stocked. Selected Proposer shall leave extra paper product in custodial closet for building site contact to replenish restrooms during non-custodial service days.

1.2. JANITORIAL SUPERVISION FOR DAYTIME AND NIGHT TIME SERVICE

Services: The Selected Proposer shall provide a sufficient number of supervisors to manage cleaning operation for 101 Citywide Community Centers, Libraries and other General Buildings. Selected Proposer shall furnish the City's contract administrator with the contact information for its on duty supervisors. All calls to the on duty supervisor

shall be responded to within ten (10) minutes. Failure to respond within this time provision shall be treated as a “verified complaint” subject to liquidated damages as described in Section 1.8 UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES.

1.2.1. Supplies and Materials

At Selected Proposer’s sole expense, Selected Proposer shall furnish all supplies, materials, and equipment necessary to perform the work as specified under this Section. The equipment requirement includes vehicle transportation for the crew.

1.3. AS NEEDED SUPPLEMENTAL SERVICES

1.3.1. The following services are not part of the regularly scheduled cleaning services outlined in Section 1.1, but may be requested to be done by the Selected Proposer as supplemental work. Selected Proposer will be expected to submit costs separately on an hourly basis that includes all costs (including fully burden employee costs for any given date, supplies, materials and equipment) for the tasks below. A separate submittal sheet is being included in the cost form section, so Proposer can provide hourly costs for these services. The cost sheet is segregated into two categories, skilled versus unskilled labor and tied to prevailing and living wage rates, respectively. All costs must be approved before work is performed. Below is a sample set of services that may fall under supplemental services category; for more detailed information, see Section 10 below.

- Carpet shampooing
- Spray & Buff hard floor
- Stripping and refinishing floors and gym floors
- Window washing
- Cleaning of heating and ventilation vents
- Venetian blind cleaning
- Special services, i.e., extra cleaning, high and low dusting, special set ups, etc.

1.4. CITY HOLIDAYS

1.4.1. Selected Proposer shall not schedule or provide service on the following City Holidays unless noted otherwise or authorized by the City of San Jose, in writing, advance of the holiday:

- New Years Eve
- New Years Day
- Martin Luther King Jr. Day
- Presidents Day
- Caesar Chavez Day
- Memorial Day
- Fourth of July
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve

- Christmas Day

Please note: The Selected Proposer shall not be compensated for any work conducted on the City Holidays as listed above unless noted otherwise or approved by the City of San Jose, in writing, in advance.

1.5. CHANGES IN SERVICE DAYS

1.5.1. Any change in scheduling requested by the Selected Proposer must be approved in advance by the City's contract manager. In the event the City deems it necessary to interrupt janitorial services at any municipal facility(s) for any length of time, the Selected Proposer shall be notified to discontinue services. The cost for discontinued services will be deducted from the Selected Proposer's pay on a pro rata basis.

1.6. SECURITY

1.6.1. Keys:

The City shall provide the Selected Proposer with two (2) sets of keys that are needed to clean all facilities. During the term of the contract, any lost key shall be replaced at a Fire Dollar (\$5.00) per key charge to the Selected Proposer. At the end of the contract, all keys are to be returned to the City's contract manager CLEARLY MARKED AS TO THE FACILITY EACH ONE IS FOR.

Failure to return all keys shall result in a reduction of Five Thousand Dollars (\$5,000.00) from the final payment to the Selected Proposer.

1.6.2. Doors:

Selected Proposer shall lock all doors and windows that provide access to any facility or office when cleaning is completed.

1.6.3. Alarm Systems: Selected Proposer shall take all reasonable precautions to prevent the accidental or intentional activation of alarm systems located in City facilities. Contract employees will be trained on the proper usage of alarm systems located in the facilities that they clean. Training is to include location of alarm keypads, codes and who to call if alarm malfunctions. The Selected Proposer is responsible for training those employees that on occasion must fill in for the employee normally assigned to a facility that has an alarm. In order to encourage the Selected Proposer compliance with this clause, the City will assess the Selected Proposer with a Twenty-Five Dollar (\$25.00) charge per occasion when the Selected Proposer or a Selected Proposer's employee activates an alarm.

1.7. UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES

1.7.1. Liquidated Damages (LDs) shall be incurred if the Selected Proposer fails to meet the performance standards and specifications in Sections 2 through 11 of this Scope of Services. City Staff will allow three (3) verified complaints for below standard cleaning service per month. (A "verified complaint" shall mean an observation of a cleaning deficiency by or confirmed by City Staff.) If a fourth verified complaint occurs, \$250 will be deducted from the monthly price under the contract. Each additional complaint will result in an additional assessment of \$150 per complaint to be deducted until the end of the month.

1.7.2. If the service deficiency is in an area that is accessible to the general public, the Selected Proposer is required to correct the service problem within one (1) hour of notification. If the nature of service problem is such that it cannot reasonably be corrected within one (1) hour, as determined by the City, or if the service deficiency is in an area not accessible to the general public, the Selected Proposer is required to correct the deficiency within eight (8) hours of notification. Failure to correct the service problem within the applicable time frame will result in an additional verified complaint.

1.8. SUPPLIES AND MATERIALS

1.8.1. Selected Proposer shall use Approved Certified Green Cleaning Chemicals, unless otherwise approved by City. Selected Proposer will supply the City with list of Approved Certified Green Cleaning Chemicals that will be used to clean buildings Facilities, materials, and equipment including M.S.D.S. sheets. Paper products and plastic liners shall contain a percentage of recycled material that meets EPA guidelines for post consumer waste content. The Selected Proposer is to provide the City with a list of products and the percentage of recycled material these products contain. Also, the Selected Proposer shall provide the City with the manufacturer's contact persons and phone numbers. Manufacturer certification of recycled, as well as post consumer waste content percentages, is required at the signing of the contract.

2. Regular Janitorial Services for Facility

2.1. Clean Customer Service Counters

2.1.1. Clean all counter surfaces in lobby areas and customer services areas. Surfaces shall be cleaned with a cloth and cleaner to remove dust and dirt.

2.2. Dust horizontal surfaces below 8 feet using proper dusting tool- Cabinets, work surfaces, desk tops, cubicles, book shelves, mullions, etc, care will be taken not to disturb personal items, no personal items or paperwork will be moved by Selected Proposer, only open spaces will be dusted.

2.3. Dust horizontal surfaces above 8 feet to include light fixtures, cabinets, mullions, panels, air vents etc.

2.4. Kitchen Counters, Sinks and tables

2.4.1. Damp wipe counters and tables with a clean, damp cloth. Remove all marks, smudges, and fingerprints. Dry tables and counters after cleaning. Clean sinks with mild solvent.

3. Drinking Fountains

3.1. Clean and polish all drinking fountains with the proper cleaner that is certified by the USDA to be non-toxic.

4. Flooring

4.1. Vacuum lobby and office carpet

- 4.1.1. Vacuum entire carpet, use brush or edge tool when vacuum does not pick up properly (baseboards, edge of carpet, under desks, etc.). Also remove all paper clips, staples, and similar products from the carpet.
 - 4.2. Sweep/dust mop and damp mop hard floors thoroughly
 - 4.2.1. Sweep/dust mop entire floor surface (including all edges) with properly treated dust mop.
 - 4.2.2. Damp mop entire floor surface (including all edges) using a natural floor cleaner and a clean mop.
 - 4.3. Sweep stairs and stair landings
 - 4.3.1. Sweep entire stair surface including all edges.
 - 4.3.2. Sweep entire landing surface including all edges.
 - 4.4. Spot clean/gum removal
 - 4.4.1. Use spotter and stiff brush on dirt and grease spots. Remove all spots from carpets. Remove all chewing gum from all floor surfaces.
 - 4.5. Clean handrails
 - 4.5.1. Clean all handrails with proper cleaning solution of all dust, smudges, handprints and fingerprints.
5. Trash and recycling station
 - 5.1.1. Empty all trash and recycle bins at each designated station and replace liners when existing liner becomes dirty. All collected trash to be placed in appropriate containers.
 - 5.2. Wash trash & recycle container
6. Restroom
 - 6.1. Clean toilets
 - 6.1.1. Clean all toilet bowls with a johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of toilet. Clean and dry all chrome fixtures
 - 6.2. Clean urinals
 - 6.2.1. Clean all urinals with a Johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of urinals. Clean and dry all chrome fixtures.
 - 6.3. Clean sinks
 - 6.3.1. Clean all sinks with a cloth and appropriate cleaner. Make sure all sides and undersides of sinks are cleaned. Clean and dry all chrome fixtures.
 - 6.4. Clean mirrors
 - 6.4.1. Clean all mirrors with a soft cloth and glass cleaner.
 - 6.5. Clean counters
 - 6.5.1. Clean all counters with a sponge and appropriate cleaner
 - 6.6. Clean soap and paper towel dispensers
 - 6.6.1. Clean all soap dispensers with a damp cloth, and dry unit after cleaning. Make sure that units are in proper working order. If not working, leave note for building staff.

6.6.2. Clean Paper Towel Dispensers

6.6.2.1. Clean all paper towel dispensers with a damp cloth, and dry unit after cleaning.

6.6.3. Restock Paper Towel Dispensers

6.6.3.1. Ensure there are sufficient paper towels in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.

6.6.4. Restock Toilet Paper Dispensers

6.6.4.1. Ensure there is sufficient toilet paper in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.

6.6.5. Restock Toilet Seat Covers

6.6.5.1. Ensure there are sufficient toilet seat covers in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.

6.6.6. Restock Hand Soap Dispensers

6.6.6.1. Make sure there is sufficient hand soap in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.

6.6.7. Clean all vertical surfaces

6.6.7.1. Damp wipe all toilet partitions and wall areas showing any stains, spots, grime and remove all graffiti. Dust the tops of all partitions and ledges. Disinfect surfaces.

6.6.8. Clean Showers

6.6.8.1. Clean all showers with the proper disinfectant cleaner solution. All walls are to be cleaned on every service day. All chrome fixtures are to be cleaned and dried. All floors are to be scrubbed and rinsed on every service day.

6.6.9. Broom Sweep Floors

6.6.9.1. Sweep entire floor area including all edges.

6.6.10. Damp Mop Floors

6.6.10.1. Damp mop entire floor area including all edges with the proper disinfectant solution that will not dull the floor

7. Elevator Cabs

7.1. Damp mop

7.2. Clean walls and doors

7.3. Vacuum and dust at ceiling

7.3.1. Remove dust and dirt that accumulates at ceiling of elevator cabs due to exhaust fan.

7.4. Clean tracks

8. Stairwells

8.1. Sweep

8.2. Damp mop

8.3. Clean handrails

9. Replace lights that have burned out

9.1. Replace lights, ensuring to use the correct color, type, and wattage lamp. If lamp remains out or blinking after replacement, tag the fixture with a piece of paper or tape that can be seen from below. Let the paper hang down. Attach it with transparent tape. Make sure to properly clean light fixture and diffuser (if any) when replacing any bulb or tube.

9.2. IMPORTANT NOTE:

9.2.1. Under no circumstances shall the stated maximum wattage of the lamp be exceeded. Doing so may damage the fixture, the diffuser, or cause a fire.

9.2.2. Replace blinking fluorescent lamps as soon as possible. They can damage the ballast.

9.2.3. Fixtures are labeled with the proper type and wattage lamp to be used. If the lamp is broken or missing, or the information label is gone, DO NOT RELAMP. Tag the fixture with a note stating, "Information is missing. Did not re-lamp"

10. Supplemental Services

10.1. Floor Stripping and Refinishing

10.1.1. Remove as much furniture as possible from area to be shampooed.

10.1.1.1. Bookshelves, file cabinets, desks, and/or work tables that have equipment and/or work in progress will NOT be moved by the Selected Proposer.

10.1.1.2. Empty file cabinets, chairs, tables that are free of any items on their surface, and all easily moveable equipment will be moved by the Selected Proposer

10.1.1.3. All boxes, personal items stored under and/or around tables and desks shall be moved by the client.

10.1.2. Apply stripper and allow to set up at least ten (10) minutes

10.1.3. Manually scrub all floor edges

10.1.4. Machine scrub entire floor, making sure all the old finish is removed

10.1.5. With a wet & dry vacuum, remove all old stripper and finish from floor

10.1.6. Rinse floor three times (3x):

10.1.6.1. 1st rinse use a neutral floor cleaner

10.1.6.2. 2nd rinse use cold clear water

10.1.6.3. 3rd rinse use cold clear water (if needed)

10.1.7. Apply floor sealer

10.1.7.1. Apply floor sealer along baseboard first

10.1.7.2. Apply sealer evenly throughout the floor

10.1.7.3. Public Work/General Services Department MUST approve floor sealer and be UL-Approved

10.1.8. Apply floor finish

- 10.1.8.1. Apply 1st coat along baseboard, then apply finish evenly on the rest of the floor
- 10.1.8.2. Apply 2nd coat, be sure to stay clear of baseboards
- 10.1.8.3. Apply 3rd coat if needed
- 10.1.8.4. Public Work/General Services Department MUST approve floor finish and floor must be UL-Rated for slip resistance
- 10.1.9. Replace all furniture
- 10.1.10. After floor cures (72 hours), burnish floor
- 10.2. Mop and Buff floors
 - 10.2.1. Sweep or dust mop thoroughly
 - 10.2.2. Wet mop floors with a "neutral floor cleaner"
 - 10.2.3. Machine scrub floor with the appropriate "high speed buffer"
 - 10.2.4. Re-sweep or dust mop floor thoroughly
- 10.3. Carpet Shampoo Extraction
 - 10.3.1. Remove as much furniture as possible from area to be shampooed
 - 10.3.1.1. Bookshelves, file cabinets, desks, and/or work tables that have equipment and/or work in progress will NOT be moved by the Selected Proposer.
 - 10.3.1.2. Empty file cabinets, chairs, tables that are free of any items on their surface, and all easily moveable equipment will be moved by the Selected Proposer
 - 10.3.1.3. All boxes, personal items stored under and/or around tables and desks shall be moved by the client.
 - 10.3.2. Vacuum all carpeted edges of the floor
 - 10.3.3. Vacuum carpet thoroughly
 - 10.3.4. Pre-spot all spots on carpet
 - 10.3.5. Shampoo carpet thoroughly
 - 10.3.6. Replace all furniture that was removed
 - 10.3.6.1. Be sure to put carpet protectors under all furniture
 - 10.3.6.2. Remove protectors when carpet is dry

11. Other Support Services

- 11.1. SET UPS - Selected Proposer shall in the setup and teardown of tables, chairs and other equipment used for special events and meetings on an as-needed basis.
 There is a need in specific City facilities for the set up of tables and chairs frequently. The Selected Proposer shall set these up in accordance with the requirements of the supervisors of these facilities. The set up diagrams will be provided to the Selected Proposer by the facilities requesting the service, either on the day of the set up, in a set up log book kept at the information counter, or in the custodial closet.
- 11.2. Selected Proposer shall assist with the removal of trash and recycling produced during certain meetings and events, on an as needed basis.

11.3. INVOICING

11.3.1. The cost for the set ups and clean-ups is to be invoiced separately on a per hour charge basis. No set up/clean up as described in this Section 11 is to be done in lieu of routine janitorial cleaning. All such set ups/clean-ups must be approved by the City's contract manager before the set up/clean up can be done--either in writing, by fax, or by phone.

**ATTACHMENT A-3
SCOPE OF SERVICES
SAN JOSE POLICE DEPARTMENT**

1 POLICE DEPARTMENT SERVICE LOCATIONS

The following section describes the scope of service to be provided at the following City of San Jose facilities:

- Police Administration Building - 201 W. Mission Street,
- Police Communication Building - 855 N. San Pedro St.,
- Police Personnel and Health Building - 151 W. Mission St,
- Municipal Garage – 825 N. San Pedro St.
- Operation Bldg. – 171 W. Mission Street

It is the Selected Proposers' responsibility to become familiar with the facilities prior to submitting a proposal.

1.1 REGULAR JANITORIAL SERVICES FOR FACILITY

1.1.1 Selected Proposer is to provide the basic janitorial services to all parts of the facility listed above. The services to be performed consist of the tasks specified herein and in Schedule of Performance-Contract Specification Service Frequency Sheets (Attachment B-3).

1.1.2 Where a specific performance standard has been specified, that standard shall apply. Where none has been specified, the services shall be performed to a commercially reasonable standard.

1.2 FREQUENCY AND WORK SCHEDULE

1.2.1 All work shall be done on the days and frequencies as described in the in the Schedule of Performances-Contract Specification Sheets, Attachment B-3 during working business hours. Day shift operates from 7:00 a.m. to 3:30 p.m. Monday through Sunday and night shift operates from 4:00 p.m. to 12:30 a.m. Monday through Friday. The City from time-to-time may reschedule the work frequency and/or schedule as deemed necessary to maintain the maximum cleaning levels of its facilities.

1.3 SUPPLIES, MATERIALS, AND EQUIPMENT

1.3.1 The City will provide all supplies and materials necessary for maintenance of the City Buildings listed in Section 1 – SERVICE LOCATIONS above. Selected Proposer shall provide a weekly supply and material distribution log identifying where the supplies and materials were distributed in the facility by floor. This log shall also identify the supplies and material left in storage as inventory and the additional supplies and material required for delivery in the next week or month.

1.3.2 The City will provide the equipment, including floor cleaning equipment, vacuums, carts, etc as the City sees necessary for cleaning of the facility. The equipment is considered to be supplied in like new condition. Selected Proposer shall be responsible for maintaining the equipment in good condition for the duration of the contract. All equipment that fails shall be repaired or replace at Selected Proposers expense. Any equipment not provided by the City shall be supplied by the

Selected Proposer at the Selected Proposer's expense. A list of the current inventory of equipment can be found in Appendix 4. Selected Proposer shall inspect the equipment and approve the inventory in writing as to its accuracy.

- 1.3.3** At the completion of the contract, Selected Proposer shall provide the City with a complete inventory of equipment of identical or approved equal make and model in like new condition.

1.4 STOCKING OF CONSUMABLES

- 1.4.1** Selected Proposer shall ensure consumables, including toilet paper; paper towels, seat covers, feminine products, cleaning supplies, etc are stocked at each custodial closet on a daily basis. Selected Proposer shall provide the City with a target inventory of supplies for each closet and ensure the actual inventory is kept current.

1.5 HOLIDAY WORK SCHEDULE

- 1.5.1** Facilities that are normally serviced on a day that falls on a City holiday shall still be serviced on that day except Police Health Building, unless alternate date is mutually agreed upon. It is the Selected Proposer's responsibility to maintain the service levels as specified in the RFP/agreement.

1.6 CHANGES IN SERVICE DAYS

- 1.6.1** Any change in scheduling requested by the Selected Proposer must be approved in advance by the City's contract manager. In the event the City deems it necessary to interrupt custodial services at any municipal facility(s) for any length of time, the Selected Proposer shall be notified to discontinue services. The cost for discontinued services will be deducted from the Selected Proposer's pay letter on a pro rata basis.

1.7 SECURITY

- 1.7.1** Keys: The City shall provide the Selected Proposer with twenty (20) sets of keys that are needed to clean the facility. During the term of the contract, any lost key shall be replaced at a Twenty Five Dollar (\$25.00) per key charge to the Selected Proposer. At the end of the contract, all keys are to be returned to the City's contract manager.

- 1.7.2** NOTE: Failure to return all keys shall result in a reduction of Five Thousand Dollars (\$5,000.00) from the final payment to the Selected Proposer.

- 1.7.3** Doors: Selected Proposer shall lock all doors and windows that provide access to any facility or office when cleaning is completed.

- 1.7.4** Alarm Systems: Selected Proposer shall take all reasonable precautions to prevent the accidental or intentional activation of alarm systems located in City facilities. Contract employees will be trained on the proper usage of alarm

systems located in the facilities that they clean. Training will include; location of alarm keypads, codes, and who to call if alarm malfunctions or is accidentally activated. The Selected Proposer is responsible for training those employees that on occasion must fill in for the employee normally assigned to a facility that has an alarm. In order to encourage the Selected Proposer's compliance with this clause, the City will assess the Selected Proposer with a One Hundred Dollar (\$100.00) charge per occasion when the Selected Proposer or a Selected Proposer's employee activates an alarm.

1.8 UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES

1.8.1 Liquidated Damages (LDs) shall be incurred if the Selected Proposer fails to meet the performance standards and specifications in Sections 2 through 16 of this Scope of Services. The City will allow three (3) verified complaints for below standard cleaning service of Police Department facilities per month. (A "verified complaint" shall mean an observation of a cleaning deficiency by or confirmed by City Staff.) If a fourth verified complaint occurs, \$250 will be deducted from the monthly price under the contract. Each additional complaint will result in an additional assessment of \$150 per complaint to be deducted until the end of the month.

1.8.2 If the service deficiency is in an area that is accessible to the general public, the Selected Proposer is required to correct the service problem within one (1) hour of notification. If the nature of service problem is such that it cannot reasonably be corrected within one (1) hour, as determined by the City, or if the service deficiency is in an area not accessible to the general public, the Selected Proposer is required to correct the deficiency within eight (8) hours of notification. Failure to correct the service problem within the applicable time frame will result in an additional verified complaint.

1.9 PERSONNEL TRAINING AND ASSIGNMENT

1.9.1 Selected Proposer shall provide details of a comprehensive annual training program for all personnel. All personnel shall be trained in methods and materials for restroom care, general cleaning, carpet care, hard surface floor care, and special area cleaning.

1.9.2 City reserves the right to request reassignment of Contractor's personnel. Contractor shall promptly respond to any such requests.

1.10 INSPECTIONS

1.10.1 On a daily basis, the City may inspect the work provided under the contract. All items identified as deficiencies on the daily inspection shall be corrected within 24 hours of notification of the Selected Proposer. Failure to resolve the items in the report within 24 hours will result in one additional verified complaint under Section 1.8 UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES, per item for each 24 hour period that the items remain unresolved.

1.10.2 On a weekly basis, the Selected Proposer must provide an outside supervisor to do a walk through inspection of The Police Department with a City representative. The inspection shall last a minimum of two hours. This supervisor shall submit a report detailing the areas inspected, number of hours spent on the inspection, and the expected date for resolving the problems identified in the report. Failure to resolve the items in the report within 24 hours will result in one additional verified complaint under Section 1.8 Unacceptable Performance – Liquidated Damages, per item for each 24 hour period that the items remain unresolved.

1.10.3 Notwithstanding the preceding subsections of this Section 1.10, if a cleaning deficiency is reported by a building occupant, user or customer, or a member of the general public, the process and timeframe outlined in Section 1.8.2 above shall apply.

1.10.4 On a monthly basis, the Selected Proposer shall provide a detailed report of each individual working, the individual's position or classification, and the number of hours that individual worked.

1.11 EMPLOYEE AND SUPERVISION REQUIREMENTS

1.11.1 Selected Proposer shall assign the proper numbers of staff required each working day to complete the services requested in a manner satisfactory to the City. This requirement includes having sufficient male and female staff such that female custodial staff is available to provide female restroom care during daytime business hours and male custodial staff for male restroom care. All personnel shall be able to communicate with sufficient fluency to take direction and perform assigned tasks unassisted, including communicating with building occupants/users for day shift personnel.

1.11.2 Selected Proposer shall be responsible for backfilling custodial staff with qualified personnel in the event of planned or unplanned absences such as vacations or illness.

1.11.3 Selected Proposer shall provide a working, lead staff member that is fluent in English. In addition, these individuals shall have a wireless device capable of receiving phone calls. All calls shall be responded to within ten (10) minutes, maximum. Failure to respond within this time provision shall be treated as a "verified complaint" subject to liquidated damages as described in Section 1.8 UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES.

1.12 UNIFORMS AND IDENTIFICATION

1.12.1 All Selected Proposer staff shall wear uniforms clearly identifying the company name. All uniforms shall be clean and neat.

- 1.12.2** All employees will be required to obtain City of San Jose identification badges. The City will provide the initial badge. Each replacement badge will be charged to the Selected Proposer at the cost of \$10 each and deducted from the billing.

1.13 BACKGROUND CHECKS

- 1.13.1** As part of the background process, we would require each prospective contractor employee to complete a 27 page personal history statement (PHS). We will hold a 1-2 hour seminar for each employee to guide them through the questionnaire and instruct them on the process. The PHS includes personal information such as names, addresses, DL info, financial history, drug use, names and addresses of family and personal references, job history, military history, etc. Each applicant will need to provide their CDL, Social Security card, Birth Certificate or naturalization documents, marriage licenses, and divorce decrees. Each applicant will go through a 1-2 hours personal interview and be required to go to the Sheriff's Office to have their fingerprints run. A polygraph (lie detector) exam may be required if any discrepancies are discovered. The process will take approx. 12 weeks.
- 1.13.2** The City will only pay for initial background checks. In other words, background checks for replacement employees shall be paid by the selected Proposer.
- 1.13.3** Although background checks may take approximately 12 weeks to complete, the selected Proposer shall be required to have employees that passed the police background checks on board working at the Police Department on the day the contract is executed. Per employee retention requirements Section B of Attachment I, Wage requirements and Information, the "new contractor must retain the workers who have been performing the services under the previous contractor." Proposers are advised to review all employee retention sections in Attachment I before making any determinations. All cost must be included in your cost proposal in order to comply with this requirement.

2 Flooring and Furniture

2.1 Vacuum all carpet

2.1.1 Vacuum entire carpet, use brush or edge tool when vacuum does not pick up properly (baseboards, edge of carpet, under desks, etc.). Also remove all paper clips, staples, and similar products from the carpet.

2.2 Sweep/dust mop and damp mop hard floors thoroughly

2.2.1 Sweep/dust mop entire floor surface (including all edges) with properly treated dust mop.

2.2.2 Damp mop entire floor surface (including all edges) using a natural floor cleaner and a clean mop.

2.3 Spot clean/gum removal

2.3.1 Use spotter and stiff brush on dirt and grease spots. Remove all spots from carpets. Remove all chewing gum from all floor surfaces.

2.4 Wipe down all lobby furniture

3 Windows and Glass Doors

3.1 Clean Interior Windows - below 8 ft

3.2 Clean all doors that have glass surfaces, including all glass panels that are on either side of any door.

4 Trash and Recycling Throughout Building

4.1 Empty trash cans

4.1.1 Empty all waste containers and baskets. Liners are to be replaced when existing liner becomes dirty. All collected trash to be placed in appropriate containers provided for pick up by others.

4.2 Empty recycle cans

4.3 Wash trash & recycle cans

- 5 Restroom**
 - 5.1 Clean toilets**
 - 5.1.1** Clean all toilet bowls with a johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of toilet. Clean and dry all chrome fixtures
 - 5.2 Clean urinals**
 - 5.2.1** Clean all urinals with a johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of urinals. Clean and dry all chrome fixtures.
 - 5.3 Clean sinks**
 - 5.3.1** Clean all sinks with a cloth and appropriate cleaner. Make sure all sides and undersides of sinks are cleaned. Clean and dry all chrome fixtures.
 - 5.4 Clean mirrors**
 - 5.4.1** Clean all mirrors with a soft cloth and glass cleaner.
 - 5.5 Clean counters**
 - 5.5.1** Clean all counters with a sponge and appropriate cleaner
 - 5.6 Clean Soap Dispensers**
 - 5.6.1** Clean all soap dispensers with a damp cloth, and dry unit after cleaning. Make sure that units are in proper working order. If not working, leave note for building staff.
 - 5.7 Clean Paper Towel Dispensers**
 - 5.7.1.1** Clean all paper towel dispensers with a damp cloth, and dry unit after cleaning.
 - 5.8 Clean fixtures**
 - 5.8.1.1** Clean all fixtures with a damp cloth, and dry unit after cleaning.

- 5.9 Restock Paper Towel Dispensers**
 - 5.9.1.1** Ensure there are sufficient paper towels in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.
- 5.10 Restock Toilet Paper Dispensers**
 - 5.10.1.1** Ensure there is sufficient toilet paper in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.
- 5.11 Restock Toilet Seat Covers**
 - 5.11.1.1** Ensure there are sufficient toilet seat covers in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.
- 5.12 Restock Hand Soap Dispensers**
 - 5.12.1.1** Ensure there is sufficient hand soap in all dispensers to last until the next service day. Extra supplies needed shall be kept in the custodial closet.
- 5.13 Clean walls and partitions**
 - 5.13.1.1** Damp wipe all toilet partitions and wall areas showing any stains, spots, grime and remove all graffiti. Dust the tops of all partitions and ledges. Disinfect surfaces.
- 5.14 Wipe down top of lockers**
- 5.15 Clean Showers**
 - 5.15.1.1** Clean all showers with the proper disinfectant cleaner solution. All walls are to be cleaned on every service day. All chrome fixtures are to be cleaned and dried. All floors are to be scrubbed and rinsed on every service day.
 - 5.15.1.2** Deep scrub shower floor
- 5.16 Broom Sweep Floors**
 - 5.16.1.1** Sweep entire floor area including all edges.
 - 5.16.2 Damp Mop Floors**
 - 5.16.2.1** Damp mop entire floor area including all edges with the proper disinfectant solution that will not dull the floor.

- 6** Horizontal Surfaces
 - 6.1** Clean Customer Service Counters
 - 6.1.1** Clean all counter surfaces in lobby areas and customer services areas. Surfaces shall be cleaned with a cloth and cleaner to remove dust and dirt.
 - 6.2** Dust horizontal surfaces below 8 feet- Cabinets, work surfaces, cubicles, book shelves, mullions, care will be taken not to disturb personal items, no personal items will be moved by Selected Proposer, only open spaces will be dusted.
 - 6.3** Dust horizontal surfaces above 8 feet mullion, ceiling ducts.
 - 6.4** Kitchen Counters, Sinks and tables
 - 6.4.1** Damp wipe counters and tables with a clean, damp cloth. Remove all marks, smudges, and fingerprints. Dry tables and counters after cleaning. Clean sinks with mild solvent.
- 7** Vertical Surfaces
 - 7.1** Walls - spot clean
 - 7.2** Doors - Painted - spot clean surface
- 8** Special Cleaning of Adult & Youth Pre-Processing
 - 8.1** Spot clean and vacuum carpet
 - 8.2** Empty and wipe down trash bins
 - 8.3** Empty and wipe down trash cans
- 9** Exterior
 - 9.1** Empty trash cans and clean cigarette urns outside exterior doors
 - 9.2** Gun range: wipe down wall, hepa vacuum and wet mop floor
 - 9.3** Police maintenance garage: sweep, damp mop, vacuum and dust vertical areas.
 - 9.4** Radio Shop: Sweep, damp mop, vacuum and dust vertical areas
- 10** Electrical, Mechanical, utility rooms
 - 10.1** Sweep and damp mop electrical and mechanical rooms.
- 11** Elevator Cabs
 - 11.1** Damp mop

- 11.2 Clean walls and doors
- 11.3 Vacuum and dust at ceiling vents
 - 11.3.1 Remove dust and dirt that accumulates at ceiling of elevator cabs due to exhaust fan.
- 11.4 Clean tracks

- 12 Kitchens
 - 12.1 Dust wipe and sanitize counters
 - 12.2 Clean compactors, disposals and sinks

- 13 Stairwells and handrails
 - 13.1 Sweep entire stair and landing surface including all edges.
 - 13.2 Clean all handrails with proper cleaning solution of all dust, smudges, handprints and fingerprints.

- 14 Replace burned out lights
 - 14.1 Replace lights, ensuring to use the correct color, type, and wattage lamp. If lamp remains out or blinking after replacement, tag the fixture with a piece of paper or tape that can be seen from below. Let the paper hang down. Attach it with transparent tape. Make sure to properly clean light fixture and diffuser (if any) when replacing any bulb or tube.
 - 14.2 IMPORTANT NOTE:
 - 14.2.1 Under no circumstances shall the stated maximum wattage of the lamp be exceeded. Doing so may damage the fixture, the diffuser, or cause a fire.
 - 14.2.2 Replace blinking fluorescent lamps as soon as possible. They can damage the ballast.
 - 14.2.3 Fixtures are labeled with the proper type and wattage lamp to be used. If the lamp is broken or missing, or the information label is gone, DO NOT RELAMP. Tag the fixture with a note stating, "Information is missing. Did not re-lamp."

- 15 Drinking Fountains
 - 15.1 Clean and polish all drinking fountains with the proper cleaner that is certified by the USDA to be non-toxic.

- 16 Other support services
 - 16.1 Selected Proposer shall assist in the setup and teardown of tables, chairs and other equipment used for special events and meetings at The Police Department.
 - 16.2 Selected Proposer shall assist with the removal of trash and recycling produced during certain meetings and events taking place at The Police Department.

16.3 City's representative will notify Selected Proposer's supervisor when the above support services are required.

ATTACHMENT A-4
SCOPE OF SERVICES
NORMAN Y. MINETA SAN JOSE INTERNATIONAL AIRPORT

1. AIRPORT: GENERAL INFORMATION

This section describes the scope of service to be provided at Airport – 1701 Airport Blvd. It is the Proposers' responsibility to become familiar with the facility prior to submitting a proposal. Customer service is a high priority for the Airport. All selected Proposers need to be fully trained in customer service etiquette and information regarding the Airport in general.

1.1. SERVICE LEVEL REQUIREMENTS

- 1.1.1. Service level requirements will be based on the Schedule of Performance in Attachment B-4. Cleaning surfaces where the work is to be performed, as described herein, shall be in Terminals A, B and FIS International and auxiliary buildings. Cleanable surface areas for all terminals are listed in Exhibit 1 and Exhibit 3 attached hereto and posted under separate cover posted in BidSync.com.
- 1.1.2. The airport is a 24/7 operation and due to traffic patterns and safety concerns for the passengers, the majority of detail work is done off hours. The Airport from time-to-time may reschedule the work as deemed necessary to maintain the maximum cleaning levels of its facilities.
- 1.1.3. Selected Proposer must maintain radio communication at all times with the Airport and or its representatives. Selected Proposer must return phone calls within 2 minutes. For emergency services, Selected Proposer must have emergency services crews on site no more than 1 hour after notification. Selected Proposer shall provide contact numbers for the on site supervisors during their working hours. In addition, selected Proposer shall provide 24 x 7 contact information for two supervisors as well as the company branch manager or principal.
- 1.1.4. All of the Selected Proposer's employees must be able to communicate with sufficient fluency to take direction and perform assigned tasks unassisted, including having language skills sufficient to pass security testing as administered by the Transportation Security Administration.

1.2. UNSCHEDULED WORK

- 1.2.1. Airport will require the Selected Proposer to perform unscheduled work on occasion. Unscheduled work means work that is needed due to unexpected occurrences and exceeds the scope of the regular, recurring scheduled janitorial services specified in this RFP, for example, cleaning services needed as a result of major overflow of backed up plumbing, or a roof leak. Unscheduled work will be considered on a per incident basis. Any changes in the fees or cost of consumables (if applicable) as a result of any such modifications will be governed by the pricing contained in the Selected Proposer's proposal.

1.3. CHANGES IN SERVICES

- 1.3.1. Airport reserves the right to make changes in the services covered by the RFP or contract by adding or deleting any scheduled or unscheduled work, as well as modifying the frequencies and timing of scheduled services as dictated by changes in circumstances. The Airport will provide seven (7) days' written notice of any such change. The Selected Proposer will promptly comply with such requirements. Any changes in the fees or cost of consumables (if applicable) as a result of any such modifications will be governed by the pricing contained in the Selected Proposer's proposal or in the signed contract.

1.4. SELECTED PROPOSER REQUIREMENTS

- 1.4.1. The Selected Proposer, at all times during the life of this contract, will abide by and follow all necessary industry requirements, Airport requirements and standards, including those issued by the FAA, Department of Homeland Security, and Customs, etc., both present and future.
- 1.4.2. The Selected Proposer, at all times during the life of the contract, will provide trained and qualified staff as required by certification, licensure and/or training.
- 1.4.3. Opportunities for cost savings, including cost reductions, will be provided to the Airport as soon as feasibly possible. No actions shall be taken until the Airport has had an opportunity to review and approve each proposal or opportunity.
- 1.4.4. Deliverable: The Selected Proposer shall develop and implement an operations and maintenance safety plan. This plan shall be subject to review and approval by the Airport. The safety plan shall be inclusive of all OSHA, MIOSHA, Biohazard certified, and industry practices, be kept on site at all times.
- 1.4.5. The Selected Proposer shall report in writing to the Airport all accidents arising out of or in connection with the Services pursuant to this Contract which result in injury or property damage giving full details and witness statements.
- 1.4.6. The selected Proposer will provide at all times, a Project Manager/Supervisor, trained and qualified including all necessary licensures, certifications and requirements as applicable, who will manage all aspects of the selected Proposers services staff, including any and all selected Proposer support staff, visitors and vendors. Office space will be provided. This individual will oversee all the requirements identified in this RFP, and adherence to all policies, procedures, protocols, communications, standards, including but not limited to the safe, efficient and effective operation of custodial/biohazard & janitorial service. This lead individual shall also perform: In services, quality assurances, constant walk through of

the terminals, verification of supplies, recycling oversight and public relations skills

- 1.4.7. Selected Proposer will be expected to coordinate control over all contracted staff in the following way:
 - 1.4.7.1. Conduct direct communication with all above said staff
 - 1.4.7.2. Coordinate procedures and instructions with SJC
 - 1.4.7.3. Provide concise directions to janitorial and site staff for assignment
 - 1.4.7.4. Effectively communicate and coordinate efforts between Airport and Selected Proposer's on site employees 24/7/365
 - 1.4.7.5. Develop and manage all procedure and activities, including activities needed to ensure personnel safety of all of Selected Proposer's on site employees within areas of responsibility
 - 1.4.7.6. Maintain at all times a professional operations inclusive of all industry standards established procedures protocols and under any condition or scenario
 - 1.4.7.7. Other related duties and activities as requested by Airport
- 1.4.8. Selected Proposer is responsible to keep clean, neat, and orderly all Airport assigned janitorial storage closets. Selected Proposer will be responsible for maintaining all assigned areas in a clean and safe condition and appearance.
- 1.4.9. The selected Proposer must ensure the most effective and efficient operation of all Airport provided utilities by its staff and employees to conserve energy and financial resources while not compromising performance levels.

1.5. BACKGROUND CHECKS

- 1.5.1. All individuals applying for a SJC badge must undergo a FBI fingerprint-based criminal history check as part of the SJC Badge issuance. Individuals convicted within the last 10 years, or currently charged with certain disqualifying crimes will be denied issuance of an Airport ID Badge. Fingerprint results must come back cleared before issuance of the Airport Photo ID Badge. Allow 2-3 weeks for fingerprints to come back.

1.6. BADGING REQUIREMENTS

- 1.6.1. All of the Selected Proposer's employees who will provide services under the proposed agreement must be able to obtain an Airport Security Identification Display Area (SIDA) badge. To obtain this badge, staff must complete an application, provide appropriate legal documentation, submit to fingerprinting and pass two background checks: a Criminal History Records Check and security threat assessment/work eligibility verification conducted by the Department of Homeland Security. This screening and testing is paid for by the Airport. After clearing the background checks, the applicant must also pass a video-based training program administered by Airport Operations before being issued a badge. The training video is provided in

English. Failure to obtain a SIDA badge disqualifies an applicant from working at the Airport.

1.7. UNIFORMS AND IDENTIFICATION

1.7.1. All contract staff shall wear uniforms clearly identifying the company name. All uniforms shall be clean and neat.

1.7.2. All employees will be required to obtain Airport identification badges. The Airport will provide the initial badge. Each replacement badge will be charged to the selected Proposer at the cost of \$50 to \$125 each and deducted from the billing.

1.8. PARKING

1.8.1. Parking for the Selected Proposer's employees and vehicles will be designated by Airport. Parking permits and fees in the designated parking lots are estimated at approximately \$60.00 per month per employee. The Airport is responsible for paying these fees.

1.9. HOLIDAY WORK SCHEDULE

1.9.1. Facilities that are normally serviced on a day that falls on a city holiday shall still be serviced on that day, unless alternate date is mutually agreed upon. It is the Selected Proposer's responsibility to maintain the service levels as specified in the RFP.

1.10. CHANGES IN SCHEDULE

1.10.1. Any change in scheduling requested by the Selected Proposer must be approved in advance by the Airport's contract manager. In the event the Airport deems it necessary to interrupt janitorial services at any municipal facility(s) for any length of time, the Selected Proposer shall be notified to discontinue services. The cost for discontinued services will be deducted from the Selected Proposer's pay on a pro rata basis and may trigger liquidated damages.

1.11. SECURITY

1.11.1. Regular Keys: The Airport shall provide the Selected Proposer with a sufficient amount of keys that are needed to clean the facility. During the term of the contract, any lost key shall be replaced at a Twenty Five Dollar (\$25.00) per key charge to the Selected Proposer. At the end of the contract, all keys are to be returned to the Airport's contract manager.

1.11.2. Cyber keys: The City shall provide the Selected Proposer with initial cyber keys that will be needed to access the facilities. Replacement cyber key cost to Selected Proposer will be \$250 to \$350 per key.

1.11.2.1. **NOTE:** Failure to return all keys shall result in a reduction of Five Thousand Dollars (\$5,000.00) from the final payment to the Selected Proposer for each set of keys (Regular and Cyber keys).

1.11.2.2. Doors: Selected Proposer shall lock all doors and windows that provide access to any facility or office when cleaning is completed.

1.12. UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES

1.12.1. Liquidated Damages (LDs) shall be incurred if the Selected Proposer fails to meet the performance standards and specifications in this Scope of Services. The Airport will allow three (3) verified complaints for below standard cleaning service per month. (A “verified complaint” shall mean an observation of a cleaning deficiency by or confirmed by Airport staff.) If a fourth verified complaint occurs, \$250 will be deducted from the monthly price under the contract. Each additional complaint will result in an additional assessment of \$150 per complaint to be deducted until the end of the month.

1.12.2. If the service deficiency is in an area that is accessible to the general public, the Selected Proposer is required to correct the service problem within one (1) hour of notification. If the nature of service problem is such that it cannot reasonably be corrected within one (1) hour, as determined by the City, or if the service deficiency is in an area not accessible to the general public, the Selected Proposer is required to correct the deficiency within eight (8) hours of notification. Failure to correct the service problem within the applicable time frame will result in an additional verified complaint.

1.13. TRAINING

1.13.1. Selected Proposer shall provide details of a comprehensive training program for all personnel. Training shall be at least 20 hours per year per person. Training shall include methods and materials for restroom care, general cleaning, carpet care, hard surface floor care, and special area cleaning.

1.14. CITY VEHICLES

1.14.1. Airport custodians are required to use City vehicles to move trash from the Terminals to the compactor and to go to the Airport auxiliary buildings (Facilities trailer, Police building, one hangar/restroom) to perform cleaning services. Gas vehicles as well as electric vehicles will be provided. The City will provide the gas for these vehicles. Contract employees that drive City vehicles for trash removal will be required to have a valid California Driver’s license at all times and complete the City’s driving class and obtain a City driving permit at no cost to the selected contractor.

1.15. INSPECTIONS

1.15.1. On a daily basis, the Airport may inspect the work provided under the contract. All items identified as deficiencies on the daily inspection shall be

corrected within 24 hours of notification of the Selected Proposer. Failure to resolve the items in the report within 24 hours will result in one additional verified complaint under Section 1.14 UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES, per item for each 24 hour period that the items remain unresolved.

1.15.2. On a weekly basis, the Selected Proposer must provide an outside supervisor to do a walk through inspection of Airport with an Airport representative. The inspection shall last a minimum of two hours. This supervisor shall submit a report detailing the areas inspected, number of hours spent on the inspection, and the expected date for resolving the problems identified in the report. Failure to resolve the items in the report within 24 hours will result in one additional complaint logged per 24 hour period.

1.15.3. On a monthly basis, the selected Proposer shall provide a detailed report of each individual working, the individual's position or classification, and the number of hours that individual worked.

1.16. Supplies, Material, and Equipment

1.16.1. The Selected Proposer will provide all supplies and material necessary for maintenance of the Airport site. Selected Proposer shall provide a weekly supply and material distribution log identifying where the supplies and materials were distributed in the facility by floor. This log shall also identify the supplies and material left in storage as inventory and the additional supplies and material required for delivery in the next week.

1.16.2. Currently, the budget for consumables supplies is approximately \$350,000 a year. This included paper products, soaps and cleaning products.

1.16.3. The Selected Proposer will provide the equipment, including floor cleaning equipment, vacuums, carts, etc. necessary for cleaning of the facility. In some instances, Airport equipment may be utilized with approval from the Deputy Director.

1.16.4. The Airport will provide lift equipment for high dusting areas and column cleaning. Contractor's employees must complete training before being able to use lifts.

1.17. Stocking of Consumables

1.17.1. Selected Proposer shall ensure consumables, including toilet paper, paper towels, seat covers, cleaning supplies, etc are stocked at each custodial closet on a daily basis. Selected Proposer shall provide the Airport with a target inventory of supplies for each closet and ensure the actual inventory is kept current.

1.17.2. Selected Proposer's custodial staff will utilize closets and their contents for daytime dispensing of consumables, ensuring restrooms are stocked at all times. Selected Proposer shall remove all trash left in custodial closets on a nightly basis.

1.18. Dusting

1.18.1. A properly dusted surface is free of all dirt and dust, streaks, lint and cobwebs. Dusting will be accomplished with properly treated cloths and apparatus. All surfaces up to eight feet should be dusted. All sensitive and electronic surfaces will be avoided.

1.19. Plumbing Fixtures and Dispenser Cleaning

1.19.1. Plumbing fixtures (i.e. toilets, sink basins, urinals, faucets, etc.) and dispensers are clean when free of all deposits and stains so that the item is left without dust, streaks, film, odor or stains and has a bright and uniform appearance. Care shall be taken to ensure that cleaning chemicals do not harm, dull or mar chrome finishes and do not scratch porcelain fixtures.

2. HARD FLOORS

2.1. These standards are not to be construed as complete. Any items not specifically included, but found necessary to properly care for all hard floor surfaces, shall be included as though written into these specifications. Hard floors shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly and safe condition. The end result of all hard floor cleaning procedures is to leave all surfaces free of dust, dirt soil, gum, cleaning agents, and all removable stains. Care shall be taken to avoid damaging any hard floor surfaces irrespective of the method of cleaning technique employed. Any and all damages will be at the contractor's expense. Hard floor surfaces which have been swept, mopped, or cleaned with an auto scrubber shall present a uniformly clean appearance with no evidence of surface spoilage or spotting. Floor should be dry prior to any metal objects being placed back on the floor so as not to allow any rust to form on the floor. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. The selected Proposer is responsible for moving and replacing all furniture and small items in the area to be cleaned.

2.2. Sweeping

2.2.1. A properly swept floor is free of all dirt, dust, grit, lint and debris. All hard floors shall be swept each night, including sweeping under all furniture, behind plants, machines, waste receptacles, etc. Stanchions in the checkpoint areas should be moved and placed back in the same configuration as before work began.

2.3. Damp Mopping

- 2.3.1. A satisfactorily damp mopped floor is free of dirt, dust, marks, film, streaks, debris or standing water. Settee's, waste receptacles and non-stationary objects need to be moved to expose floor surface to be cleaned and moved back to former location after floor is dry.

2.4. Scrubbing

- 2.4.1. Scrubbing is satisfactorily performed when all surfaces are without embedded dirt, cleaning solution, film, debris, stains and marks, or standing water, and floor has a uniformly clean appearance. Method used must be sufficient to clean all grout and/or uneven floor surfaces.

2.5. Auto Scrubber

- 2.5.1. When cleaning with an auto scrubber extra time needs to be considered for detail mopping of corners, edges, around furniture, plants etc. and picking up any water left behind from the machine.

2.6. Dust Mop/remove black scuff marks

2.7. Spot Cleaning

- 2.7.1. A surface adequately spot cleaned is free of all stains, deposits, and is substantially free of cleaning marks and left with a bright and uniformly clean appearance.

2.8. Floor Finish Removal on VCT only (Stripping)

- 2.8.1. Removal is accomplished when surfaces have all finish removed down to the flooring materials, are free of all dirt, stains, deposits, debris, cleaning solution and standing water, and the floor has a uniform appearance when dry. Plain water rinse and pick-up must follow finish removal operation immediately. Care is to be taken to clean window ledges, mullions, base boards, and other adjacent areas.

2.8.2. Finished Floor (Application)

- 2.8.2.1. A floor is satisfactorily finished when all old wax/polish has been completely removed, including in corners and along edges and sufficient coats of sealer and wax/polish have been properly applied with enough drying time between each coat to assure no streaking, bubbling, or yellowing.

2.8.3. Burnishing of Finished Floor Surfaces

2.8.3.1. All finished floor areas will be buffed to an acceptable sheen (Airport Facilities Director approval) with an acceptable floor burnisher. Acceptable, at minimum, means floors need to look absolutely attractive and meticulously clean with no marks from luggage, no rings on the floor and a non-skid glossy finish. Floors will also be spray buffed as needed to sufficiently maintain maximum gloss, removal of surface dirt and uniform appearance. Only non-skid and City approved spray-buff products shall be used. High speed buffing is acceptable using restorer. See Exhibit 1, attached hereto, for floor cleanable square footage.

3. CARPET

3.1. Carpet maintenance

3.1.1. These standards are not to be construed as complete. Any items not specifically included, but found necessary to properly care for carpets, shall be included as though written into these specifications. Carpets shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly and safe condition. Daily spot removal of carpets is required every night by the selected Proposer to assure a visibly clean surface. The selected Proposer shall ensure that all stains, gum, food, debris, sticky substances, vomit, trash, bio-hazard spills, and other substances are removed from the carpet / hard floor each night. Stains that cannot be removed from a surface, or damaged carpet / hard floor shall be reported to the Shift Supervisor in Facilities & Engineering weekly, in writing including a description and location.

3.2. Vacuuming

3.2.1. Carpet is to be free from soil and debris. Recycle cans, waste receptacles and non-stationary objects shall be moved to expose entire floor surface and replaced after carpet is vacuumed. The vacuumed fibers should be cleaned to protect pile from matting (preferably using a machine with brushing action). Effective vacuuming requires multiple, slow deliberate passes to ensure the removal of soil and dust at and/or below the carpet surface due to carpet tiles.

3.2.2. The selected Proposer shall vacuum/clean interior and exterior walk-off mats. After vacuuming or cleaning, the mats shall be free of all visible lint, litter and soil.

3.2.3. The selected Proposer shall vacuum carpet style entrance mats to remove soil and dirt and to restore resiliency of the carpet pile. Rubber or polyester entrance mats shall be swept, vacuumed or hosed down and then dried to remove soil and grit. Soil underneath entrance mats shall be removed and mats returned to their normal location.

3.3. Spot Cleaning

3.3.1. A carpet adequately spot cleaned is free of all stains, deposits, gum, and spills, leaving a uniform appearance. Care will be taken to use a product that will not harm the carpet fibers and ensure complete surface removal and adjacent surfaces will be protected or cleaned following the spot removal operation.

3.4. Carpet Cleaning

3.4.1. Upon completion of routine work, carpet shall be free of dirt, dust and shall present a uniform and bright appearance when dry. Waste receptacles and non-stationary objects shall be moved to expose entire carpet surface and replaced after carpet is dry.

3.5. The only approved method for cleaning of any new carpeted area shall be as follows:

3.5.1. Remove any large debris

3.5.2. Vacuum the area

3.5.3. Pre-spray the spots and area to be cleaned with properly diluted cleaning solution

3.5.4. Extract using only water

3.5.5. A carpet brush on a 175 rpm side-by-side machine or cylindrical brushes can be used in heavily soiled areas to help loosen dirt.

3.5.6. Absolutely no bonnet cleaning will be allowed on any carpeted areas.

3.5.7. The end result of all carpet cleaning procedures is to leave all carpet fibers free of dust, dirt soil, gum, cleaning agents, and removable stains. Carpet shall be fresh smelling and uniform in brightness and overall appearance. Care shall be taken to avoid damaging carpet fibers irrespective of the method of carpet cleaning employed. Carpets shall present a uniformly clean appearance and show no evidence of surface spoilage or spotting. The pile shall stand erect and the color shall be bright. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. The selected Proposer is responsible for moving and replacing all furniture and small items in the area to be cleaned. Carpet odors are to be removed, and carpet is to be left smelling fresh and clean. All carpet coverings shall be dry by 4:00 a.m. Selected Proposer must strain water from machines prior to water being poured down any sink drain. In addition, do not remove any floor drains in any sink. Selected Proposer will incur charges if carpet fibers are the cause for any clogged drains.

4. Carpeted Walk-off Entrance Mats

4.1. Remove gum, sweep; extract, deep clean walk off mats located at terminal entrances. Apply latest technology to remove spots, stains and sticky residue. This is a highly utilized traffic area and safety precautions must be exercised during each shift.

5. Stainless Steel & Podium Bronze Logo's

5.1. Clean and polishes (leaving no streaks) all kick plates, doors, partitions, restroom fixtures, columns. All cleaned metal surfaces are without deposits or tarnish and with a uniformly bright appearance, free from spots, smudges and streaks. Cleaning agent is to be removed from all adjacent surfaces.

6. Wall Washing

6.1. After cleaning, the surfaces of all walls, ceilings, exposed pipes and equipment will have a uniformly clean appearance, be free from dirt, stains, streaks, lint and cleaning marks. Painted surfaces must not be unduly damaged. Hard finish wainscot or glazed ceramic tile surfaces must be bright, free of film streaks and deposits.

7. Ticket Counter – Podium Booths – Interior

7.1. Empty waste receptacles, change liners, dust and clean work surfaces & stainless steel

8. Ticket Podium Booths – Work Stations – Outside Baggage Check-in Booths/Counters

8.1. Empty waste receptacles, change liners, dust and clean work surfaces & stainless steel.

9. Doors

9.1. Clean all non-glass doors

9.2. Clean all glass doors

9.3. Clean door frames

10. Stairs and Stairwells

10.1. Mop, dust walls from ceiling to floor, remove trash, and remove scuff marks from walls; scrub and power wash floors.

11. Window/Interior Glass Cleaning

11.1. Spot Clean

11.2. Full Clean: Glass is clean when all glass surfaces are without streaks, film, deposits, and stains and have a uniformly bright appearance and adjacent surfaces, including mullions, have been wiped clean. The cleaning work shall be accomplished with the least possible interference to airport passengers and operations. Dark or tinted glass is to be included in cleaning service.

12. Carpeted Fixed Jet-Bridges

12.1. Vacuum carpet

12.2. Clean walls, stainless panels, doors, empty trash.

12.3. Spot and Carpet cleaning

13. Rubber flooring Fixed Jet-Bridges

13.1. Sweep and mop

13.2. Clean walls, stainless panels, doors, empty trash.

14. Chairs, Sofas and Kid-furniture

14.1. Clean and dust/vacuum w/backpack

14.2. Disinfect chairs and tables

15. Tables, Study and Desks

15.1. Clean, remove all doodling and graffiti

15.2. Use mild detergent, rinse thoroughly

16. File Cabinets and Card Files

16.1. Dust and remove fingerprints and smudges

17. Wastebaskets-Ticket Podiums

17.1. Empty and wipe clean and change liners daily.

18. Trash Containers throughout Terminals

18.1. Empty and wipe clean all trash containers and change liners daily.
Periodically, all receptacles are to be thoroughly cleaned, inside and out as needed with germicidal detergent to maintain safe and sanitary conditions.

19. Ledges and Counter Tops

19.1. Damp clean

20. Water Fountains

20.1. Clean tops, sides and vents

21. Public Telephones

- 21.1. Clean and disinfect public telephones

22. Benches and Fabric Chairs

- 22.1. Clean (damp cloth) and vacuum

23. Dusting

- 23.1. Dusting all physical pieces of property/ledges/blinds/artwork;
- 23.2. Remove all cobwebs and spider webs and helium balloons, etc.

24. Elevators and Escalators

- 24.1. Wipe any smudges from walls and doors inside and outside; Police elevator cabs to remove any debris; sweep and damp mop rubber tile floor; detail clean elevator cabs ceilings. All interior and exterior walls, floors, doors, ceilings, switches, buttons, controls and equipment will have a uniformly clean appearance, free from dirt, dust, stickers, stains, streaks, lint and cleaning marks. Floors are to be maintained according to standards for hard floors and/or hard surface materials. Metal and bright work is to be maintained in accordance with standards listed herein. All adjacent areas are to be left free of residue and spotting following cleaning procedures. Elevator and adjacent areas are to be maintained as needed to ensure acceptable appearance at all times. Escalator glass will be cleaned and left with no fingerprints.

25. TA Crossover Bridge

- 25.1. Police areas, pick up debris; remove any spots or gum immediately; scrub terrazzo floor; dust all window sills/ledges; spot clean glass; stainless baseboards, clean and polish (leaving no streaks)

26. Public Restrooms – Inspect all public restrooms regularly and ensure they are serviced at all times in the manner listed below (See Exhibit 2 for Restroom Locations).

- 26.1. Clean mirrors and shelves
- 26.2. Wash urinal and toilet partitions
- 26.3. Clean sinks and chrome
- 26.4. Fill soap dispensers

- 26.5. Clean and fill towel dispenser
- 26.6. Empty and dispose of sharps container
- 26.7. Clean napkin disposal and change liner
- 26.8. Full mop
- 26.9. Fill toilet paper dispenser
- 26.10. Spot clean walls, pipe fixtures
- 26.11. Empty trash containers
- 26.12. Fill and damp clean seat cover dispenser
- 26.13. Damp clean exterior of trash containers
- 26.14. Machine strip & scrub floors, scrub walls (Full Detail)
- 26.15. 24.17 Restrooms must be odor free at all times
- 26.16. Add enzymes to urinals and water closets on a nightly basis

27. Outside Baggage, Ticket Check-in Booths/Counter

- 27.1. Empty waste receptacles, change liners; dust and clean work surfaces & stainless steel.

28. Non-Public Shared Lunchrooms, Break rooms, Conference Rooms, Lobbies, Hallways

- 28.1. Clean chairs with damp cloth
- 28.2. Empty wastebaskets (change liners daily)
- 28.3. Clean ledges and counter tops with damp cloth
- 28.4. Clean tables
- 28.5. Vacuum carpet thoroughly
- 28.6. Damp mop
- 28.7. Clean sinks
- 28.8. Damp clean exterior of trash containers

- 28.9. Refrigerator exteriors
- 28.10. Machine strip & scrub floors, scrub walls (Full Detail)

29. Non-Public Restroom/Showers/Exercise Room-Back of House

- 29.1. Clean mirrors and shelves
- 29.2. Wash urinal and toilet partitions
- 29.3. Clean sinks and chrome
- 29.4. Fill soap dispensers
- 29.5. Clean and fill towel dispenser
- 29.6. Clean napkin disposal and change liner
- 29.7. Full mop
- 29.8. Fill toilet paper dispenser
- 29.9. Spot clean walls, pipe fixtures
- 29.10. Empty trash containers
- 29.11. Fill and damp clean seat cover dispenser
- 29.12. Damp clean exterior of trash containers

30. Terminal A, Terminal B and Federal International Terminal Entrance Areas

- 30.1. Sweep outside debris and put it in the trash; do not leave outside debris in the planters or the driveway. Remove gum and spills daily. Spot clean doors and doorframes.

31. Waste Disposal and Recycling

- 31.1. Selected Proposer is responsible for placing all trash/debris/recyclables collected at the Airport into containers in locations designated by the Airport. Selected Proposer will promptly remove all collected trash/debris/recyclables from terminals and offices in a timely manner. Selected Proposer will not store on site any hazardous waste or highly combustible materials. Selected Proposer must comply with all current and future recycling programs.

32. Office and Administrative Area

- 32.1. Waste receptacles are to be emptied, spot cleaned and liners replaced as required. Recycling containers are to be emptied daily. Non-carpeted floors are to be Swept/dust mopped. Carpeted floors vacuumed and spot clean all carpets to remove stains, deposits, gum, and spills. All shelves, counters, cabinets and cases are to be free of accumulated dust and debris. Wipe clean all tables, desks, counters, chairs and chair legs. Spot clean all hard surface walls to hand height to remove fingerprints, dust, soil, etc. Leave all areas as found with regards to occupant's personal effects and work items.

33. Signage & Graffiti Removal

- 33.1. Graffiti is to be removed from surfaces on the inside of the facility building. Care is to be taken to maintain the original surface where graffiti appeared. Graffiti is to be removed as soon as it is discovered and/or reported.
- 33.2. Wipe down signs and remove dust from tops

34. Public Art - All Routine Cleaning

- 34.1. Dusting and removal of fingerprints and/or other marks or scuffs.
- 34.2. Mop Art Tech floor

35. Miscellaneous

- 35.1. Visual check of Dreaming FIDS aquarium fish for removal of perished fish as needed.
- 35.2. Clean Dreaming FIDS – Fish tank frame and glass
- 35.3. Clean eCloud's - Dynamic Sign (the black glass face front/back/edges)
- 35.4. Clean Mezzanine Display Cases

- 35.5. Clean Arrival Hall Display Cases
- 35.6. Clean Space Observer - vertical legs and "foot disks"
- 35.7. Clean ECloud's - Dynamic Sign (the black glass top edge)
- 35.8. Clean Shifting Time (reactive wall between restrooms near the information booth)
- 35.9. Clean Space Observer (angled tops of 3 legs and upper surfaces of head)
- 35.10. Clean Wave Matter Tessellation (photographic columns panels with holes at the south end of the concourse)
- 35.11. Clean Courtesy of Nature (dappled light column panels at the north end of concourse)
- 35.12. Clean Wall of Recognition/Commemoration of Nissen, Renzel and Mineta (baggage claim)

- 35.13. Strip and refinish VCT in the back of house corridors

35 Baggage Claim Area (Terrazzo)

- 35.1 Sweep floors
- 35.2 Damp Mop/Scrubbing/Auto Scrubbing floors
- 35.3 Spot Cleaning floors
- 35.4 Remove gum from floors
- 35.5 Scrub, restore and burnish terrazzo
- 35.6 Clean Chairs w/damp cloth (disinfect)
- 35.7 Empty garbage cans
- 35.8 Clean window ledges (up to 8 feet)
- 35.9 Clean piano
- 35.10 Clean stainless steel
- 35.11 Clean handprints on walls and doors

35.12 Clean glass on doors and windows

ATTACHMENT A-4

EXHIBIT 1, AIRPORT'S CLEANABLE FLOOR AREA IN SQUARE FEET

<u>TERMINAL A & A+</u>	BASEMENT	FLOOR 1	FLOOR 2	FLOOR 3	
PUBLIC AREAS	0	21,371	35,058	2,630	
PUBLIC RESTROOMS	0	1,486	3,446	0	
NON-PUBLIC	0	8,852	86	11,559	
NON-PUBLIC RESTROOMS	0	995	0	0	
SUBTOTAL:	0	32,704	38,590	14,189	85,483 SJC CLEAN TOTALS

<u>TERMINAL A BAGGAGE CLAIM</u>	BASEMENT	FLOOR 1	FLOOR 2		
PUBLIC AREAS	0	16,054	3,521		
PUBLIC RESTROOMS	0	1,144	539		
NON-PUBLIC	0	470	166		
NON-PUBLIC RESTROOMS	0	0	0		
SUBTOTAL:	0	17,668	4,226	0	21,894 SJC CLEAN TOTALS

<u>TERMINAL FIS</u>	BASEMENT	FLOOR 1	FLOOR 2	FLOOR 3	
PUBLIC AREAS	0	24,049	26,419	490	
PUBLIC RESTROOMS	0	426	1,404	0	
NON-PUBLIC	0	2,579	840	6,233	
NON-PUBLIC RESTROOMS	0	629	618	655	
SUBTOTAL:	0	27,683	29,281	7,378	64,342 SJC CLEAN TOTALS

<u>TERMIINAL B</u>	BASEMENT	FLOOR 1	FLOOR 2		
PUBLIC AREAS	0	47,978	112,260		
PUBLIC RESTROOMS	0	1,705	8,044		
NON-PUBLIC	0	63,235	5,951		
NON-PUBLIC RESTROOMS	0	3,297	0		
SUBTOTAL:	0	116,215	126,255	0	242,470 SJC CLEAN TOTALS

ATTACHMENT A-4
EXHIBIT 2, AIRPORT RESTROOM LOCATIONS

The Airport Restroom Locations is attached below as an embedded file (double click to open the file) and is also on BidSync under in the Airport folder.



C:\Documents and
Settings\bernie.reyes

ATTACHMENT A-4
EXHIBIT 3, TERMINAL A, B AND FIS INTERNATIONAL CLEANING FLOOR PLAN

The Airport terminal cleaning floor plans are attached below as embedded files (double click to open the files) and are also on BidSync under in the Airport folder.



C:\Documents and
Settings\bernie.reyes



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Settings\bernie.reyes

**ATTACHMENT A-5
SCOPE OF SERVICES
WATER POLLUTION CONTROL PLANT (WPCP)**

1 WPCP: GENERAL INFORMATION

- 1.1** This section describes the scope of service to be provided the San Jose/Santa Clara Water Pollution Control Plant (WPCP), 700 Los Esteros Road, San Jose, California, 95134. It is the Proposers' responsibility to become familiar with the facility buildings requiring janitorial services prior to submitting a proposal. Customer service is a high priority. All Proposers employees need to be fully trained in customer service etiquette and information regarding the WPCP in general.
- 1.2** The Work consists of furnishing all labor, materials and equipment for janitorial service to the buildings depicted in the Plant Location Map in Exhibit 1, attached hereto. Exhibit 1 also includes drawings for most of the buildings at the WPCP. Missing maps are not available.
- 1.3** Workmanship and Quality Level

 - 1.3.1** It is the intention of the City to require the highest level of quality in janitorial maintenance.
- 1.4** All work shall be performed by experienced janitorial personnel directly employed and supervised by the Selected Proposer. The Selected Proposer shall provide management to implement inspection methods.

 - 1.4.1** A supervisor of the Selected Proposer shall accompany the City's Project Manager or designated representative ("Project Manager") on an inspection tour once per week, or as required by the Project Manager, for evaluation of the work
- 1.5** The Selected Proposer, at all times during the life of the contract, will provide trained and qualified janitorial personnel as required by certification, licensure and/or training for all work to be done.
- 1.6** The Selected Proposer shall furnish proper supervision. Appointment of one employee to oversee and coordinate janitorial activities is mandatory. Supervision is to include:

 - 1.6.1** Provide field supervision of daily assignments, including supplemental work;
 - 1.6.2** Coordinate with City's Project Manager any adjustment to schedules that may be required; WPCP reserves the right to direct changes in the services covered by the contract by adding or deleting any scheduled or unscheduled services as by dictated by changes in circumstances.

- 1.6.3** Make available the names and phone numbers of at least two (2) persons who can be reached for emergency work twenty-four (24) hours a day, seven (7) days a week;
- 1.6.4** Be available for weekly inspection tours of project with the City's Project Manager.
- 1.7** The Selected Proposer shall perform the work herein provided for in these specifications in accordance with the schedule of performance and to the satisfaction of the City's Project Manager. The Project Manager may make inspections at anytime and request from the Selected Proposer additional work or services, if required. The Selected Proposer shall cooperate with any representative authorized by the Project Manager to determine the Selected Proposer's conformity with the specifications and the adequacy of the work being performed. The Selected Proposer shall give personal supervision to the work and be available for consultation with the Project Manager. The City shall notify the Selected Proposer of any unsatisfactory work.
- 1.7.1** Unacceptable Performance – LIQUIDATED DAMAGES
- 1.7.1.1** Liquidated Damages (LDs) shall be incurred if the Selected Proposer fails to meet the performance standards and specifications in this Scope of Services. The City will allow three (3) verified complaints for below standard cleaning service per month. (A "verified complaint" shall mean an observation of a cleaning deficiency by or confirmed by City Staff.) If a fourth verified complaint occurs, \$250 will be deducted from the monthly price under the contract. Each additional complaint will result in an additional assessment of \$150 per complaint to be deducted until the end of the month.
- 1.7.1.2** If the service deficiency is in an area that is accessible to the general public, the Selected Proposer is required to correct the service problem within one (1) hour of notification. If the nature of service problem is such that it cannot reasonably be corrected within one (1) hour, as determined by the City, or if the service deficiency is in an area not accessible to the general public, the Selected Proposer is required to correct the deficiency within eight (8) hours of notification. Failure to correct the service problem within the applicable time frame will result in an additional verified complaint.
- 1.8** No subcontractor will be recognized as such and all persons engaged in the work of janitorial service will be considered as employees of the Selected Proposer.
- 1.9** The Selected Proposer shall be required to have at the job site during all working hours of the contract at least one individual who reads and speaks English fluently in order to ensure that all communications from facility

users and/or building maintenance will be understood and acted upon immediately.

- 1.10** The Selected Proposer shall furnish the WPCP with a designated contact location, and telephone number(s) and make mutually acceptable arrangements to enable the WPCP to promptly contact the Selected Proposer at any time.
- 1.11** Materials:
 - 1.11.1** All materials and supplies to complete the work under this RFP and the resulting contract, except as otherwise specified, shall be furnished by the Selected Proposer.
- 1.12** ENVIRONMENTALLY PREFERABLE /GREEN BUILDING PROCUREMENT POLICY
 - 1.12.1** The City approved a Green Building Policy in June 2001 that requires all new city facilities being designed to meet a Leadership in Energy and Environmental Design (LEED) certified standard. Low impact cleaning products used in the operation and maintenance of buildings are cited as a strategy to help achieve this policy's objective.
 - 1.12.2** Proposers may only offer products that are approved by the non-profit organization "Green Seal" whose website can be accessed at www.greenseal.org/recommendations.htm. No "equivalent" or "equal to" products will be considered in this RFP process. For the duration of this contract, additional products that become approved by Green Seal may be considered by the City.
- 1.13** Selected Proposer must furnish all supplies, materials, detergents, cleaning compounds and consumables used under the proposed contract, including supplies consumed in the restrooms, such as hand soap, paper towels, seat covers and toilet tissue.
- 1.14** The consumable spend for the WPCP is approximately \$2,150 per month.
- 1.15** Selected Proposer must provide all cleaning equipment, machines, vacuum cleaners, tools, waste basket liners and polishers.
- 1.16** All of Selected Proposer's supplies, materials and equipment shall be subject to inspection and approval by the Project Manager prior to award of contract and throughout the term of the contract.
- 1.17** Selected Proposer shall provide, upon request, daily accounting of all cleaning chemicals used.

1.18 Equipment

1.18.1 The Selected Proposer shall at all times furnish and maintain sufficient equipment as necessary to perform the work under this contract. Such equipment shall be subject to the inspection and approval of the Project Manager. The Selected Proposer shall have two vacuums at the work site at all times, one of which is to be a wet-dry vacuum extractor.

1.19 Selected Proposer's Storage Area and Use of Facilities

1.19.1 The Selected Proposer may use designated janitorial closets for storage of the equipment, supplies and materials. The Selected Proposer shall keep all janitorial closets neat and orderly. The Selected Proposer and its employees shall park in the areas designated by the Project Manager.

1.19.2 The Selected Proposer shall clean sinks and floors, clean all equipment and gear (mops, buckets, vacuum cleaners) and empty vacuum cleaner tanks regularly. No blocking of electrical, phone, plumbing, etc., shall be allowed and absolutely no storing of equipment or materials near or around water heaters. The Selected Proposer shall report to the Project Manager all WPCP equipment in need of service or repair.

1.20 Non-Interference with Plant Operations

1.20.1 The Selected Proposer shall perform all necessary work, as detailed in these specifications, in such a manner as to not interfere in any way with normal plant operation. Wherever the Selected Proposer finds that its performance of work under the contract will necessarily impact existing plant equipment, it shall give adequate written notice to the Project Manager, no less than 48 hours in advance, to permit coordination of plant operating procedures.

1.20.2 In addition, the Selected Proposer shall not block any roadway at any time.

1.21 Responsibility of Selected Proposer

1.21.1 The City assumes no responsibility whatsoever for loss or damage of equipment owned or operated by the Selected Proposer, its agents or employees.

1.22 Site Inspection (limited access will be permitted per site visit scheduled in Section 10.2 of the RFP).

1.22.1 The following building floor and glass areas are approximate only. It is the Selected Proposer's responsibility to ascertain, prior to proposal submittal, the floor areas and peculiar difficulties that may be encountered due to the nature of the work site. No adjustment in pay or other contract provisions will be made due to failure on the part of the Selected Proposer to inspect the site and otherwise inform itself as

to the peculiar characteristics of the work site. A proposal site visit will be held as indicated in Section 10 of the RFP.

WATER POLLUTION CONTROL PLANT (WPCP) FLOOR AREA & GLASS AREA (Sq. ft)						
Line	WPCP	Address	Sq. Ft.	Floor	Bathroom	Glass
1	Administration Building	700 Los Esteros Road	21,150	20,155	995	5876
2	Environmental Service Building:					
2	1st Floor	700 Los Esteros Road	10680	9880	800	4009
2	2nd Floor	700 Los Esteros Road	17150	16250	900	
2	Lab Floor	700 Los Esteros Road	9600	8800	800	
3	Residual Solids Management	700 Los Esteros Road	2310	1560	750	192
4	Transmission Pump Station	700 Los Esteros Road	2250	2100	150	203
5	Training Building	700 Los Esteros Road	1985	1915	70	400
6	Security Guard Shack	700 Los Esteros Road	140	115	25	78
7	Stores Warehouse	700 Los Esteros Road	22000	21700	300	45
8	Paint Shop	700 Los Esteros Road	5400	5240	160	200
9	HVAC Shop	700 Los Esteros Road	2250	2000	250	100
10	Maintenance Shop	700 Los Esteros Road	5520	5520	0	442
11	Machine Shop	700 Los Esteros Road	2770	2725	45	0
12	Vehicle Service Wing	700 Los Esteros Road	575	510	65	10
13	Grease Building	700 Los Esteros Road	30	30	30	0
14	Deceps Room	700 Los Esteros Road	970	934	36	0
15	Blower-Generator Bldg. (40):					
15	Basement	700 Los Esteros Road	24300	24300	0	
15	1st Floor	700 Los Esteros Road	24300	24240	60	4335
15	2nd Floor/Mezz	700 Los Esteros Road	12600	11880	720	
16	Secondary Blower Bldg:					
16	Ser.Wg. 1st Floor	700 Los Esteros Road	26500	26300	200	10410
16	Ser.Wg. 2nd Floor	700 Los Esteros Road	4010	3950	60	
16	Service Wing	700 Los Esteros Road	6725	5595	1130	
17	Pump and Engine Building:					
17	1st Floor	700 Los Esteros Road	15750	15290	460	1860
17	2nd Floor/Mezz.	700 Los Esteros Road	5060	5060	0	
18	Nitrification Bldg:					
18	Ser.Wg.	700 Los Esteros Road	36960	36912	48	2891
18	Service Wing	700 Los Esteros Road	6400	5155	1245	
19	Filtration Bldg:					
19	Ser. Wg. 1st floor	700 Los Esteros Road	11200	11200	0	11085
19	Ser Wg. 2nd Floor	700 Los Esteros Road	10500	10450	50	
19	Service Wing	700 Los Esteros Road	6400	5155	1245	
20	Chlorination & Pumping Station	700 Los Esteros Road	3200	3175	25	110
21	Chlorine/Disinfection Bldg	700 Los Esteros Road	2720	2684	36	140
22	Sludge Control Building	700 Los Esteros Road	8000	7460	540	405

**WATER POLLUTION CONTROL PLANT (WPCP)
FLOOR AREA & GLASS AREA (Sq. ft)**

Line	WPCP	Address	Sq. Ft.	Floor	Bathroom	Glass
23	Maintenance Service Wing	700 Los Esteros Road	5720	4720	1000	350
24	Wood Shop Building	700 Los Esteros Road	2550	2520	30	30
25	Chlorine Sulfur Dioxide Workshop	700 Los Esteros Road	1200	600	600	150
26	Trailer A	700 Los Esteros Road	3600	3600	240	222
27	Trailer B	700 Los Esteros Road	1440	1440	0	150
28	TOTAL (Lines 1 - 27)		323,915	311,120	13,065	43693

1.23 WPCP Contract service frequencies are described in Attachment B-5 Schedule of Performance.

1.24 Work Schedule and Reports

1.24.1 A proposed schedule for the three following month's work shall be prepared by the Selected Proposer and presented by the Selected Proposer to the Project Manager by the 20th day of each month of January, April, July and October.

1.24.2 Any problems encountered which are unique or not covered by the contract documents should be submitted to the Project Manager in writing.

1.25 Inspection and Certification of Work

1.25.1 The Project Manager will conduct a periodic inspection tour with the Selected Proposer's representative for evaluation of the work. Payment will be made for work satisfactorily completed by the Selected Proposer. The Project Manager shall notify the Selected Proposer of any unsatisfactory work. Unsatisfactory work shall be corrected within 24 hours and a report submitted indicating completion. Payment will be based on work completed by the Selected Proposer and approved by the Project Manager.

1.26 Damage of Loss of Selected Proposer's Supplies for Employee's Property

1.26.1 Any private property damaged or altered in any way during the performance of the work under this contract shall be reported promptly to the Project Manager, and shall be rectified in an approved manner back to its condition prior to damage, at the Selected Proposer's expense.

1.26.2 Any damage noted or seen by the Selected Proposer that has occurred by any means other than during the performance of the Selected Proposer's work, whether by vandalism or any other means, shall be promptly reported to the Project Manager. In particular all hazardous conditions shall be reported.

1.27 Security

1.27.1 Selected Proposer shall be provided with sets of cyber keys to facilities. Selected Proposer shall re-lock doors and windows that give access to any building or office when services are completed.

1.27.2 Selected Proposer will pay for any lost cyber keys at \$80.00 per key.

1.28 Schedule of Work

1.28.1 All work shall be done Monday through Friday during the hours 4:00 a.m. to 4:00 p.m., unless otherwise specified or requested by the Project Manager.

1.28.2 City Holidays

1.28.2.1 Selected Proposer shall not schedule or provide service on the following City Holidays:

- New Years Eve
- New Years Day
- Martin Luther King Jr. Day
- Presidents Day
- Caesar Chavez Day
- Memorial Day
- Fourth of July
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve
- Christmas Day

1.28.3 Please note: The Selected Proposer shall not be compensated for any work conducted on the City Holidays as listed above.

1.29 Safety and OSHA Requirements

1.29.1 All work shall be accomplished in accordance with these specifications and in conformance with all applicable occupational safety and health standards, rules, regulations and orders established by the Federal Government, State of California, County of Santa Clara and the City of San Jose or any other government agency of competent jurisdiction.

1.29.2 The Selected Proposer, shall, upon request, submit to the Project Manager a copy of their Injury and Illness Prevention Program (IIPP), Hazard Communication Program, and Code of Safe Work Practices for review. The Selected Proposer is required to fulfill the requirements of these programs during the prosecution of the work.

1.29.3 The Selected Proposer must provide the required Personal Protective Equipment (PPE) to employees and must ensure that it is used and maintained in a sanitary and reliable condition. PPEs such as hearing

protective devices are required to be worn inside of the Blower-Generator Building, Blower Building and Pump/Engine Building.

1.29.4 The Selected Proposer shall furnish to the Project Manager all material safety data sheets (MSDS) regarding hazardous substances which may be used by the Selected Proposer on the job site.

1.29.5 If death, serious injuries or serious damage to persons or property occur, Selected Proposer shall immediately report the incident by telephone or in person to the Project Manager. In addition, the Selected Proposer must prepare a written report describing the incident and submit it to the Project Manager within 24 hours of the incident.

1.30 Expansion or Reduction of Area Requiring Janitorial Service

1.30.1 The WPCP reserves the right to expand or reduce the total area being maintained by the Selected Proposer under any resulting contract at any time for reason of further expansion and new construction.

1.30.2 The WPCP shall notify the Selected Proposer in writing thirty (30) calendar days prior to any type of change in the area within the WPCP requiring janitorial service.

1.30.3 Any expansion or reduction in the contractual janitorial service area at the WPCP shall also result in adjustment of the monthly payment. On a reduction of service, charges will be deducted on a pro-rata basis based on the quoted pricing.

1.31 Supplemental Work

1.31.1 This item is provided to account for new and unforeseen work not specifically provided for in the contract. Supplemental work shall be performed only upon direct authorization from the City's Project Manager and daily extra work reports will be submitted to and approved by the Project Manager.

1.31.2 When supplemental work is performed, all labor, materials and equipment used shall be subject to prior written approval of the Project Manager.

1.31.3 Costs of materials attributed to any extra work shall be computed by adding a percentage markup to the Selected Proposer's actual cost of materials.

1.31.4 Labor shall be compensated at the rates quoted on the "supplemental work, hourly rate section." There shall be no "mark-up" on labor costs. All billing shall be from Selected Proposer.

1.31.5 Materials: The City reserves the right to furnish any supplemental materials needed to complete any supplemental work. Selected Proposer shall have no claims for costs and markup of such materials.

- 1.31.6** Selected Proposer shall provide upon request, invoices of supplemental materials from the supplier used to obtain such goods. Invoices shall show all trade or special discounts afforded Selected Proposer.
- 1.31.7** Selected Proposer shall invoice separately all supplemental work. Selected Proposer shall furnish the City's Project Manager completed supplemental work reports no later than seven (7) days following completion of work.
- 1.31.8** Should Selected Proposer's invoices not be received within sixty (60) days of job completion, the City reserves the right to establish the cost of materials at the current wholesale price.
- 1.31.9** The City's Project Manager shall compare Selected Proposer's invoices and completed supplemental work reports and, if necessary, make any adjustments. When agreed upon by both the City's Project Manager and Selected Proposer this will be the basis of payment for the supplemental work performed.

1.32 Personal Identification

- 1.32.1** All personnel who work on this project will wear clothing which bears the Selected Proposer's company name.
- 1.32.2** The City may require the Selected Proposer and employees to (1) record time in and out and (2) wear badges for safety and identification purpose while working at the WPCP.

2 Flooring:

These standards are not to be construed as complete. Any items not specifically included, but found necessary to properly care for flooring, shall be included as though written into these specifications. Flooring shall be included as though written into these specifications. Flooring shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly and safe condition. The selected Proposer is responsible for moving and replacing all furniture and small items in the area to be cleaned.

- 1.1.** Vacuum Lobby and office carpets. Carpet is to be free from soil and debris. The vacuumed fibers should be cleaned to protect pile from matting. Effective vacuuming requires multiple, slow deliberate passes to ensure the removal of soil and dust at and/or below the carpet surface.
- 1.2.** Spray and buff Terrazzo and tile. All finished floor areas will be buffed to an acceptable sheen with an acceptable floor buffer or burnisher. Floors will also be spray buffed as needed to sufficiently maintain maximum gloss, removal of surface dirt and uniform appearance.

- 2.3.** Finish floors to maintain a high shine. Apply two (2) coats of finish. A floor is satisfactorily finished when all old wax/polish has been completely removed, including in corners and along edges and sufficient coats of sealer and wax/polish have been properly applied with enough drying time between each coat to assure no streaking, bubbling, or yellowing.
- 2.4.** Sweep and damp mop all mezzanine areas all hallway and lunch room floors. A properly swept and damp mopped floor is free of dirt, dust, marks, film, streaks, debris or standing water. Non-stationary objects need to be moved to expose floor surface to be cleaned and moved back to former location after floor is dry.
- 2.5.** Sweep or dust mop all stairs and elevator floor areas. Wipe any smudges from walls and doors inside and outside; Police elevator cabs to remove any debris; sweep and damp mop rubber tile floor' detail clean elevator cabs ceilings. All interior and exterior walls, floors, doors, ceilings, switches, buttons, controls, and equipment will have a uniformly clean appearance, free from dirt, dust, stickers, stains, streaks, lint and cleaning marks. Floors are to be maintained according to standards for hard floors and/or hard surface materials. Metal and bright works is to be maintained in accordance with standards listed herein. All adjacent areas are to be left free of residue and spotting following cleaning procedures. Elevator and adjacent areas are to be maintained as needed to ensure acceptable appearance at all times. Escalator glass will be cleaned and left with no fingerprints.
- 2.6.** Clean carpet and floor mats; use spotter and stiff brush on dirt and grease spots and vacuum completely. Use brush or edge tool when vacuum does not pick up properly (baseboards, edges, under desks, etc.) Also remove paper clips, staples, chewing gum and similar products.
- 2.7.** Spray and buff all concrete floor areas.
- 2.8.** Sweep and clean trailer porches, stairways and ranges.
- 2.9.** Remove any debris from elevator area and clean elevator tracks.
- 2.10.** Sweep and clean areas in Basement or Blower-Generator Building with caution.
- 2.11.** Strip and wax floors. Removal is accomplished when surfaces have all finish removed down to the flooring materials, are free of all dirt, stains, deposits, debris, cleaning solution and standing water, and the floor has a uniform appearance when dry. Plain water rinse and pick-up must follow finish removal operation immediately. Care is to be taken to clean window ledges, mullions, base boards, and other adjacent areas.
- 2.12.** Extract carpets using only water. A carpet brush on a 175 rpm side-by-side machine can be used in heavily soiled areas to help loosen dirt. .

- 2.13.** Clean and damp-mop all soiled floor areas. Scrub floors with a cleaner and scrub brush to remove accumulations at baseboard, edges, corners and partition bottoms.
- 1.14.** Spot clean carpets: A carpet adequately spot cleaned is free of all stains, deposits, gum, and spills, leaving a uniform appearance. Care will be taken to use a product that will not harm the carpet fibers and ensure complete surface removal and adjacent surfaces will be protected or cleaned following the spot removal operation.
2. Windows and Glass: Glass is clean when all glass surfaces are without streaks, film, deposits, and stains and have a uniformly bright appearance and adjacent surfaces, including mullions, have been wiped clean. The cleaning work shall be accomplished with the least possible interference to operations. Dark or tinted glass is to be included in cleaning service.
- 2.1.** Clean all outside glass, including high ceiling windows.
- 2.2.** Clean all inside glass.
- 2.3.** Clean both sides of partition glass, including framework.
- 2.4.** Clean all glass doors and all glass adjacent to any doors that is subject to any hand and fingerprints, smudges, smears, and any abuse in general.
- 2.5.** Clean all window blinds.
3. Trash and Recycling: Selected Proposer is responsible for placing all trash/debris/recyclables collected at the WPCP into containers in locations designated by the WPCP. Selected Proposer will promptly remove all collected trash/debris/recyclables from areas designated in this contract. Selected Proposer will not store on site and hazardous waste or highly combustible materials. Selected Proposer must comply with all current and future recycling programs.
- 3.1.** Empty all wastepaper baskets and trash cans. Dump trash and place contents for disposal in designated area. City shall provide dumpster on site.
- 3.2.** Keep all waste containers lined with proper liners. Replace liners to prevent leakage into receptacle. Return waste containers to their proper positions.
- 3.3.** Empty all recycle containers.
- 3.4.** Wash trash and recycle cans.
4. Restroom
- 4.1.** Damp mop restroom floors (hosing down of restrooms is not acceptable in lieu of damp mopping.)
- 4.2.** Clean and sanitize sinks, toilets, urinals, shower stalls and shower rooms. Damp-wipe all sides including undersides of toilets, urinals and sink.

- 4.3. Wash all walls and partitions. Remove soap film on shower room walls, shower floor mats and floors.
 - 4.4. Clean glass, mirrors, and any fixtures with appropriate cleaners to keep fixtures clean and shiny.
 - 4.5. Fill paper towel and toilet paper dispensers.
 - 4.6. Dust partitions, ledges, tops, baseboards and tops of lockers.
5. Horizontal Surfaces
 - 5.1. Clean fire extinguisher cabinet glass, and dust inside and any wall vents.
 - 5.2. Clean lunchroom stoves, microwaves (inside and out), sinks, counters, fronts of cabinets, and all other appliances. Clean lunchroom tables and chairs with a disinfectant.
 - 5.3. Dust picture frames. Clean, polish and sanitize drinking fountains.
 - 5.4. Wipe spot clean doors and door frames.
 - 5.5. Dust all office furniture and damp wipe telephones with appropriate disinfectant as needed.
6. Vertical Surfaces
 - 6.1. Wash all walls in control rooms, kitchen areas and stairway areas.
 - 6.2. Remove and clean all spider webs from ceiling area. Dust air vents in office areas and lighting fixtures.
 - 6.3. Wipe and spot clean doors and frames.
 - 6.4. Dust all railing and stairways, including grillwork.
7. Exterior
 - 7.1. Clean and wipe down benches. Clean entrance area ceilings and light fixtures. Dust all windowsills
 - 7.2. Clean front and back entrance sidewalks and surrounding walkways.
 - 7.3. Hose down patio back and front entrance walkway and building eaves.
 - 7.4. Empty and clean out all outside ashtrays. Clean all outside sand urns and replace the sand. Selected Proposer shall provide the sand at no cost to the City.
8. Electrical Mechanical utility room
 - 8.1. Sweep and damp mop all cement areas.

- 8.2.** Remove and clean all spider webs from ceiling.
 - 8.3.** Wipe and spot clean doors and frames.
 - 8.4.** Dust air vents and lighting fixtures.
- 9. Conference room set ups in Administration and ESB buildings.
 - 9.1.** Check calendar daily for set ups for Administration/ESB conference rooms.
 - 9.2.** Arrange chairs and tables for set ups.
 - 9.3.** Sweep and mop floors daily.
 - 9.4.** Dust vents and light fixtures.
 - 9.5.** Check in with ESB personnel for rotunda arrangements.
- 10. Clean janitor's closet.
 - 10.1.** Empty mop buckets.
 - 10.2.** Stock shelves with paper products and green cleaning products.
 - 10.3.** Organize and stack brooms dust mops dust pans and vacuum cleaners.
 - 10.4.** Mop floors as needed.

EXHIBIT 1, WPCP LOCATION MAP AND BUILDING DRAWINGS

The Plant location map and building drawings are included in the embedded file below (double click to open the file) and is posted on BidSync in the WPCP folder.



C:\Documents and
Settings\bernie.reyes

**ATTACHMENT A-6
SCOPE OF SERVICES
PARKS, RECREATION & NEIGHBORHOOD SERVICES**

1. Parks, Recreation and Community Services (PRNS) Park Restrooms: General Information

This section describes the scope of service to be provided at City park restrooms managed by PRNS. These 87 park restrooms are located at 70 park sites spread throughout the 150 square miles of the City limit. All Selected Proposers are responsible for becoming familiar with the Park Restrooms prior to submitting a proposal. The addresses of the park restrooms are included in Attachment C, Cost Proposal Instructions and Cost Forms, Table 10.

The Selected Proposer needs to be fully trained in customer service etiquette and information regarding Parks in general.

The Selected Proposers shall be familiar with Park Restroom locations. Park locations are available for viewing at <http://www.sjparks.org/parksdirectory.asp>.

The Selected Proposer shall develop and implement an operations and maintenance safety plan. This plan shall be subject to review and approval by PRNS.

The Selected Proposer's staff shall wear uniforms clearly identifying the company name and with exposed photo I.D. tags. All uniforms shall be clean and neat.

The Selected Proposers shall require employees and volunteers providing services at City Restrooms and other facilities to comply with applicable City and state regulations and policies. The Selected Proposers regulation and policy compliance shall include a criminal background check through the database of the California Department of Justice, and an FBI criminal database, or equivalent national database as approved in writing by Selected Proposer's liability insurance provider, on each of its employees who will provide services at City Restrooms and other facilities. Selected Proposer shall not hire employees or volunteers to work on this contract at City Restrooms or other facilities, who have been convicted of any offense identified in California Public Resources Code Section 5164. Selected Proposer shall fully indemnify, defend, and hold harmless CITY for any such hiring or use volunteers.

Selected Proposer shall also comply with the provisions of the Child Abuse and Neglect Reporting Act, California Penal Code Section 11164 et. seq. Additionally, Selected Proposer will comply with the following:

- Any and all personnel employed or retained by the Selected Proposer in conducting the operations of Selected Proposer 's program shall be qualified to perform the duties assigned to them by Selected Proposer. Selected Proposer agrees that Selected Proposer shall not at any time allow its employees or volunteers to be in any position with supervisory or disciplinary authority over minors, if they have been convicted of any offense identified in California Public Resources Code Section 5164.
- City and Selected Proposer understand that results of background checks on minors may be confidential under state law. Therefore, all employees or volunteers must be at least 18 years of age if they are to be in a position having supervisory or disciplinary authority over any minor.

- If Selected Proposer intends to have employees or volunteers under the age of 18 providing services under this proposal, Selected Proposer shall maintain and make available to City, if requested, guidelines, procedures or policies, that safeguard and ensure that no employees or volunteers under the age of 18 will be providing services under this contract unsupervised, and further, Selected Proposer shall ensure that none of its employees or volunteers under 18 years of age have any supervisory or disciplinary authority over any minor, as such term is used in California Public Resources Code Section 5164.

Selected Proposer shall be responsible for ensuring that no person who has supervisory or disciplinary authority over minors, who is paid or unpaid by Selected Proposer, shall be permitted to provide services unless appropriate background checks, including fingerprints, have been performed prior to the beginning of services under this Agreement, and the person meets the standards set forth above. If requested by City, and to the extent allowed by law, Selected Proposer shall promptly provide documentation listing each person that has provided or is providing services hereunder involving supervision or disciplinary authority over minors, and certifying that the Selected Proposer has conducted the proper background check on such person or persons, and each of the named persons is legally permitted to perform the services described in this proposal. Regardless of whether such documentation is requested or delivered by Selected Proposer, Selected Proposer shall be solely responsible for compliance with the provisions of this Section.

Selected Proposer understands that if services are rendered on a school site, there may be additional requirements that may apply including without limitation, requirements under the California Education Code. Selected Proposer acknowledges that it is Selected Proposer's sole responsibility to comply with all applicable laws, regulations and licensing requirements in Selected Proposer's provision of services hereunder.

The Selected Proposer staff shall report hazardous conditions and items beyond minor repair to Contract Manager or designee, for correction.

The Selected Proposer shall submit a monthly invoice electronically using an Excel 2003 format approved by the PRNS designee. The invoice shall at a minimum include the following data fields:

- Invoice Number
- Service Site Addresses
- Date and time of Service per site
- Services provided per site
- Quantities of products used per site
- Unit cost, subtotals and total cost

1.1 REGULAR JANITORIAL SERVICES FOR PARK RESTROOMS

- 1.1.1. Services: Selected Proposer is to provide the highest level of quality in janitorial maintenance to all Park Restrooms identified in the Schedule of Performance, Attachment B-6. The services to be performed are itemized in the Attachment B-6, Schedule of Performance and how such tasks shall be implemented and performed is defined herein.
- 1.1.2. Selected Proposer shall assign the proper numbers of staff required each working day to complete the services requested in a manner satisfactory to the City. This requirement includes having sufficient male and female staff such that female custodial staff is available to provide female restroom care during daytime business hours and male custodial staff for male restroom care. All personnel shall be able to communicate with sufficient fluency to take direction and perform assigned tasks unassisted, including communicating with building occupants/users for day shift personnel.
- 1.1.3. Selected Proposer shall be responsible for backfilling custodial staff with qualified personnel in the event of planned or unplanned absences such as vacations or illness.
- 1.1.4. Selected Proposer shall provide the City with the contact information for an on duty supervisor at all times that Selected Proposer's staff is onsite. Selected Proposer's supervisor shall be able to communicate with sufficient fluency to receive feedback and other information from City's designated representative and make appropriate response thereto. In addition, these individuals shall have a wireless device capable of receiving phone calls. All calls shall be responded to within ten (10) minutes, maximum. Failure to respond within this time provision shall be treated as a "verified complaint" subject to liquidated damages as described in Section 1.8
UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES
- 1.1.5. Selected Proposer's employees are prohibited from using tobacco products, drugs, alcohol or other items of this nature anywhere on premises or within 25 feet of City property.
- 1.1.6. Items found by Selected Proposer or left unattended by visitors are to be handed over to the PRNS Department. Selected Proposer will contact the Contract Manager when such items have been found.
- 1.1.7. Frequency and Work Schedule
All work shall be completed according to the days and frequencies communicated in the Attachment B-6, Schedule of Performance. Park use is seasonal. The City from time-to-time through PRNS may reschedule the work as deemed necessary to maintain the maximum cleaning levels of its park restrooms and may at times require emergency clean ups (due to, but not limited to, heavy use, special events, and/or criminal activity). Additionally, the City through PRNS reserves the right to make changes in the services covered by the RFP or contract by adding or deleting any scheduled or unscheduled work, as well as modifying the frequencies and timing of scheduled services as dictated by changes in circumstances, budgetary, customer feedback and/or service demands. PRNS will provide seven (7) days' written notice of any such change. Any changes in the fees or cost of consumables as a result of any

such modifications will be governed by the pricing contained in the Selected Proposer's proposal or in the signed contract.

- 1.1.8. Select Proposer shall make available the names and phone number of at least two (2) persons who can be reached for emergency work twenty-four (24) hours a days, seven (7) days a week.
- 1.1.9. Performance Standards: Where a specific performance standard has been specified, that standard shall apply. Where none has been specified, the services shall be performed to a commercially reasonable standard.
- 1.1.10. The Selected Proposer shall cooperate with any representative authorized by the City to determine the Selected Proposer conformity with the specifications and the adequacy of the work being performed.
- 1.1.11. The Selected Proposer, at all times during the life of a signed contract, will provide trained and qualified janitorial personnel as required by certification, licensure and/or training for all work to be done.
- 1.1.12. The Selected Proposer at a minimum shall satisfy the restroom cleaning outcomes described below:
 1. Park Restroom entrances shall be swept, washed, or blown free from debris, stains and sticky substances (i.e. gum), and free of litter. Sweeping shall also consist of:
 - a. The entire interior floor area including all edges.
 - b. The entire exterior restroom entrance including all edges.
 2. Park Restroom shall be clean of all spider webs.
 3. Park Restroom floors shall be clean and free of spots and stains.
 - a. Use spotter and stiff brush on dirt and grease spots. Remove all chewing gum from all floor surfaces.
 - b. Damp mop entire floor area including all edges with the proper disinfectant solution that will not dull the floor.
 4. Park Restroom trash bins will be emptied and liners replaced and disposed of appropriately.
 - a. Empty all trash bins at each restroom, including trash bins located at the exterior entrance area, and replace liners when existing liner becomes dirty. All collected trash to be placed in appropriate containers.
 5. Park Restroom shall be dust free of all surface areas i.e.: counters, window sills, tops of doors etc.
 - a. Clean all counters with a sponge and appropriate cleaner areas to remove any stains, spots, grime and graffiti.
 6. Park Restroom stainless steel surfaces shall be wiped clean, sanitized, polished and free of spots, grease and smudges.
 - a. Clean all toilet bowls with a Johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of toilet. Clean and dry all fixtures.
 - b. Clean all urinals with a Johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of urinals. Clean and dry all chrome fixtures.
 7. Park Restroom walls, doors, and air vents shall be wiped clean and free of stains and dust.

8. Park Restroom windows, window sills and doors shall be clean and free of dust, dead bugs, spots and smudges.
9. Park Restroom diaper changing areas shall be wiped clean, sanitized and disinfected.
 - a. Sanitize and disinfect diaper changing stations. Remove all marks, smudges and fingerprints. Dry diaper changing stations after cleaning.
 - b. Clean all mirrors with a soft cloth and glass cleaner.
 - c. Clean all handrails with proper cleaning solution of all dust, smudges, handprints and fingerprints.
10. Park Restroom will comply with State and local Health Department standards.
11. Park Restroom will be properly secured during non-operational hours.
12. Park Restroom waste baskets and feminine hygiene containers will be disinfected and emptied and liners replaced and disposed of appropriately.
13. Park Restroom hand towel, soap dispensers, fragrance sprayer, toilet seat covers and toilet paper shall be kept stocked and replenished.
 - a. Clean all soap dispensers with a damp cloth, and dry unit after cleaning. Make sure that units are in proper working order. If not working contact PRNS Contract Manager.
 - b. Clean all paper towel dispensers with a damp cloth, and dry unit after cleaning.
 - c. Ensure there are sufficient paper towels in all dispensers to last until next service. Extra supplies needed shall be stored in the custodial closet if available.
 - d. Ensure there is sufficient toilet paper in all dispensers to last until the next service. Extra supplies shall be stored in the custodial closet if available.
 - e. Make sure there is sufficient hand soap in all dispensers to last until the next service. Extra supplies shall be stored in custodial closet if available.
14. Park Restroom floors shall be clean and free of spots and stains, and swept and mopped with germicidal solution.
15. Park Restroom surfaces shall be free of soap scum, film, graffiti, stains, mildew, disinfected and sanitized.
16. Park Restroom mirrors, sinks, fixtures, toilets, urinals, partitions and walls shall be clean, disinfected and sanitized without any un-dissolved cleaning agents left behind.
 - a. Clean all toilet bowls with a Johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of toilet. Clean and dry all chrome fixtures.
 - b. Clean all urinals with a Johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of urinals. Clean and dry all chrome fixtures.
 - c. Clean all sinks with a cloth and appropriate cleaner. Make sure all sides and undersides of sinks are cleaned. Clean and dry all chrome fixtures.
 - d. Damp wipe all toilet partitions and wall areas showing any stains, spots, grime and remove all graffiti. Dust the tops of all partitions and ledges. Disinfect surfaces.
17. Park Restroom fixtures, dispensers shall be free of leaks and maintained in proper working condition.
18. Drinking fountains shall be wiped clean, sanitized, polished and free of spots, grease and smudges and fully functional.

- a. Clean and polish all drinking fountains attached to restroom building with proper cleanser that is certified by the USDA to be non-toxic.

1.2 Supplies, Materials, and Equipment

1.2.1 At Selected Proposer's sole expense, Selected Proposer shall furnish all supplies, materials, consumables and equipment necessary to perform the work as specified under this scope of services. Selected Proposer shall be responsible for supplying toilet paper, hand towels, seat cover paper products for service and non-service days. The equipment requirement includes vehicle transportation for the crew.

1.2.2 Listed below is the consumable data for Park Restrooms consumable goods for the July 1, 2009 through June 30, 2010 period. This historical consumption data may be used to estimate consumable cost for Park Restrooms.

- Multi-Fold Paper Towel #01840, Kimb-Clark, 209 Cases
- Fold Paper Towel, Georgia Pacific, 118 Cases
- Flat Toilet Seat Cover, Clean Source, 232 Cases
- Toilet Paper Roll, Georgia Pacific, 832 Cases
- 900 ML box, Pink Lotion Soap, Betco, 1,259 each
- 900 ML box, Pink Premium Lotion Soap, Betco, 862 each

1.2.3 Selected Proposer shall provide a weekly supply and material distribution log identifying where the supplies, material and consumables were distributed.

1.2.4 The Selected Proposer on a quarterly basis shall provide PRNS a use breakdown of consumable goods by site. Changes in the distribution of such goods after reviewing quarterly report(s) shall be at the discretion of PRNS.

1.2.5 Some building sites on the list will not receive cleaning service daily, but will still be operational and need selected proposer to stock paper products.

1.2.6 Selected Proposer shall use Approved Certified Green Cleaning Chemicals, unless otherwise approved by City. Selected Proposer will supply the City with list of Approved Certified Green Cleaning Chemicals that will be used to clean buildings, Park Restrooms, materials, and equipment including M.S.D.S. sheets. Paper products and plastic liners shall contain a percentage of recycled material that meets EPA guidelines for post consumer waste content. The Selected Proposer is to provide the City with a list of products and the percentage of recycled material these products contain. Also, the Selected Proposer shall provide the City with the manufacturer's contact persons and phone numbers. Manufacturer certification of recycled, as well as post consumer waste content percentages, is required at the signing of the contract.

1.3 JANITORIAL SUPERVISION FOR DAYTIME AND NIGHT TIME SERVICE

1.3.1 Services: The Selected Proposer shall provide a sufficient number of supervisors to manage cleaning operation for 87 Park Restrooms. Selected Proposer shall furnish the City's contract administrator with the contact information for its on duty supervisors. All calls to the on duty supervisor shall be responded to within ten (10) minutes. Failure to respond within this time provision shall be treated as a "verified complaint" subject to liquidated

damages as described in Section 1.4.6 UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES.

1.4 AS NEEDED SUPPLEMENTAL SERVICES

1.4.1 The following services are not part of the regularly scheduled cleaning services outlined in Section 1.1, but may be requested to be done by the Selected Proposer as supplemental work. Selected Proposer will be expected to submit costs separately on an hourly basis that includes all costs (including fully burden employee costs for any given date, supplies, materials and equipment) for the tasks below. A separate submittal sheet is being included in Attachment C, Cost proposal Instructions and Cost Form, Table 12, so Proposer can provide all costs for these services. The cost sheet is segregated into two categories, skilled versus unskilled labor and tied to prevailing and living wage rates, respectively. All costs must be approved before work is performed. Below is a sample set of services that may fall under supplemental services category.

- Window washing
- Special services, i.e., extra cleaning, etc.
- Other

1.5 HOLIDAY WORK SCHEDULE

1.5.1 Selected Proposer shall schedule and provide service 365 days a year, unless noted and authorized in writing by the City of San Jose.

1.6 CHANGES IN SERVICE DAYS

1.6.1 Any change in scheduling requested by the Selected Proposer must be in writing and approved in advance by the City's contract manager. In the event the City deems it necessary to interrupt janitorial services at any City Park Restroom(s) for any length of time, the Selected Proposer shall be notified to discontinue services. The cost for discontinued services will be deducted from the Selected Proposer's pay on a pro rata basis.

1.7 SECURITY

1.7.1 Keys: The City shall provide the Selected Proposer with two (2) sets of keys that are needed to clean all Park Restrooms. During the term of the contract, any lost key shall be replaced at a Five Dollar (\$5.00) per key charge to the Selected Proposer. At the end of the contract, all keys are to be returned to the City's contract manager CLEARLY MARKED AS TO THE PARK RESTROOM EACH ONE IS FOR.

Failure to return all keys shall result in a reduction of Five Thousand Dollars (\$5,000.00) from the final payment to the Selected Proposer.

1.7.2 Doors: Selected Proposer shall lock all doors and windows that provide access to any facility or park area when cleaning is completed and the facility or park area is closed to the public.

1.7.3 Alarm Systems: Selected Proposer shall take all reasonable precautions to prevent the accidental or intentional activation of alarm systems located in City facilities. Selected Proposer's employees will be trained on the proper usage of alarm systems located in the facilities they clean. Training is to include location of alarm keypads, codes and who to call if alarm malfunctions and/or fails to deactivate and/or re-activate properly. The Selected Proposer is responsible for training those employees that on occasion must fill in for an employee normally assigned to an alarmed(ies) facility. Efforts to encourage compliance with this clause, the City will assess the Selected Proposer a Twenty-Five Dollar (\$25.00) per occasion charge when a Selected Proposer's employee activates an alarm.

1.8 UNACCEPTABLE PERFORMANCE – LIQUIDATED DAMAGES

1.8.1 Liquidated Damages (LDs) shall be incurred if the Selected Proposer fails to meet the performance standards and specifications in Sections 2 through 19 of this Scope of Services. City Staff will allow three (3) verified complaints for below standard cleaning service per month. (A "verified complaint" shall mean an observation of a service deficiency by or confirmed by City Staff.) If a fourth verified complaint occurs, \$250 will be deducted from the monthly price under the contract. Each additional complaint will cost \$150, which will be deducted from the monthly contract price.

1.8.2 If the service deficiency is in an area that is accessible to the general public, the Selected Proposer is required to correct the service problem within one (1) hour of notification. If the nature of service problem is such that it cannot reasonably be corrected within one (1) hour, as determined by the City, or if the service deficiency is in an area not accessible to the general public, the Selected Proposer is required to correct the deficiency within eight (8) hours of notification. Failure to correct the service problem within the applicable time frame will result in an additional verified complaint subject to liquated damages described in 1.4.6.

2.0 Park Restrooms Cleaning Activity

3.0 Drinking Fountains

3.1 Clean and polish all drinking fountains attached to restroom building with the proper cleaner that is certified by the USDA to be non-toxic.

4.0 Spot clean/gum removal

4.1 Use spotter and stiff brush on dirt and grease spots. Remove all chewing gum from all floor surfaces.

5.0 Trash stations

5.1 Empty all trash bins at each restroom and replace liners when existing liner becomes dirty. All collected trash to be placed in appropriate containers.

5.2 Wash trash container

6.0 Toilets

6.1 Clean all toilet bowls with a Johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of toilet. Clean and dry all chrome fixtures.

7.0 Urinals

7.1 Clean all urinals with a Johnny mop and disinfectant cleaner. Damp wipe all sides and undersides of urinals. Clean and dry all chrome fixtures.

8.0 Diaper Changing Stations

8.1 Sanitize and disinfect diaper changing stations. Remove all marks, smudges, and fingerprints. Dry diaper changing stations after cleaning

9.0 Sinks

9.1 Clean all sinks with a cloth and appropriate cleaner. Make sure all sides and undersides of sinks are cleaned. Clean and dry all chrome fixtures.

10.0 Mirrors

10.1 Clean all mirrors with a soft cloth and glass cleaner.

11.0 Handrails

11.1 Clean all handrails with proper cleaning solution of all dust, smudges, handprints and fingerprints

12.0 Counters

12.1 Clean all counters with a sponge and appropriate cleaner areas to remove any stains, spots, grime and graffiti.

13.0 Soap, paper towel, toilet paper, and toilet seat cover dispensers

13.1 Clean all soap dispensers with a damp cloth, and dry unit after cleaning. Make sure that units are in proper working order. If not working, leave note for building staff.

13.2 Clean all paper towel dispensers with a damp cloth, and dry unit after cleaning.

13.3 Restock paper towel dispensers

13.4 Ensure there are sufficient paper towels in all dispensers to last until the next service. Extra supplies needed shall be kept in the custodial closet if available.

13.5 Restock toilet paper dispensers

13.6 Ensure there is sufficient toilet paper in all dispensers to last until the next service. Extra supplies needed shall be kept in the custodial closet if available.

13.7 Restock toilet seat covers

13.8 Ensure there are sufficient toilet seat covers in all dispensers to last until the next service. Extra supplies needed shall be kept in the custodial closet if available.

13.9 Restock Hand Soap Dispensers

13.9.1 Make sure there is sufficient hand soap in all dispensers to last until the next service. Extra supplies needed shall be kept in the custodial closet if available.

14.0 Clean all vertical surfaces

14.1 Damp wipe all toilet partitions and wall areas showing any stains, spots, grime and remove all graffiti. Dust the tops of all partitions and ledges. Disinfect surfaces.

15.0 Broom Sweep Floors

15.1 Sweep entire interior floor area including all edges.

15.2 Sweep entire exterior restroom entrance area including all edges.

16.0 Damp Mop Floors

16.1 Damp mop entire floor area including all edges with the proper disinfectant solution that will not dull the floor

17.0 Replace lights that have burned out

17.1 Replace lights, ensuring to use the correct color, type, and wattage lamp. If lamp remains out or blinking after replacement, tag the fixture with a piece of paper or tape that can be seen from below. Let the paper hang down. Attach it with transparent tape. Make sure to properly clean light fixture and diffuser (if any) when replacing any bulb or tube.

17.1.2 Report lamp(s) that remain out or continues to blink to City's contract administrator.

17.2 IMPORTANT NOTE:

17.2.1 Under no circumstances shall the stated maximum wattage of the lamp be exceeded. Doing so may damage the fixture, the diffuser, or cause a fire.

17.2.2 Replace blinking fluorescent lamps as soon as possible. Damage fluorescent lamps can damage the ballast.

17.2.3 Fixtures are labeled with the proper type and wattage lamp to be used. If the lamp is broken or missing, or the information label is gone, DO NOT RELAMP. Tag the fixture with a note stating, "Information is missing. Did not re-lamp", and report missing lamp and missing lamp information City's contract administrator.

18.0 Park Restroom Opening and Closing Services

18.1 Any change in opening and/or closing schedule requested by Selected Proposer shall be approved in advance by the City's contract manager. In the event that the City deems it necessary to alter the Park Restroom opening or closing schedule, the City will provide the Selected Proposer at minimum a 2 days notice of this change in writing or by email. The Selected Proposer will alter the opening and/or closing schedule at no additional cost to the City.

18.2 Daily closing of Park Restrooms

18.2.1 Selected Proposer shall lock Park Restroom doors and close restroom to public use no sooner than the posted park closure time and no later than 2 hours after sunset as set by the US Navy for San Jose, California.
(http://aa.usno.navy.mil/data/docs/RS_OneDay.php).

18.2.2 Selected Proposer shall ensure restrooms are vacated of all occupants prior to locking doors

18.2.3 In the event of an emergency or difficulty clearing restroom of all occupants call SJ Police Dept Dispatch @ 408-277-8956.

18.2.4 Locking of restrooms at specific sports facilities:

18.2.4.1 The following parks have sports facilities with lighted ball fields and/ tennis courts. Lockdown of these Park Restrooms will occur no earlier than 10 pm, and no later than 11:59 pm:

Los Paseos Park
Guadalupe River Park
Backesto Park (2 restroom buildings)
Murdock Park

Paul Moore Park
Solari Park
Wallenberg Park
Roosevelt Park
Mise Park
Calabasas Park
Columbus Park (2 restrooms buildings)
PAL (2 restrooms buildings)

18.3 Daily opening of Park Restrooms

18.3.1 Selected Proposer shall unlock Park Restroom doors and open restrooms for public use no sooner than 5 a.m., and no later than 8 a.m.

19.0 Park Gate Closing/locking Services

19.1 Any change in park gate closing schedule requested by Selected Proposer shall be approved in advance by the City's contract manager. In the event that the City deems it necessary to alter the park gate closing schedule, the City will provide the Selected Proposer at minimum a 2 day notification in writing or email of the change. The Selected Proposer will alter the park gate closing schedule at no additional cost to the City.

19.2 Daily closing/locking of park gates

19.2.1 Selected Proposer shall, lock and secure park gates and close parks to public use no sooner than the posted park closure time and no later than 2 hours after sunset as set by the US Navy for San Jose, California. (http://aa.usno.navy.mil/data/docs/RS_OneDay.php).

19.2.2 Selected Proposer shall ensure parks are vacated of all park visitors prior to locking gates

19.2.3 The following parks have sports facilities with lighted ball fields and/ tennis courts. Lockdown of these park gates will occur no earlier than 10 pm, and no later than 11:59 p.m.:

Murdock Park
Hamann Park tennis courts
Calabasas Park

19.2.4 In the event of an emergency or difficulty clearing park of all visitors call SJ Police Dept Dispatch @ 408-277-8956.

19.2.5 Parks requiring closing/locking of gate(s):

Park Name Park information	Number of Vehicle Gates/Entrances	Number of Pedestrian Gates/Entrances
Alum Rock Park http://www.sjparks.org/regional/alumrock.asp	3	0
Almaden Lake Park http://www.sjparks.org/regional/almadenlake.asp	2	6
Edenvale Garden Park http://www.sjparks.org/regional/edenvalegarden.asp	2	3
Emma Prusch Memorial Park http://www.sjparks.org/regional/emmaprusch.asp	2	2
Overfelt Garden Park http://www.sjparks.org/regional/overfelt.asp	1	2
Lake Cunningham Regional Park http://www.sjparks.org/regional/lakecunningham.asp	2	2
Ryland Park http://www.sjparks.org/neighborhood/ryland.asp	2	2
Hamann Park tennis courts http://www.sjparks.org/neighborhood/marijanehamann.asp	0	2
Calabazas Park parking lot http://www.sjparks.org/neighborhood/calabazas.asp	1	0
Flickinger Park parking lot http://www.sjparks.org/neighborhood/flickinger.asp	1	0
Houge Park parking lot http://www.sjparks.org/neighborhood/houge.asp	1	0
Forestdale Tot Lot http://www.sjparks.org/neighborhood/forestdale.asp	0	1
San Antonio Tot Lot East San Antonio St near 34th St	0	1
Watson Park http://www.sjparks.org/neighborhood/watson.asp	1	0
Cataldi Park parking lot http://www.sjparks.org/neighborhood/cataldi.asp	1	0
Municipal Rose Garden Park http://www.sjparks.org/regional/rosegarden.asp	2	2
Guadalupe Grove Park Sterling Oaks St and Thorntree Way	1	3
Penitencia Creek Park Parking lot http://www.sjparks.org/neighborhood/penitenciacreek.asp	3	0

**ATTACHMENT A-7
SCOPE OF SERVICE
CITY OF SAN JOSE PUBLIC ART COLLECTION**

OCA's Scope of Services for the cleaning of the City of San Jose's Public Collection is attached below in the embedded file; double click to open the file; the file is also posted on BidSync in the OCA folder.



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**ATTACHMENT B
SCHEDULE OF PERFORMANCES/SPECIFICATION SHEETS BY DEPARTMENT & AREAS OF
OPERATION**

PUBLIC WORK/GENERAL SERVICES DEPARTMENT:

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ENVIRONMENTAL SERVICES DEPARTMENT:

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PARKS, RECREATION & NEIGHBORHOOD SERVICES:

ATTACHMENT B-6, PARK RESTROOMS.....120

OFFICE OF CULTURAL AFFAIRS:

NOT APPLICABLE, SEE NOTE BELOW.....121

**ATTACHMENT B-1
SCHEDULE OF PERFORMANCE
CITY HALL, WING & ROTUNDA**

City Hall: Contract Specifications Service Frequency for dayshift custodial service 7:30 a.m. to 4:00 p.m. Monday thru Friday.

Description	Frequency
2 Flooring	
Spot sweep and damp mop hard floors	D-3
Spot clean and vacuum carpet	D-3
3 Clean Windows and Glass	
Interior windows- Lobbies- below 8 ft as requested.	W-5
Spot clean 18 th floor lobby glass below 8 ft.	D-2
Glass doors all lobbies- spot clean	D-3
4 Trash and recycling	
Empty and wipe down trash cans.	W-5
Empty and wipe down recycle cans.	W-5
Detail clean trash & recycle cans – as needed	W-5
Sweep and mop of compactor & loading dock area - end of shift daily.	W-5
5 Restroom	
Clean toilets, urinals, sinks, counters	D-3
Stock consumables	D-3
7 Vertical Surfaces	
Walls – spot clean as requested.	W-5
Doors- painted- spot clean surfaces	W-5
8 Exterior	
Empty trash and recycle cans.	D-2
Sweep up debris, leafs etc.	D-3
Clean spills, stains & graffiti as needed.	D-3
9 Elevator Cabs	
Spot mop.	D-2
Spot clean walls and doors.	D-2
11 Stairwells	
Sweep	W-1
Clean handrails.	W-1
14 Drinking fountains	
Clean and polish drinking fountains.	D-2

Description	Frequency
15 Other support services	
Assist with room setups - availability & response time criteria	10 min
Service event trash & recycling - availability & response time criteria	10 min
W# Number of days weekly that service is provided.	
M# Number of times monthly that service is provided.	
Y# Number of times yearly that service is provided.	
D# Number of times per day.	

City Hall: Contract Specifications Service Frequency for the evening shift hours of 5:00 p.m. to 1:30 a.m. Monday thru Friday at City Hall- 200 East Santa Clara Street.

Description	Frequency
2 Flooring	
Vacuum Lobby Carpet	w5
Vacuum Office Carpet	w5
Sweep/dust mop and Damp Mop hard floors	w5
Sweep stairs and stair landings	w3
Clean all handrails	w1
Spot Clean Carpet	w1
Mop and buff floors	y2
Strip and Wax	
VCT Floors	y2
Chambers Wood Floor (coordinate with CSJ)	y4
Rotunda	y4
Extract Carpet -	
Lobbies - tower level 3 - 18 & wing level 2-3	y2
Lobbies - Tower level 1 - 2, Rotunda level 1, Wing level 1	y4
3 Clean Windows and Glass	
Interior Windows - Lobbies - below 8 ft	w3
Interior Windows - below 8 ft	y2
Interior Windows - above 8 ft and below 12 ft	y2
Clean Glass doors	w5
Blinds - remove and clean	y1
4 Trash and recycling	
Empty trash cans	w5
Empty recycle cans	w5
Wash trash & recycle cans	w1
Washout of compactor area	w3
5 Restroom	
Clean toilets, urinals, sinks, mirrors counters, soap and paper towel dispensers	w5
Stock consumables: paper towels, toilet paper, toilet seat covers, hand soap, etc.	w5
Clean all vertical surfaces	w3
Showers	
Clean all showers	w5
Broom sweep floors and damp mop floors	w5
6 Horizontal Surfaces	
Clean Customer Service Counters	w1
Dust horizontal surfaces below 8 feet	w1
Dust horizontal surfaces above 8 feet	m1

Clean Kitchen Counters and Sinks	w5
7 Vertical Surfaces	
Walls - spot clean	w5
Doors - Painted - wash surfaces	w1
8 Exterior	
Exterior balconies (sweep)	w1
Exterior entry ways (400 sq ft at each entry) - sweep	w5
Exterior entry ways (400 sq ft at each entry) - mop or power wash	m2
9 Elevator Cabs	
Damp mop	w5
Clean walls and doors	w5
Vacuum and dust at ceiling	w1
Clean tracks	w1
10 Electrical, Mechanical, utility rooms- Sweep and damp mop.	
11 Stairwells	
Sweep	w3
Damp mop	w3
Clean handrails	w1
12 Replace lights that have burned out	
Below 10 feet (24 hour cycle time)	
Below 15 feet (24 hour cycle time)	
13 Clean Fabric surfaces.	
Chamber seats	y2
Tower lobbies floors 1-18 and wing floors 1-3	y1
14 Drinking Fountains	
Clean and polish all drinking fountains	W5
W# Number of days weekly that service is provided.	
M# Number of times monthly that service is provided.	
Y# Number of times yearly that service is provided.	

ATTACHMENT B-2
SCHEDULE OF PERFORMANCES/SPECIFICATIONS SHEETS
COMMUNITY CENTERS, LIBRARIES & GENERAL BUILDINGS

Community Centers, Libraries and Other General Building Schedule of performance/Specification sheets are attached below as embedded files; double click to open the files; the files are also posted on BidSync in the Community Centers, Libraries & Other General Buildings folder.



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**ATTACHMENT B-3
SCHEDULE OF PERFORMANCE
SAN JOSE POLICE DEPARTMENT**

Police Administration, Communication, Personnel and Health Buildings Day Cleaning: Contract Specifications Service Frequency. Work to be performed from Mon thru Sun from 7:00 p.m. to 3:30 p.m.

Description	Frequency
Flooring	
Lobby floor: vacuum or dust mop and wet Mop	D1
Lobby Glass and Furniture	
Interior Windows - Lobbies - below 8 ft	W5
Wipe down chairs, tables counters and outside hand rail	W5
Wipe clean any interior or exterior graffiti	
Trash and recycling Stations	
Empty trash cans throughout building	D2
Empty recycle cans throughout building	D2
Wash Trash and Recycle containers	W1
Building Restrooms and Locker room	
Clean toilets, urinals, sinks, mirrors counters, soap and paper towel dispensers & fixtures 2 times during a shift	D2
Stock consumables: paper towels, toilet paper, toilet seat covers, hand soap, etc	D2
Sweep and damp mop	D2
Special Cleaning of Adult & Youth Pre Processing	
Sweep and damp mop floor	D2
Emergency clean up as needed	D1
Empty and wiped down trash bins	D2
Exterior	
Empty trash cans and ash urns outside exterior doors	D2
Clean Electrical, Mechanical, utility rooms	W1
Replace Burned Out lamps, as needed	Y4
Drinking Fountains	
Clean and polish drinking fountains	D2
D# Number of times per day a service is provided.	
W# Number of days weekly that service is provided.	
M# Number of times monthly that service is provided.	
Y# Number of times per year that service is provided.	

**ATTACHMENT B-4
SCHEDULE OF PERFORMANCE
SAN JOSE NORMAN Y. MINETA INTERNATIONAL AIRPORT**

TERMINAL BUILDINGS SCHEDULE OF PERFORMANCE

	<u>Frequency</u>	<u>Days of the Week</u>	<u>Shift</u>	<u>Minimum Times per day</u>
<u>Hard Floor Surfaces</u>				
2	<u>(Terrazo & VCT)</u>			
	Sweeping	7 days/wk	M-Su	all shifts as needed
	Damp Mop/Scrubbing/Auto Scrub	7 days/wk	M-Su	night 1
	Dust Mop/remove black scuff marks	7 days/wk	M-Su	all shifts 1
	Spot Cleaning	7 days/wk	M-Su	all shifts as needed
	Remove gum	7 days/wk	M-Su	all shifts as needed
	Strip, refinish & buff terrazzo	Quarterly	any day	night
	Ceramic tile floors; strip and reseal	Quarterly	M-Su	night
3	<u>Carpeted Floors</u>			
	Carpet Maintenance	7 days/wk	M-Su	all shifts 1
	Vacuum all carpet (including under chairs)	7 days/wk	M-Su	night all 1
	Spot clean carpet	7 days/wk	M-Su	all shifts as needed
	Carpet cleaning (extracting)	1 day/wk	any day	night as needed
4	<u>Carpeted Walk-off Entrance Mats</u>			
	Remove gum, sweep	7 days/wk	M-Su	all shifts as needed
	Extract, deep clean	1 day/month	any day	night 1
<u>Stainless Steel and Bronze</u>				
5	<u>Logo's</u>			
	All kick plates, doors, partitions, restroom fixtures, columns clean and polish (leaving no streaks).	7 days/wk	M-Su	all shifts as needed
		7 days/wk	M-Su	all shifts as needed
<u>Wall & Columns</u>				
6	<u>Washing</u>			
	Spot clean	7 days/wk	M-Su	all shifts as needed
	Wash Walls	1 day/month	any day	night as needed
7	<u>Ticket Counter - Podium Booths - Checkpoints</u>			
	Empty waste receptacles, change liners,	7 days/wk	M-Su	all shifts as needed
	Dust and clean work surfaces & stainless steel	7 days/wk	M-Su	all shifts 1
	Empty water containers at checkpoints	7 days/wk	M-Su	all shifts 1
	Disinfect carpet at checkpoints	7 days/wk	M-Su	night 1

AUXILIARY BUILDINGS SCHEDULE OF PERFORMANCE

	<u>Frequency</u>	<u>Days of the Week</u>	<u>Shift</u>	<u>Minimum Times per day</u>
3 <u>Carpeted Floors</u>				
Carpet Maintenance	2 days/wk	T & F	day	1
Vacuum all carpet (including under chairs)	2 days/wk	T & F	day	1
Spot clean carpet	as needed	T or F	day shift	as needed
Carpet cleaning (extracting)	annually	T or F	night	as needed
15 <u>File Cabinets and Card Files</u>				
Dust	as needed	T or F	day	1
17 <u>Trash Containers</u>				
<u>Empty and wipe clean (change liners twice a week)</u>	2 days/wk	T & F	day	1
18 <u>Ledges and Counter Tops</u>				
Damp Clean	2 days/wk	T & F	day	1
25 <u>Public Restrooms - Inspection of all public restrooms to occur each hour on 1st and 2nd shift</u>				
Clean mirrors and shelves	2 days/wk	T & F	day	1
Wash urinal and toilet partitions	2 days/wk	T & F	day	1
Clean sinks and chrome	2 days/wk	T & F	day	1
Fill soap dispensers	2 days/wk	T & F	day	1
Clean and fill towel dispenser	2 days/wk	T & F	day	1
Empty and clean towel disposal	2 days/wk	T & F	day	1
Full mop	2 days/wk	T & F	day	1
Fill toilet paper dispenser	2 days/wk	T & F	day	1
Spot clean walls, pipe fixtures	2 days/wk	T & F	day	1
Empty trash containers	2 days/wk	T & F	day	1
Fill and damp clean seat cover dispenser	2 days/wk	T & F	day	1
Damp clean exterior of trash containers	2 days/wk	T & F	day	1
27 <u>Non-Public Shared Lunchrooms, Break rooms Conference Rooms, Lobbies, Hallways</u>				
Clean chairs with damp cloth	2 days/wk	T & F	day	1
Empty wastebaskets (change liners twice a week)	2 days/wk	T & F	day	1

	<u>Frequency</u>	<u>Days of the Week</u>	<u>Shift</u>	<u>Minimum Times per day</u>
Clean ledges and counter tops with damp cloth	2 days/wk	T & F	day	1
Clean tables	2 days/wk	T & F	day	1
Vacuum carpet thoroughly	2 days/wk	T & F	day	1
Damp mop	2 days/wk	T & F	day	1
Clean sinks	2 days/wk	T & F	day	1
Damp clean exterior of trash containers	2 days/wk	T & F	day	1
Refrigerator exteriors	2 days/wk	T & F	day	1
30 <u>Waste Disposal and Recycling</u>				
Empty trash & recycling	2 days/wk	T & F	day	1
31 <u>Office and Administrative Area</u>				
Empty trash	2 days/wk	T & F	day	1
Vacuum	2 days/wk	T & F	day	1
Sweep non-carpet areas	2 days/wk	T & F	day	1
Dust	2 days/wk	T & F	day	1

**ATTACHMENT B-5
SCHEDULE OF PERFORMANCE
WATER POLLUTION CONTROL PLANT (WPCP)**

The WPCP schedule of performance/specification sheets is/are included below in the embedded file; double click to open the file; the file is also posted on BidSync in the WPCP folder.



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**ATTACHMENT B-6
SCHEDULE OF PERFORMANCE
PARK RESTROOMS**

The City will initially require Tier I restroom custodial services as described in the chart below. During the course of the agreement the City may elect to change the level of restroom custodial services to either Tier II or Tier III at the City's sole discretion. Services to be provided week, 365 days a year

Description	Tier I	Tier II	Tier III
2 Park Restrooms Cleaning Activity			
3 Drinking fountains	D-1	W-2	W-1
4 Spot clean/gum removal	D-1	W-2	W-1
5 Trash stations	D-4	D-3	D-2
6 Toilets	D-3	D-2	W-2
7 Urinals	D-3	D-2	W-2
8 Diaper Changing stations	D-2	D-1	W-2
9 Sinks	D-2	W-2	W-1
10 Mirrors	D-1	W-2	W-1
11 Handrails	D-1	W-2	W-1
12 Counters	D-1	W-2	W-1
13 Cleaning of Soap, paper towel, toilet paper & toilet seat covers dispensers	D-2	D-2	D-1
13 Refilling, Replenishment soap, paper towel, toilet paper & toilet seat covers	D-3	D-2	D-1
14 Clean all vertical surfaces	D-1	W-2	W-1
15 Broom sweep floors	D-1	W-2	W-1
16 Damp Mop floors	D-1	W-2	W-1
17 Burned out light replacement	D-1	W-2	OD
18 Restroom closing services	D-1	N/A	N/A
18 Restroom opening services	D-1	N/A	N/A
19 Daily closing of park gates	D-1	N/A	N/A
W# Number of days weekly that service is provided.			
M# Number of times monthly that service is provided.			
Y# Number of times yearly that service is provided.			
D# Number of times per day.			
NA Not applicable			
OD On demand			

**OFFICE OF CULTURAL AFFAIRS
CITY OF SAN JOSE PUBLIC ART COLLECTION**

PLEASE NOTE: THE SCHEDULE OF PERFORMANCE IS NOT APPLICABLE. CLEANING FREQUENCIES FOR THE ART COLLECTION ARE INCLUDED IN ATTACHMENT A-7.

**ATTACHMENT C
COST PROPOSAL INSTRUCTIONS AND COST FORMS**

1. PROPOSAL PRICING

1.1 GENERAL (applies to all pricing)

1. Except as specifically noted, all pricing is firm fixed and must account for all costs to provide and pay for all:

- a. Materials
- b. Labor
- c. All preparation work, including but not limited to, set up, equipment, tools and machinery
- d. Other facilities and services necessary to the proper execution and completion of the Work
- e. Secure and pay for:
 - i. Permits
 - ii. Licenses
 - iii. Taxes
 - iv. Fees
 - v. Testing

2. Do not include sales tax in your proposal. The City will work with the selected supplier to add sales tax as appropriate.

3. In the event of conflict a conflict between unit and extended prices, unit prices shall prevail. The City will recalculate extended prices and correct accordingly.

4. Pricing shall be firm fixed for the initial 3 year period of the agreement.

5. Price Adjustments: After the initial three year period, price adjustments may be considered by the City if the vendor demonstrates to the satisfaction of the City that a price increase is justifiable. Any increase shall not exceed 3% annually.

6. Selected Proposer (contractor) shall be awarded a three (3) year contract with five (5), one-year options to extend and to be exercised at the City's discretion.

7. The City will initially require Tier 1 janitorial services for PRNS (parks). During the course of the agreement, the City may elect at its sole discretion to change the level of services to either Tier II or III.

8. Pricing must include the cost of supplies, materials, consumables and equipment, if applicable.
9. Low price scoring determination will be based on annual pricing for year 1 of the contract, row 14 (Total Base Price) in the "Summary Pricing" Table 1.2.1).

1.2 SUMMARY PRICING

1.2.1 Base Proposal Pricing Form

Company Name: _____

TABLE 1.2.1 Summary Pricing: (Includes all 5 Departments and Supplemental Services)

Line	Description:	Annual Price
1	City Hall, Wing & Rotunda (Table 1)	\$
	Community Centers, Other General Buildings & Libraries:	
2	• COMMUNITY Centers –East (Table 2)	\$
3	• COMMUNITY Centers –South (Table 3)	\$
4	• COMMUNITY Centers –West (Table 4)	\$
5	• Other General Buildings (Table 5)	\$
6	• Libraries (East, South & West) (Table 6)	\$
7	San Jose Police Department (Table 7)	\$
8	Subtotal Public Services/General Services Dept.	\$
9	Airport (Table 8)	\$
10	WPCP (Table 9)	\$
11	Parks, Recreation and Neighborhood Services Tier 1 Thru Tier 3 (Table 10)	\$
12	City of San Jose Public Art Collection (Table 11)	\$
13	Citywide Supplemental Services (5 Departments) (Table 12)	\$

14	TOTAL BASE PRICE (lines 1-13)	\$
-----------	--------------------------------------	-----------

Total base proposal price (line 14) in words:

_____ and _____

1.3 DETAIL PRICING

1.3.1 Provide pricing detail for each summary line listed in Table 1.2.1. The total of the pricing detail for each Table (Tables 1-12) must be equal the amount posted in line 14 of Table 1.2.1.

City Hall, Wing & Rotunda Detailed Pricing Form

Table 1

CITY HALL COST SHEETS AND LABOR HOURS

Line	City Hall	Address	Sq. Ft.	Freq. Per Wk.	Monthly	Yearly
1	Parking Level	200 E. Santa Clara St	28771	5	\$	\$
2	Tower- Floor 1	200 E. Santa Clara St	35611	5	\$	\$
3	Tower- Floor 2	200 E. Santa Clara St	32409	5	\$	\$
4	Tower- Floor 3	200 E. Santa Clara St	30987	5	\$	\$
5	Tower- Floor 4	200 E. Santa Clara St	20904	5	\$	\$
6	Tower- Floor 5	200 E. Santa Clara St	20960	5	\$	\$
7	Tower- Floor 6	200 E. Santa Clara St	20910	5	\$	\$
8	Tower- Floor 7	200 E. Santa Clara St	20647	5	\$	\$
9	Tower- Floor 8	200 E. Santa Clara St	20647	5	\$	\$
10	Tower- Floor 9	200 E. Santa Clara St	20647	5	\$	\$
11	Tower- Floor 10	200 E. Santa Clara St	20647	5	\$	\$
12	Tower- Floor 11	200 E. Santa Clara St	20647	5	\$	\$
13	Tower- Floor 12	200 E. Santa Clara St	20651	5	\$	\$
14	Tower- Floor 13	200 E. Santa Clara St	20651	5	\$	\$
15	Tower- Floor 14	200 E. Santa Clara St	20651	5	\$	\$
16	Tower- Floor 15	200 E. Santa Clara St	19703	5	\$	\$
17	Tower- Floor 16	200 E. Santa Clara St	21222	5	\$	\$
18	Tower- Floor 17	200 E. Santa Clara St	21222	5	\$	\$
19	Tower- Floor 18	200 E. Santa Clara St	21222	5	\$	\$
20	Wing- Floor 1	200 E. Santa Clara St	33171	5	\$	\$
21	Wing- Floor 2	200 E. Santa Clara St	34215	5	\$	\$
22	Wing- Floor 3	200 E. Santa Clara St	25405	5	\$	\$
23	Rotunda - Floor 1	200 E. Santa Clara St	9574	5	\$	\$
24	Rotunda - Floor 2	200 E. Santa Clara St	3743	5	\$	\$
25	Rotunda - Floor 3	200 E. Santa Clara St	1144	5	\$	\$
26	TOTAL (lines 1-25) (post this total to row 1, summary pricing, Table 1.2.1)		546361		\$	\$

TABLE 2

Community Center - East Detailed Pricing Form

Line	Facility	Address	Sq. Ft.	Visitors/yr	Service days	Monthly Cost \$	Yearly Cost \$
1	Alum Rock Youth Center	137 North White Road	14,650	24,724	5	\$	\$
2	Alum Rock Maintenance	15350 Penintencia Creek Rd	1,066	2,080	2	\$	\$
3	Alum Rock Park Center	16240 Alum Rock Ave	1,964	40,000	2	\$	\$
4	Alviso Police Community Center	1060 Taylor St.	897	100	3	\$	\$
5	Batten House	1300 Senter Road	800	100	2	\$	\$
6	Berryessa Community Center	3050 Berryessa Ave.	12,099	80,213	4	\$	\$
7	Capital Park Center	2500 Peter Pan Ave	1,730	1,700	2	\$	\$
8	Carriage House Restrooms	645 S. King Road	1,072	1,750	2	\$	\$
9	Central Service Yard A	1661 Senter Road	51,266	40,500	2	\$	\$
10	Central Service Yard B	1661 Senter Road	2,574	4,000	4	\$	\$
11	Central Service Yard F	1661 Senter Road	2,911	7,500	4	\$	\$
12	Central Service Yard G	1661 Senter Road	11,498	30,000	4	\$	\$
13	Emma Prusch Park Center	647 S. King Rd	7,273	6,000	4	\$	\$
14	Fair Swim Center	1300 Bucchus Dr	2,701	11,000	2	\$	\$
15	Fire Co-Ordinater Office & SJFD Stores	528 Tully Rd	687	300	3	\$	\$
16	George Shirakawa Community Center	2072 Lucretia	10,438	60,000	3	\$	\$
17	Hank Lopez Community Center	1694 Adrain Way	8,981	48,675	3	\$	\$
18	Happy Hallow Picnic Basket	1300 Senter Road	3,781	60,000	5	\$	\$
19	Happy Hallow Park and Zoo	1300 Senter Road	2,072	100,000	3	\$	\$
20	Le Fevere House	645 King Road	1,894	515	4	\$	\$
21	Leininger Community Center	1300 Senter Road	9,300	36,000	4	\$	\$

Community Center - East Detailed Pricing Form

22	Maybury Corporation Yard	1404 Mabury Road	23,296	44,600	3	\$	\$
23	Mayfair Community Center	2039 Kammerer Ave.	13,988	76,068	6	\$	\$
24	Mckinley Facility	651 Macredes Avenue	3,517	3,480	5	\$	\$
25	Noble House	14630 Noble Ave.	1,411	2,000	3	\$	\$
26	Noble House Portables	3466 Grossmont Dr.	2,000	4,000	3	\$	\$
27	Northside Community Center	488 N. Sixth St.	12,701	60,000	5	\$	\$
28	Orlinder Community Center	848 E. William St.	5,245	20,000	2	\$	\$
29	Overfelt Garden House	368 Educational Park Dr	1,376	14,000	2	\$	\$
30	Pal Fitness Center	680 S. 34th St.	3,564	1,500	3	\$	\$
31	Pal Athletic League	680 S. 34th St.	3,737	1,200	4	\$	\$
32	Parking Garage DOT	50 N. 4th St	2,922	1,800	4	\$	\$
33	Roosevelt Community Center	901 E. Santa Clara St.	22,643	61,146	5	\$	\$
34	Tab Program at Pal	S. 34th St	2,033	5,000	5	\$	\$
35	Sun Yat-Sen Hall	Educational Park Dr	988	65,000	3	\$	\$
36	Spartan Keys Center	570 Keys Suite 118	2,200	2,000	2	\$	\$
37	Total (lines 1 - 36) (post this total to row 2 , summary pricing, Table 1.2.1)		251,275	916,951		\$	\$

TABLE 3

Community Centers –South Detailed Pricing Form

Line	Facility	Address	Sq/Ft.	Visitors/yr	Service Days	Monthly Cost \$	Yearly Cost \$
1	Almaden Winery 1st Floor	5730 Chambertin Dr.	8,182	1,000	3	\$	\$
2	Almaden Winery 2nd Floor	5730 Chambertin Dr.	6,048	1,000	3	\$	\$

Community Centers –South Detailed Pricing Form

3	Almaden Community Center	6445 Camden Ave	39,612	184,862	5	\$	\$
4	Almaden Lake Corporation Yard	6099 Winfield	2,880	5,460	2	\$	\$
5	Bret Harte Youth Center	750 Bret Harte Drive	2,072	5,000	2	\$	\$
6	Camden Lifetime & Community Center	3369 Union Ave.	48,239	76,263	5	\$	\$
7	Edenvale CommunityCenter	330 Bramhnan Lane	15,619	30,000	5	\$	\$
8	Evergreen Community Center	4860 San Felipe Rd.	8,612	84,861	4	\$	\$
9	Gilroy One Stop	7800 Arroyo Cir.	8,779	22,500	5	\$	\$
10	Hoffman Via Monte	1180 Gallup Dr.	750	2000	1	\$	\$
11	Kirk Community Center	1601 Foxworthy Ave.	16,379	20,000	3	\$	\$
12	Lake Cunningham Corporation Yard	Capitol Expwy/Cunningham Ave.	3,267	6,500	2	\$	\$
13	Los Paseos School	121 Avenida Grande Dr.	8,500	8,000	3	\$	\$
14	Millbrook Community Center	3200 Millbrook Dr.	3,700	12,063	2	\$	\$
15	Muni Water Operations & Maint.	3025 Tuers Road	2,873	5,100	4	\$	\$
16	Muni Water Trailers	3025 Tuers Road	2,651	4,500	2	\$	\$
17	Municipal Water system	3025 Tuers Road	9,833	4,800	5	\$	\$
18	Paul Moore Park Building	1423 Myrtle Ave.	1,489	2,000	2	\$	\$
19	Police Community Service Center	947 Blossom Hill Road	1,813	100	3	\$	\$
20	Police Stables	2525 Kenoga Dr.	3,340	200	2	\$	\$
21	Santee Community Service Center	1313 Audobon Ave.	2,956	5,000	3	\$	\$
22	Santee Community Service Ctr. Annex	1313 Audobon Ave.	1,600	5,000	3	\$	\$

Community Centers –South Detailed Pricing Form							
23	Sherman Oaks Community Center	1800 A Fruitdale Ave.	1,271	30,000	3	\$	\$
24	Seven trees Community Center	3590 Cas Drive	32,555	295,000	5	\$	\$
25	South Corporation Yard	4420 Monterey Rd.	6,514	20,400	2	\$	\$
26	Southside Community Center	5585 Cottle Rd	15,078	105,560	5	\$	\$
27	Willows Senior Center	1806 A Fruitdale Ave.	16,232	110,230	5	\$	\$
28	Total (the sum of lines 1 - 27) (post this total to row 3, summary pricing, Table 1.2.1)		270,844	1,047,399		\$	\$

TABLE 4

Community Center - West Detailed Pricing Form							
Line	FACILITY	Address	Sq/Ft	Visitors/yr or staff	Service Days	Monthly Cost \$	Yearly Cost \$
1	Alma Teen Center	130 W. Alma Ave.	2,708	10,000	4	\$	\$
2	Alma Senior Center	136 W. Alma Ave.	2,632	28,194	4	\$	\$
3	Anti Graffiti Office	501 Vine St.	1,652	1820 staff	2	\$	\$
4	Calabazas Recreation Building	1207 Blaney Ave.	1,816	1,537	2	\$	\$
5	Cypress Senior Center	403 Cypress Ave.	10,967	45,039	4	\$	\$
6	Fire Training, Maint. Shop & Trailer	245 S Montgomery St.	10,602	16,000	5	\$	\$
7	Gardner Community center	520 W. Virginia St.	10,371	47,156	4	\$	\$
8	Guadalupe River Park Visitor Ctr.	W. Santa Cara & River St.	692	1000	6	\$	\$
9	OCA Offices	365 South Market Street	5,811	2,700	3	\$	\$

Community Center - West Detailed Pricing Form							
10	Police Crime Prevention Warehouse	1588 B Monterey Road	5,475	1,000	3	\$	\$
11	Police Forrest Ave. Office	2172 Forest Ave.	6,994	4,500	2	\$	\$
12	Police Training Division	1302 North 4th St.	15,586	2,400	5	\$	\$
13	Parkmoor One Stop	1290 Parkmoor Ave	61,327	45,000	5	\$	\$
14	Starbird Community Center	1050 Boynton Ave	2,709	7,930	2	\$	\$
15	West Community Policing Center	3707 Williams Rd.	9,161	4,000	2	\$	\$
16	Washington Youth Center	701 Vine St.	17,428	80,000	4	\$	\$
17	West Corporation Yard	5090 Williams Road	2,020	13840 staff	3	\$	\$
18	Total (lines 1 - 17) (post this total to row 4, summary pricing, Table 1.2.1)		167,951	296,456		\$	\$

TABLE 5

Other General Buildings Detailed Pricing Form							
Line	Facility	Address	Sq. Ft.	Visitors/yr	Service Days	Monthly Costs \$	Yearly Costs \$
	Other General Buildings						
1	Mexican heritage Plaza	1700 Alum Rock Plaza	29,156	42,000	5	\$	\$
2	SJ Museum of Art	110 S. Market Street	17,169	95,000 combined	7	\$	\$
3	SJ Museum of Art Annex	110 S. Market Street	45,000		7	\$	\$
4	Animal Shelter	2750 Monterey Rd.	18,702	55,000	5	\$	\$
5	Total (lines 1-4) (post this total to row 5, summary pricing, Table 1.2.1)		110,027	192,000		\$	\$

Table 6

Libraries Detailed Pricing Form							
Line	Facility	Address	Sq. Ft.	Visitors Per Year	Service Days (T,W,TH,F & SA)	Monthly Costs \$	Yearly Costs \$
	EAST						
1	Alviso Library/ Community Center	5050 N. First St.	4,674	110,360	5	\$	\$
2	Berryessa Library	3311 Noble Ave.	25,599	472,534	5	\$	\$
3	East S.J. Carnegie Library	1102 E. Santa Clara St.	8,295	142,154	5	\$	\$
4	Joyce Ellington Library	491 Empire Street	13,631	188,663	5	\$	\$
5	Dr. Roberto Cruz Library	3090 Alum Rock AV	25,558	393,277	5	\$	\$
6	Hillview Library	2255 Ocala Ave.	20,151	251,898	5	\$	\$
7	Subtotal (lines 1 - 6)		97,908	1,558,886		\$	\$
	SOUTH						
8	Almaden Library	6445 Camden Ave.	23,690	331,019	5	\$	\$
9	Cambrian Library	1780 Hillsdale Ave.	22,098	339,022	5	\$	\$
10	Edenvale Library	101 Branham Lane	20,435	376,116	5	\$	\$
11	Evergreen Library	3635 Aborn Rd.	19,151	420,700	5	\$	\$
12	Santa Teresa Library	290 International Ct.	19,469	269,009	5	\$	\$
13	Tully Library	880 Tully Rd.	24,362	530,179	5	\$	\$
14	Vineland Library	1450 Blossom Hill Rd.	23,461	255,860	5	\$	\$
15	Pearl Library	4270 Pearl Ave.	12,159	219,384	5	\$	\$
16	Subtotal (lines 8 - 15)		164,825	2,741,289		\$	\$
	WEST						
17	Biblioteca Latino Americana	921 S. First St.	14,354	159,643	5	\$	\$
18	Rose Garden Library	1580 Naglee Ave	18,740	213,032	5	\$	\$
19	West Valley Library	1243 San Tomas Aquino Rd.	21,172	351,690	5	\$	\$
20	Willow Glen Library	1157 Minnesota Ave.	11,237	210,439	5	\$	\$
21	Subtotal (lines 17 - 20)		65,503	934,804		\$	\$
24	Total (the sum of lines 7, 16 & 21;) (post this total to row 6, summary pricing, Table 1.2.1)		328,236	5,234,979		\$	\$

San Jose Police Department Detailed Pricing Form

Table 7

Line	Facility	Address	Sq. Ft.	Service Days	Monthly Costs \$	Yearly Costs \$
	Police Department Buildings					
1	Police Administration Bldg. & Annex	201 W. Mission Street	90,006	7	\$	\$
2	Police Communication Bldg.	855 N. San Pedro Street	64,050	7	\$	\$
3	Municipal Garage	825 N. San Pedro Street		7	\$	\$
4	Police Personnel and Health Bldg.	151 W. Mission Street	62,131	5	\$	\$
5	Special Operation Bldg.	171 W. Mission Street	6775	5	\$	\$
6	Vehicle Repair Shop	825 N. San Pedro Street	208	7	\$	\$
7	Total (lines 1-6) (post this total to row 7, summary pricing, Table 1.2.1)		437,043		\$	\$

Norman Y. Mineta International San Jose Airport Detailed Pricing Form

Table 8

Line	Airport	Address	Sq. Ft.	Monthly Cost \$	Annual Cost \$
	Terminal A:				
1	Level 1	2077 Airport Blvd.	32,704	\$	\$
2	Level 2	2077 Airport Blvd.	38,590	\$	\$
3	Level 3	2077 Airport Blvd.	14,189	\$	\$
4	Subtotal (Lines 1 - 3)		85,483	\$	\$
	Terminal A Baggage Claim:				
5	Level 1	2077 Airport Blvd.	17,668	\$	\$
6	Level 2	2077 Airport Blvd.	4,226	\$	\$
7	Subtotal (Lines 5 - 6)		21,894	\$	\$
	Terminal B:				
8	Level 1	1701 Airport Blvd.	116,215	\$	\$
9	Level 2	1701 Airport Blvd.	126,255	\$	\$
10	Subtotal (Lines 8-9)		242,470	\$	\$
	FIS (International Terminal):				
11	Level 1	2065 Airport Blvd.	27,683	\$	\$
12	Level 2	2065 Airport Blvd.	29,281	\$	\$
13	Level 3	2065 Airport Blvd.	7,378	\$	\$
14	Subtotal (Lines 11 - 13)		64,342	\$	\$
	Auxiliary Buildings:				
15	Facilities Admin. Trailer	1401 Airport Blvd.	2,600	\$	\$
16	Facilities Rear Trailer	1401 Airport Blvd.	5,378	\$	\$
17	Facilities Seniors Office	1401 Airport Blvd.	536	\$	\$
18	Airport Paint Shop	1401 Airport Blvd.	230	\$	\$
19	Airport Police Building	1387 Airport Blvd.	6,100	\$	\$
20	Sign Shop/Inspectors Trailer	1311 Airport Blvd.	7,800	\$	\$
21	Hangar 9	1128 Coleman Ave.	120	\$	\$
22	Multiple Tenant Hangar	1277 Airport Blvd.	90	\$	\$
23	Subtotal (Lines 15 - 22)		22,854	\$	\$

Line	Airport	Address	Sq. Ft.	Monthly Cost \$	Annual Cost \$
24	TOTAL (the sum of lines 4, 7, 10, 14 & 23) (post this total to row 9, summary pricing, Table 1.2.1)		437,043	\$	\$

Water Pollution Control Plant (WPCP) Detailed Pricing Form

Table 9

Line	WPCP	Address	Sq. Ft.	Monthly Cost \$	Annual Cost \$
1	Administration Building	700 Los Esteros Road	21,150	\$	\$
2	Environmental Service Building:				
2	1st Floor	700 Los Esteros Road	10680	\$	\$
2	2nd Floor	700 Los Esteros Road	17150	\$	\$
2	Lab Floor	700 Los Esteros Road	9600	\$	\$
3	Residual Solids Management	700 Los Esteros Road	2310	\$	\$
4	Transmission Pump Station	700 Los Esteros Road	2250	\$	\$
5	Training Building	700 Los Esteros Road	1985	\$	\$
6	Security Guard Shack	700 Los Esteros Road	140	\$	\$
7	Stores Warehouse	700 Los Esteros Road	22000	\$	\$
8	Paint Shop	700 Los Esteros Road	5400	\$	\$
9	HVAC Shop	700 Los Esteros Road	2250	\$	\$
10	Maintenance Shop	700 Los Esteros Road	5520	\$	\$
11	Machine Shop	700 Los Esteros Road	2770	\$	\$
12	Vehicle Service Wing	700 Los Esteros Road	575	\$	\$
13	Grease Building	700 Los Esteros Road	30	\$	\$
14	Deceps Room	700 Los Esteros Road	970	\$	\$
15	Blower-Generator Bldg. (40):				
15	Basement	700 Los Esteros Road	24300	\$	\$
15	1st Floor	700 Los Esteros Road	24300	\$	\$
15	2nd Floor/Mezz	700 Los Esteros Road	12600	\$	\$
16	Secondary Blower Bldg:				
16	Ser.Wg.1st Floor	700 Los Esteros Road	26500	\$	\$
16	Ser.Wg. 2nd Floor	700 Los Esteros Road	4010	\$	\$
16	Service Wing	700 Los Esteros Road	6725	\$	\$
17	Pump and Engine Building:				
17	1st Floor	700 Los Esteros Road	15750	\$	\$
17	2nd Floor/Mezz.	700 Los Esteros Road	5060	\$	\$
18	Nitrification Bldg:				
18	Ser.Wg.	700 Los Esteros Road	36960	\$	\$
18	Service Wing	700 Los Esteros Road	6400	\$	\$
19	Filtration Bldg:				
19	Ser. Wg. 1st floor	700 Los Esteros Road	11200	\$	\$
19	Ser Wg. 2nd Floor	700 Los Esteros Road	10500	\$	\$
19	Service Wing	700 Los Esteros Road	6400	\$	\$
20	Chlorination & Pumping Station	700 Los Esteros Road	3200	\$	\$
21	Chlorine/Disinfection Bldg	700 Los Esteros Road	2720	\$	\$
22	Sludge Control Building	700 Los Esteros Road	8000	\$	\$
23	Maintenance Service Wing	700 Los Esteros Road	5720	\$	\$
24	Wood Shop Building	700 Los Esteros Road	2550	\$	\$

Line	WPCP	Address	Sq. Ft.	Monthly Cost \$	Annual Cost \$
25	Chlorine Sulfur Dioxide Workshop	700 Los Esteros Road	1200	\$	\$
26	Trailer A	700 Los Esteros Road	3600	\$	\$
27	Trailer B	700 Los Esteros Road	1440	\$	\$
28	TOTAL (Lines 1 - 27) (post this total to row 10, summary pricing, Table 1.2.1)		323,915	\$	\$

PARKS, RECREATION & NEIGHBORHOOD SERVICES (PRNS) TIER 1 THRU TIER 3 Detailed Pricing Form

TABLE 10

Line	Park	Location	Sq. Ft.	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
				Tier 1		Tier 2		Tier 3	
1	Calabazas Park*	S. Blaney Ave. north of Rainbow Dr.	195	\$	\$	\$	\$	\$	\$
2	Frank M. Santana Park*	S. Monroe ST. north of Tisch Wy.	201	\$	\$	\$	\$	\$	\$
3	Hathaway Park*	1497 Vallejo Dr. near McKinnon Dr.	193.8	\$	\$	\$	\$	\$	\$
4	John Mise Park*	594 Park Meadow Dr. north of Mitty Wy.	187.4	\$	\$	\$	\$	\$	\$
5	Lincoln Glen Park*	Radio Ave. north of Curtner Ave.	125.7	\$	\$	\$	\$	\$	\$
6	Marijane Hamann Park*	2747 Westfield Ave.	179.6	\$	\$	\$	\$	\$	\$
7	Murdock Park*	Castle Glen Ave. east of Wunderlich Dr.	197.2	\$	\$	\$	\$	\$	\$
8	Rainbow Park*	Donington Dr. north of Johnson Ave.	279.6	\$	\$	\$	\$	\$	\$
9	River Glen Park*	Payne Ave. at Bird Ave.	171.8	\$	\$	\$	\$	\$	\$
10	San Tomas Park*	Valerie Dr. & Eva Ct.	296	\$	\$	\$	\$	\$	\$
11	Saratoga Creek Park*	Hoyet Dr. west of Cordellia Ave.	210	\$	\$	\$	\$	\$	\$
12	Starbird Park*	Boynton Av. And Starbird Cir.	232.4	\$	\$	\$	\$	\$	\$
13	Willow Street-Frank Bramhall Park*	1320 Willow Street	400	\$	\$	\$	\$	\$	\$

Line	Park	Location	Sq. Ft.	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
				Tier 1		Tier 2		Tier 3	
14	Doerr Park*	Park Wilshire Dr north of Potrero Dr.	177.1	\$	\$	\$	\$	\$	\$
15	Houge Park*	Twilight Dr. near Rupert Dr.	304	\$	\$	\$	\$	\$	\$
16	Kirk Park*	1601 Foxworthy Ave., west end of most northern building	128.3	\$	\$	\$	\$	\$	\$
17	Kirk Park*	1601 Foxworthy Ave. exterior door restrooms on northern and southern buildings	340.3	\$	\$	\$	\$	\$	\$
18	Paul Moore Park*	Myrtle Ave. west of Cherry Ave.	200.2	\$	\$	\$	\$	\$	\$
19	Roy M. Butcher Park*	Lancaster Dr. btwn Camden & Ross Ave.	196.7	\$	\$	\$	\$	\$	\$
20	Tully Community Ballfields *	Tully Rd. west of Kenoga Dr. next to Library @ 880 Tully Rd.	343	\$	\$	\$	\$	\$	\$
21	Wallenberg Park*	Curtner Ave. at Landsford Ave.	566	\$	\$	\$	\$	\$	\$
22	Kelley Park* @ History Park	1650 Senter Rd., north end of History SJ Park	257	\$	\$	\$	\$	\$	\$
23	Kelley Park* @ Japanese Friendship Gardens	1490 Senter Rd., west side entrance	713.8	\$	\$	\$	\$	\$	\$
24	Backesto Park*	Empire St. btwn 14th & 15th St.s	224	\$	\$	\$	\$	\$	\$

Line	Park	Location	Sq. Ft.	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
				Tier 1		Tier 2		Tier 3	
		15th St. btwn Empire & Jackson							
25	Backesto Park*	Empire St. btwn 14th & 15th St.s 15th St. btwn Empire & Jackson	309	\$	\$	\$	\$	\$	\$
26	Bellevue Park	Bellevue Ave. at Sanborn Ave.	244	\$		\$		\$	
27	Emma Prusch Farm Park*	King & Story Rd. (meeting hall)	169.8	\$		\$		\$	
28	Great Oaks Park*	Giusti Dr. & Snow Dr.	193.8	\$		\$		\$	
29	John P. McEnery Park*	W. San Fernando St. east of Guadalupe Exprwy	350.6	\$		\$		\$	
30	Raymond Bernal Jr. Memorial Park*	N 7th St. south of E. Hedding St.	199.7	\$		\$		\$	
31	Roosevelt Park	900 E. Santa Clara St, external access from west side of building.	232	\$		\$		\$	
32	Ryland Park*	N. Pedro St. north of Ryland St.	316	\$		\$		\$	
33	Selma Olinder Park (north of community center; no park sign)	848 E. Williams Street @ 18TH St. Back side of CC	200	\$		\$		\$	

Line	Park	Location	Sq. Ft.	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
				Tier 1		Tier 2		Tier 3	
34	Selma Olinder Park* (south of Selma Olinder Elem. School)	Woodborough Court @ Woodborough Place	203.5	\$		\$		\$	
35	Alum Rock Park*	Penitencia Creek Rd. (at Live Oak picnic area)	270	\$		\$		\$	
36	Alum Rock Park*	Penitencia Creek Rd. (near Mineral Springs picnic area)	270	\$		\$		\$	
37	Alum Rock Park*	Penitencia Creek Rd. (at Youth Science Institute, includes entrance area to both men & women's sides)	418.9	\$		\$		\$	
38	Alum Rock Park*	Penitencia Creek Rd. (at Visitor Center)	240	\$		\$		\$	
39	Alum Rock Park*	Penitencia Creek Rd. (at Log Cabin picnic area)	270	\$		\$		\$	
40	Alum Rock Park*	Penitencia Creek Rd. (at Quail Hollow picnic area)	135.7	\$		\$		\$	
41	Alum Rock Park*	Penitencia Creek Rd. (at Rustic Lands picnic area)	279.3	\$		\$		\$	
42	Alum Rock Park*	Penitencia Creek Rd. (at Eagle Rock picnic area)	140	\$		\$		\$	
43	Alum Rock Park*	Penitencia Creek Rd. (at entrance)	148.9	\$		\$		\$	

Line	Park	Location	Sq. Ft.	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
				Tier 1		Tier 2		Tier 3	
44	Penitencia Creek Park*	3050 Berryessa Rd. (north east of community center)	309.2	\$		\$		\$	
45	Capitol Park*	Peter Pan Ave. south of Bambi Ln.	195.1	\$		\$		\$	
46	Cataldi Park*	Bethany Ave. most western parking lot near orchid (1 Unisex restroom)	152.5	\$		\$		\$	
47	Cataldi Park*	Cataldi Dr. eastern parking lot west of Morrill Ave.	267.2	\$		\$		\$	
48	Flickinger Park*	Ulster & Tourney Dr.	513.8	\$		\$		\$	
49	Hillview Park*	1722 Berona Wy. North of Vista Glen dr.	178.9	\$		\$		\$	
50	Mayfair Park (part of Community Center)	2039 Kammerer Ave. east end of building near playground	216	\$		\$		\$	
51	Overfelt Gardens Park*	368 Educational Park Drive (middle of park)	192	\$		\$		\$	
52	Plata Arroyo Park	N. King Rd. south of McKee Rd.	186.6	\$		\$		\$	
53	Biebrach Park*	W. Virginia ST & Delmas Ave.	200.5	\$		\$		\$	
54	Columbus Park East* (part of Guadalupe Gardens)	Asbury St & Irene St.	189	\$		\$		\$	

Line	Park	Location	Sq. Ft.	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
				Tier 1		Tier 2		Tier 3	
55	Columbus Park West * (part of Guadalupe Gardens)	Spring St. north of Taylor (part of Center)	210.3	\$		\$		\$	
56	Guadalupe River Park (Arena Green by carousel)	N. Autumn St. north of W. Santa Clara St.	436.4	\$		\$		\$	
57	Guadalupe River Park (Confluence Point)	375 W. Santa Clara St., Confluence Point @ Visitor center	343.2	\$		\$		\$	
58	Municipal Rose Garden* (south entrance)	Naglee Ave. & Dana Ave. (mid block, includes entry ways)	200	\$		\$		\$	
59	Municipal Rose Garden* (north entrance)	Emory St @ Dana Ave. (mid block, includes entry ways)	200	\$		\$		\$	
60	Solari Park*	Los Arboles Ave. north of Cas Dr.	349.4	\$		\$		\$	
61	Watson Park* - Closed to the public	Jackson St. east of Monferino Dr.	Under Construction	\$		\$		\$	
62	Lake Cunningham Park*	Ruby Creek picnic area (parking lot A)	435.2	\$		\$		\$	
63	Lake Cunningham Park*	Willow Glen & Silver Creek picnic areas (parking lot C)	440.3	\$		\$		\$	
64	Lake Cunningham Park*	2305 White Rd. - Marina (picnic area)	315	\$		\$		\$	
65	Lake Cunningham Park*	2305 White Rd. - Skate Park	112	\$		\$		\$	

Line	Park	Location	Sq. Ft.	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
				Tier 1		Tier 2		Tier 3	
66	Boggini Park*	Remington Wy east of Millbrook	194.3	\$		\$		\$	
67	Edenvale Garden Park*	Edenvale Rd. & Saddlebrook Rd.	167.7	\$		\$		\$	
68	Evergreen Park*	Park Estates Wy. East of San Felipe rd.	203.8	\$		\$		\$	
69	Fowler Creek Park	Altia Ln. north-west of Fowler Rd.	238.3	\$		\$		\$	
70	Los Paseos Park*	Via Vista & Avenida Grande	215.9	\$		\$		\$	
71	Meadowfair Park*	Corda Dr. at Barberry Ln.	120	\$		\$		\$	
72	Metcalf Park*	Forsum Rd. @ Forsum Ct.	281.6	\$		\$		\$	
73	Ramblewood Park*	Lightland Rd. east of Dundale Dr.	227.1	\$		\$		\$	
74	Silver Creek Linear Park* (doesn't have Picnic Meadow)	Silver Creek Rd. & Greenyard St.	78	\$		\$		\$	
75	Silver Creek Linear Park/Picnic Meadow*	Yerba Buena Rd. west of Silver Creek Valley Rd.	168	\$		\$		\$	
76	Vista Park	473 Hyde Park Dr. east of Barron Park Dr.	374	\$		\$		\$	
77	Welch Park*	Clairice Dr. at Kenesta Wy.	222	\$		\$		\$	
78	Cahalan Park*	Pearlwood Wy west of Cahalan Ave	168	\$		\$		\$	
79	DeAnza Park*	Marquette Dr. & Princeton Dr.	196.8	\$		\$		\$	

Line	Park	Location	Sq. Ft.	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
				Tier 1		Tier 2		Tier 3	
80	Greystone Park*	Mt. Carmel Dr & Camden Ave.	198.2	\$		\$		\$	
81	La Colina Park*	Allegan Cir.	186.2	\$		\$		\$	
82	Lone Hill Park*	Vinter Wy north of Marcy Lynn Ct.	248.8	\$		\$		\$	
83	Parma Park*	Little Falls Dr south of Camden Ave.	204	\$		\$		\$	
84	Ramac Park (Hitachi Park 10 acre site)	Lexington Ave. east of Charlotte Dr	323.6	\$		\$		\$	
85	Almaden Lake Park*	Almaden Expwy. south of Coleman Rd. (west side of lake)	241.4	\$		\$		\$	
86	Almaden Lake Park*	Winfield Blvd, south of Coleman Rd. (east side of lake)	233.7	\$		\$		\$	
87	Guadalupe Oak Grove Park*	Thorntree Dr. south Sterling Oaks Dr.	380	\$		\$		\$	
88	TOTAL (lines 1-87) (post this total to row 11, summary pricing, Table 1.2.1)		21,425.20	\$	\$	\$	\$	\$	\$

CITY OF SAN JOSE PUBLIC ART COLLECTION DETAILED PRICING FORM

TABLE 11

Line	Description	Unit of Measure	Monthly Cost \$	Annual Cost \$
1	San Jose City Public Art Collection (post this amount to row 12, summary pricing, Table 1.2.1)	Includes the cleaning of all art (lump sum)	\$	\$

CITYWIDE SUPPLEMENTAL SERVICES PRICING FORM (PRICING TO BE USED BY ALL 5 DEPARTMENTS)

Table 12

	Description	Estimated Hours per Year*	Hourly Rate**	Estimated Annual Spend on Supplemental Cleaning Supplies, Materials & Heavy Duty Equipment*	Percent (%) Markup on Cost	Extended Amount
Line	Supplemental Services					
1	Skilled labor ≥ Prevailing wage	10,000	\$			\$
2	Unskilled labor ≥ Living wage	10,000	\$			\$
3	Subtotal (lines 1 - 2)					\$
4	Cleaning supplies & materials			\$100,000		\$
5	Heavy duty equipment (non-standard)			\$40,000		\$
6	Subtotal (lines 4 - 5)					\$
7	TOTAL AMOUNT (the sum of lines 3 & 6) (post this total to row 13, summary pricing, Table 1.2.1)					\$

***Estimated hours/year and estimated spend on supplemental cleaning supplies, materials and heavy duty equipment are not guaranteed and are being used for comparison purposes and low cost determination.**

**** Hourly Rates submitted must be all inclusive, i.e., equal to or greater than prevailing and/or living wage rates; fully burden that include all benefits paid to employees on any given day; and any standard equipment to be used.**

ATTACHMENT D Proposal Certification

NO PROPOSAL SHALL BE ACCEPTED WHICH HAS NOT BEEN SIGNED IN INK IN THE APPROPRIATE SPACE BELOW

<u>Proposing Firm Name:</u>		
<u>Address:</u>		
<u>Telephone:</u>		
<u>Facsimile:</u>		
<u>E-Mail:</u>		
<u>Contact person name and title:</u>		

PROPOSER REPRESENTATIONS

1. Proposer did not, in any way, collude, conspire or agree, directly or indirectly, with any person, firm, corporation or other Proposer in regard to the amount, terms, or conditions of this proposal.
2. Proposer additionally certifies that neither Proposer nor its principals are presently disbarred, suspended, proposed for disbarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency, any California State agency, or any local governmental agency.
3. Proposer acknowledges that all requests for deviations, exceptions, and approved equals are enclosed herein and that only those deviations, exceptions, and approved equals included in the RFP document or permitted by formal addenda are accepted by the City.
4. Proposer did not receive unauthorized information from any City staff member or City Consultant during the Proposal period except as provided for in the Request for Proposal package, formal addenda issued by the City, or the pre-bid conference.
5. Proposer hereby certifies by signing below it has been in the business of providing custodial services and supplies for commercial customers and/or government agencies for a minimum of 10 years.
6. Proposer certifies that this submission includes full consideration of the information and/or requirements identified in Addenda ____ through ____.
7. Proposer hereby certifies that the information contained in the proposal and all accompanying

documents is true and correct.

8. Please check the appropriate box below:

If the proposal is submitted by an individual, it shall be signed by him or her, and if he or she is doing business under a fictitious name, the proposal shall so state.

If the proposal is made by a partnership, the full names and addresses of all members and the address of the partnership, the full names and addresses of all members and the addresses of the partnership, the full names and addresses of all members and the address of the partnership shall be stated and the proposal shall be signed for all members by one or more members thereof.

If the proposal is made by a corporation, it shall be signed in the corporate name by an authorized officer or officers.

If the proposal is made by a limited liability company, it shall be signed in the corporate name by an authorized officer or officers.

If the proposal is made by a joint venture, the full names and addresses of all members of the joint venture shall be stated and the bid shall be signed by each individual.

By signing below, the submission of a proposal shall be deemed a representation and certification by the Proposer that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and that they have read and understand the RFP.

Authorized Representative Name (sign name):	
Authorized Representative Signature (print name):	
Authorized Representative Title (print title):	
Complete additional signatures below as required per # 7 above	
Authorized Representative Name (sign name):	
Authorized Representative Signature (print name):	
Authorized Representative Title (print title):	
Authorized Representative Name (sign name):	
Authorized Representative Signature (print name):	
Authorized Representative Title (print title):	

NO PROPOSAL SHALL BE ACCEPTED WHICH HAS NOT BEEN SIGNED IN INK IN THE APPROPRIATE SPACE

**ATTACHMENT E
PROPOSER QUESTIONNAIRE**

All information requested in the Questionnaire shall be furnished by the Proposer, and shall be submitted with the Proposal. Statements shall be complete and accurate and in the form requested. Omission, inaccuracy or misstatement may be cause for the rejection of a proposal.

If a corporation, answer the following:

- A. When incorporated?** _____
- B. In what state?** _____
- C. Authorized to do business in California?** _____
If so, what date? _____

4. If NOT a corporation, answer the following:

- A. Name of Organization:** _____
- B. Date of Organization:** _____
- C. General, Limited Partnership, or Joint Venture:** _____
(if applicable)
- D. Registered in California?** _____ **If so, when?** _____

5. Have you ever had a bond or surety denied, canceled, or forfeited?

- YES** **NO** If yes, state name of bonding company, date, amount of bond and r for such cancellation or forfeiture in an attached statement.
- _____

6. Have you ever declared bankruptcy or been declared bankrupt?

- YES** **NO** If yes, state date, court jurisdiction, docket number, amount of lia and amount of assets.
- _____

7. Has your company ever had any agreements cancelled?

- YES** **NO** If yes, give details.
- _____

8. Has your company ever been sued by any organization for issues pertaining to fee payment,

performance, or other related issues?

YES **NO** If yes, give details.

9. Are you currently engaged in merger or acquisition negotiations, or do you anticipate entering into merger or acquisition negotiations within the time period of this Request for Proposal?

YES **NO** If yes, give details. Attach copy of such agreement(s).

10. Are you now engaged in any litigation which does now or could in the future affect your ability to pay fees or perform under this Agreement?

YES **NO** If yes, give details.

11. Has your company or subcontractors for this project ever been disbarred, suspended, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency, any California State agency, or any local governmental agency?

If yes, give details.

The undersigned hereby declares under penalty of perjury that all statements, answers and representations made in this questionnaire are true and accurate, including all supplementary statements hereto attached. In the case of a corporate Proposer, the signature of one duly authorized representative is sufficient.

Signature

Signature

(Please Print or Type Name)

(Please Print or Type Name)

Title

Title

**ATTACHMENT F
Previous Customer Reference Form**

IMPORTANT NOTE: You must copy this form and provide three references that meet the minimum criteria as established in Section 5.2 of the RFP. The information you provide on these forms will be used by the City to establish that your firm meets the minimum qualifications that have been established for this requirement.

Customer Name:		
Customer Address		
Customer Contact Name		
Customer Telephone		
Customer E-mail		
Date of Agreement/Contract		
Period of Performance:	From:	To:
Type of Contract:	<input type="checkbox"/> Firm Fixed Price	<input type="checkbox"/> Time and Material
	<input type="checkbox"/> Cost plus Fixed Fee	<input type="checkbox"/> Not to Exceed
	<input type="checkbox"/> Other (Specify):	
What is the dollar value of the contract?		
How many square feet of cleanable floor surface was this contract for?		
Was this a contract where employees were required to pass background checks? (Yes or No)		
Was this a contract where employees were in contact with the general public while performing duties under contract? (Yes or No)		
If contract was terminated or cancelled for convenience, please indicated the circumstances:		
Is this reference for work Proposer has performed? (yes or no)		

Provide a detailed description of work performed for this customer. Use additional lines if required.

ATTACHMENT G
City of San Jose
Request for Contracting Preference for Local and Small Businesses

Chapter 4.12 of the San Jose Municipal Code provides for a preference for Local and Small Businesses in the procurement of contracts for supplies, materials and equipment and for general and professional consulting services. The amount of the preference depends on whether the vendor qualifies as a Local Business Enterprise* or Small Business Enterprise** and whether price has been chosen as the determinative factor in the selection of the vendor.

In order to be a Local Business Enterprise (LBE) you must have a current San Jose Business Tax Certificate Number and have an office in Santa Clara County with at least one employee. If you qualify as an LBE you can also qualify as a Small Business Enterprise (SBE) if the total number of employees (*regardless of where they are located*) of your firm is 35 or fewer.

There are two ways in which the preference can be applied. In procurements where price is the determinative factor (*i.e. there are not a variety of other factors being considered in the selection process*) the preference is in the form of a credit applied to the **dollar value** of the bid or quote. For example, a non-local vendor submits a quote of \$200 per item and a LBE submits a quote of \$204 per item. The LBE receives a 2.5% credit on the quote, which equals approximately \$5 and thus the LBE will win the award because the quote is evaluated as if it had been submitted as \$199.

In procurements such as RFP there are usually a variety of factors evaluated to determine which proposal best meets the City's needs. In procurements such as these where price is not the determinative factor, an LBE or SBE will be given an **additional 5% to 10% points** in the **scoring** of their proposal.

The following determinations have been made with respect to this procurement: (for official use only)

Type of Procurement	<input type="checkbox"/> Bid	<input type="checkbox"/> Request for Quote	<input checked="" type="checkbox"/> Request for Proposal
Type of Preference	<input type="checkbox"/> Price is Determinative		<input checked="" type="checkbox"/> Price is Not Determinative
Amount of Preference	LBE preference = 2.5% of Cost SBE preference = 2.5% of Cost		LBE preference = 5% of Points SBE preference = 5% of Points

In order to be considered for any preference you must fill out the following statement(s) under penalty of perjury.

Business Name			
Business Address			
Telephone No.			
Type of Business	<input type="checkbox"/> Corporation	<input type="checkbox"/> LLC	<input type="checkbox"/> LLP
	<input type="checkbox"/> General Partnership	<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Other (explain)

***LOCAL BUSINESS ENTERPRISE (LBE) PREFERENCE**

In order to qualify as an LBE you must provide the following information:

Current San Jose Business Tax Certificate Number:	
Address of Principal Business Office or Regional, Branch or Satellite with at least one employee located in Santa Clara County:	

****SMALL BUSINESS ENTERPRISE (SBE) PREFERENCE**

In order to qualify as an SBE you must qualify as an LBE and have 35 or fewer employees. This number is for your **entire** business --NOT local employees, or employees working in the office address given above.

Please state the number of employees that your Business has:

Based upon the forgoing information I am requesting that the Business named above be given the following preferences (*please check*): Local Business Enterprise Small Business Enterprise
 I declare under penalty of perjury that the information supplied by me in this form is true and correct.

Executed at: _____, California
 Date: _____
 Signature _____
 Print name _____

ATTACHMENT H
Exemplar Agreement

Attachment H is embedded in the file below (double click to open the file) and is also on BidSync.



C:\Documents and
Settings\bernie.reyes

ATTACHMENT I
WAGE REQUIREMENTS AND INFORMATION
(CITY FACILITIES OTHER THAN AIRPORT)

Attachment I is embedded in the file below (double click to open the file) and is also on BidSync under the Living wage Policy and Living Wage Ordinance folder.



C:\Documents and
Settings\bernie.reyes

ATTACHMENT J
**NORMAN Y. MINETA SAN JOSE INTERNATIONAL AIRPORT LIVING WAGE, WORKER
RETENTION, LABOR PEACE AND EMPLOYEE WORK ENVIRONMENTAL INFORMATION**

Attachment J (including exhibits 1 and 2) are embedded in the files below (double click to open the files) and are also on BidSync under the Living wage Policy and Living Wage Ordinance folder.



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Settings\bernie.reyes



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**ATTACHMENT K
COMPARISON OF CITY'S LIVING WAGE RATE INCREASES AND AIRPORT LIVING WAGE
RATE INCREASES**



**Key Differences between City's Living
Wage Policy and Airport Living Wage
Ordinance**

On December 14, 2010, the San Jose City Council adopted amendments to the Airport Living Wage Ordinance. As a result of the Ordinance amendments, there are a few key differences in the City's Living Wage Policy and the Airport Living Wage Ordinance. The following summary description is not intended to be a complete description of the living wage and related requirements under the Ordinance or the Living Wage Policy.

	LIVING WAGE POLICY	AIRPORT LIVING WAGE ORDINANCE
Living Wage Rate/Minimum Compensation		
	<p>Minimum compensation required to be paid to covered employees is the City's minimum hourly wage.</p> <p>The current rates are: \$12.94 p/h if health benefits are provided; or \$14.19 p/h if health benefits are not provided.</p> <p>The employer's direct hourly contribution to health/medical insurance and retirements benefits are not counted toward meeting the minimum compensation amount.</p>	<p>Minimum compensation required to be paid to covered employees is the sum of the hourly wage, the employer's direct hourly contribution for the covered employee's health/medical insurance, if any, and the employer's direct hourly contribution for the covered employee's retirement benefits, if any.</p> <p>The current rates are: \$12.94 p/h if minimum health insurance benefits are provided; or \$14.19 p/h if minimum health benefits are not provided.</p> <p>For the lower rate to apply, the employer must either (a) offer covered employee an employer-sponsored health insurance plan for which the employer pays at least 50% of the cost or (b) pay at least 50% of the cost of the covered</p>

		employee's health plan.
Wage Adjustments		
	Yearly, on anniversary date of agreement. Adjustments are based on federal poverty level for family of three (3) and a geographic factor.	July 1 st of each year. Adjustments based on change as of December 31 st of the previous year in the annual CPI-U for San Francisco-Oakland-San Jose. If CPI has not increased or if the CPI has declined, the minimum compensation rate shall remain unchanged.

	LIVING WAGE POLICY	AIRPORT LIVING WAGE ORDINANCE
Exemptions		
	Parties subject to Policy may by collective bargaining agreement provide that such agreement shall supersede the requirements of the Policy	Minimum compensation requirements do not apply during the term of any collective bargaining agreement that expressly provides that the terms of the collective bargaining agreement supersede the minimum compensation requirements
Employee Retention		
	Applies	Applies
Reporting Requirements		
	Submission of information including certified payroll reports as requested by the Office of Equality Assurance	Reporting of required data due by January 31 st of each year
Cure Period for Minimum Compensation Violations		
	No cure period	30-day cure period if vendor/contractor has not violated minimum compensation requirements at any time within the immediately preceding three-year period
Fine Amount of Violation of Minimum Compensation Requirements		
	No fines	Fine amount is equal to the difference between the actual amount of wages paid and the amount of wages that should have been paid each covered employee paid less than the required minimum compensation rate
Liquidated Damages for Violation of Minimum Compensation Requirements		
	The liquidated damages	No liquidated damages

	amount is equal to three (3) times the difference between the actual amount of wages paid and the amount of wages that should have been paid each covered employee paid less than the required minimum compensation rate	
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

**ATTACHMENT L
COMPARISON OF CITY'S LIVING WAGE INCREASES AND AIRPORT LIVING
WAGE RATE INCREASES**



**COMPARISON OF CITY'S LIVING
WAGE RATE INCREASES AND
AIRPORT LIVING WAGE RATE**

City of San Jose Living Wage Rate History

The chart below shows living wage rate adjustments in accordance with the City's Living Wage Policy (Resolution No. 68900). The City of San Jose has not adjusted its living wage rates downward when there has been a decrease in the geographic factor. In accordance with historical precedent, the rates for 2001-2002, 2002-2003 and 2009-2010 remained at the previous years' level.

Effective Dates	Federal Poverty income Standard for Family of 3	Geographic Adjustment Factor	Rate W/Health Benefits	Rate W/O Health Benefits
July 1, 2010 – June 30, 2011	\$8.80	47% = \$4.14	\$12.94	\$14.19
July 1, 2009 – June 30, 2010	\$8.80	19.7% = \$1.73	\$12.83	\$14.08
July 1, 2008 – June 30, 2009	\$8.46	51.7% = \$4.37	\$12.83	\$14.08
July 1, 2007 – June 30, 2008	\$8.25	53.4% = \$4.41	\$12.66	\$13.91
July 1, 2006 – June 30, 2007	\$7.98	53.8% = \$4.29	\$12.27	\$13.52
July 1, 2005 – June 30, 2006	\$7.74	50% = \$3.87	\$11.61	\$12.86
July 1, 2004 – June 30, 2005	\$7.53	42.4% = \$3.19	\$10.72	\$11.97
July 1, 2003 – June 30, 2004	\$7.34	40.5% = \$2.97	\$10.31	\$11.56
July 1, 2002 – June 30, 2003	\$7.22	24.6% = \$1.78	\$10.10	\$11.35
July 1, 2001 – June 30, 2002	\$7.03	41.6% = \$2.92	\$10.10	\$11.35
July 1, 2000 – June 30, 2001	\$6.80	48.6% = \$3.30	\$10.10	\$11.35
November 17, 1998 – July 1, 2000	\$6.56	45.2% = \$2.94	\$9.50	\$10.75

Airport Living Wage Rate Based on Consumer Price Index Increase

Per the Airport Living Wage Ordinance (Ordinance No. 28862) minimum compensation is to be reviewed annually to determine if any adjustment should be made based on any change as of December 31st of the previous year in the Consumer Price Index (CPI). If the CPI has not increased or if the CPI has declined, the minimum compensation shall remain unchanged. The chart below shows the current Airport Living Wage Rate and the new rate effective July 1, 2011.

Effective Dates	CPI Annual Average for SF-	Rate W/ Minimum Health Benefits	Rate W/O Minimum Health Benefits

		OAK-SJ		
July 1, 2011 – June 30, 2012		1.4% = \$.18	\$13.12	\$14.37
July 1, 2010 – June 30, 2011			\$12.94	\$14.19

ATTACHMENT M ENVIRONMENTALLY PREFERABLE PROCUREMENT PROGRAM (EP³) INFORMATION SHEET

Please review the contents of this document then provide the information requested at the end of this document regarding the product and/or service offered. This document is to be submitted with your Bid or Proposal. The document will not be utilized in the determination of the overall low bidder. The complete Council Policy (4-6) can be viewed at: www.municode.com/Resources/gateway.asp?pid=14440&sid=5

Background

The City of San José has adopted an Environmentally Preferable Procurement (“EPP”) Policy (Council Policy 4-6). The goal is to encourage the procurement of products and services that help to minimize the environmental impact resulting from product consumption during the completion of services, as well as the use and disposal of products purchased. These products include, but are not limited to, those that contain recycled content, conserve energy or water, minimize waste or reduce the amount of toxic material used and disposed.

The City encourages the use of products that minimize adverse environmental and health effects and take into consideration both the costs associated with the full product life cycles.

What Is Environmentally Preferable Procurement (EPP)?

Environmentally Preferable Procurement (EPP) is a process for selecting products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. In the simplest terms, EPP means adding environmental considerations to purchasing decisions along with such traditional factors as performance, price, health, and safety. EPP considerations include:

- Durability
- Energy and water efficiency
- Remanufactured parts and recycled content
- Ability to reuse or recycle
- Existence of harmful or dangerous chemicals.

The EPP process builds on these single attributes and encourages purchasers to examine multiple attributes such as energy efficiency **and** recycled content **and** toxicity **and** the use of renewable resources **and** other environmental attributes. The mix of attributes will depend on the specific product or service being evaluated.

The City is interested in understanding positive environmental attributes as outlined below. You may attach additional sheets as may be required.

Product or Service Environmental Profile:	Yes	No	Detailed Information	Product/Service
1. Are the Products offered or utilized in providing this service certified by independent certification programs such as Energy Star, Green Seal, EcoLogo, or EPEAT?	<input type="checkbox"/>	<input type="checkbox"/>		
2. Do the Products offered or utilized in providing this service contain recycled material content?	<input type="checkbox"/>	<input type="checkbox"/>		
3. Do the Products offered or utilized in providing this service reduce energy consumption?	<input type="checkbox"/>	<input type="checkbox"/>		
4. Do the Products offered or utilized in providing this service reduce toxicity, including emissions?	<input type="checkbox"/>	<input type="checkbox"/>		
5. Do the Products offered or utilized in providing this service reduce water consumption?	<input type="checkbox"/>	<input type="checkbox"/>		
6. Do the Products offered or utilized in providing this service reduce waste?	<input type="checkbox"/>	<input type="checkbox"/>		

Appendix 1 LEED Equipment Standards

Equipment Standards	
<input type="checkbox"/>	The project team has implemented a program for the use of janitorial equipment within the project building and associated grounds that reduces building contaminants and minimizes environmental impact during performance period.
<input type="checkbox"/>	Vacuum cleaners are certified by the Carpet and Rug Institute "Green Label" Testing Program for vacuum cleaners and operate with a sound level of less than 70 dBA.
<input type="checkbox"/>	Carpet extraction equipment used for restorative deep cleaning is certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors.
<input type="checkbox"/>	Powered floor maintenance equipment, including electric and battery-powered floor buffers and burnishers, is equipped with vacuums, guards and/or other devices for capturing fine particulates and operates with a sound level of less than 70 dBA.
<input type="checkbox"/>	Propane-powered floor equipment has high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board (CARB) or Environmental Protection Agency (EPA) standards for the specific engine size and operate with a sound level of less than 90 dBA.
<input type="checkbox"/>	Automated scrubbing machines are equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
<input type="checkbox"/>	Battery-powered equipment is equipped with environmentally preferable gel batteries.
<input type="checkbox"/>	Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
<input type="checkbox"/>	Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.
<input type="checkbox"/>	All powered cleaning equipment in use within the project building and associated grounds is routinely maintained to optimize performance.
<input type="checkbox"/>	The sustainable cleaning equipment program has been implemented such that at the close of the performance period at least 20% of janitorial equipment (as measured by either the number of equipment items or purchase price) in use within the project building and associated grounds meets one of the required sustainability criteria other than the equipment safeguard requirement (i.e., rollers or bumpers).
<input type="checkbox"/>	All janitorial cleaning equipment purchased for the project building and associated grounds during the performance period complies with the required sustainability criteria and vendor specification sheets showing the equipment complies with the sustainability criteria are upload to the file structure.
Documentation Complete	
No	

Appendix 3 LEED Powered Equipment Repair Maintenance Log

Please go to Instructions tab and enter in Building Name

E.Q.c3.4 Green Cleaning Equipment Calculator & Maintenance Logs

Powered Equipment Repair/Maintenance Log

Type	Manufacturer	Model	Serial #	Repair/Maintenance Conducted	Date	Sign Off
Vacuum	Eureka	8802AVZ	56891489	new filter	6/5/2008	KW

SAMPLE

**Appendix 4
City Hall and Police Department Equipment Inventory List**

City Hall Inventory

Quantity	Equipment Name	Model
4	Whare Vacuums	Model 608888
2	Sanitaire (New Scruber)	
3	Scruber 20in	
1	Ultra Shine (Baffing)	
1	Ispeed Scrub 2001	
1	Extractor (Small Cleaning the chairs)	
1	Extractor Big For the Carpet	
2	Battery Charger	
3	Air Fans	
4	Vacuums Magna Twin 2200	Twin 2200
16	vacuums Nobles	Model 608669
4	Suiper's Scout 24 Vacuum	

Police Buildings Inventory

Quantity	Equipment Name	Model
2	Back Pack Vacuum	Model QV2000
2	Scruber 20in	
2	Heavy Commercial Quick Kleen	
6	Winsor Versamatic Plus vacuums	Model VSP14

**APPENDIX 5
LIST OF COMPANIES THAT ATTENDED THE PREVIOUS MANDATORY PRE-PROPOSAL
CONFERENCE/SITE VISITS**

Below is the list of companies that attended the pre-proposal conference and all the site visits the first time the RFP was released on 12/8/10. These companies are exempt from participating this time around, but certainly not excluded.

Line	Company Name
1	ISS Facility Services
2	Flagship Facilities Services
3	Uniserve Facility Services
4	Jani-King of California
5	UBS Co.
6	Nationwide Janitorial Corp
7	Township Bldg. Services
8	ABM
9	Able Bldg. Maintenance
10	Service by Medallion
11	C&C Bldg. Maintenance
12	Universal Bldg. Maintenance
13	Comeland Maintenance Services
14	GCA
15	Metro Services
16	Clean Innovation
17	US Metro
18	Bell Bldg. Maintenance
19	Customized Performance