

**APPENDIX ONE**  
**Scope of Services**

**I. GENERAL INFORMATION**

The following scope of services is intended to provide the City with complete and optimal Janitorial Services. Services shall include all labor, parts, components and materials. Service Provider shall follow all Industry-recognized Standard Practices for Janitorial services of Commercial Buildings/Facilities. Provider shall maintain the following in good condition in accordance with manufacturer’s specifications and in a fashion that maximize performance, safety, and cleanliness.

<b>Item No.</b>	<b>Building Name</b>	<b>Frequency</b>	<b>Frequency Count per Week</b>
1	City Hall Administration	Tu, F	2
2	City Hall Chamber and Community Room	W, F	2
3	Police Department	M, Th	2
4	Police Department Annex	M, Th	2
5	Historical Museum	Th	1
6	Public Works Yard	F	1
7	Esplanade Park Restrooms (Apr-Oct)	Sun-Sat	21
7	Esplanade Park Restrooms (Nov-Mar)	Sun-Sat	14
7	Esplanade Park Restrooms (Sp. Holidays)	F-M	4 additional
8	Capitola Wharf Restrooms (Apr-Oct)	Sun-Sat	14
8	Capitola Wharf Restrooms (Nov-Mar)	Sun-Sat	7
8	Capitola Wharf Restrooms (Sp. Holidays)	F-M	4 additional
9	City Hall Public Restroom (Apr-Oct)	Sun-Sat	14
9	City Hall Public Restroom (Nov-Mar)	Sun-Sat	7
9	City Hall Public Restroom (Sp. Holidays)	F-M	4 additional
10	Jade Stret Park Restrooms	Sun-Sat	7
11	Capitola Village Public Waste Containers	Su	1
12	Capitola Wharf Public Waste Containers	Sa, Su	2
13	Capitola Community Center	As Scheduled	-

Provider shall provide all work and materials as described in this Scope of Services, which shall include all labor, transportation, supplies, materials, parts, tools, machinery, employee safety equipment, equipment, supervision, applicable taxes, and all other work and materials required under this Agreement. All work shall be done in a first class, complete and clean work person manner, conforming to best industry practices.

The selected Provider will be required to have well-trained staff throughout the term of this Agreement, and must have all their employees cleaning City property/buildings undergo a recently completed background check provided by the employer – the City may request copies of the background checks conducted at its discretion, and shall be made available within 14 days of the request.

Provider shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with services and shall comply with all applicable safety laws, good industry standards, take all reasonable precautions for safety of the public, property tenants, and employees, City employees, and other persons on or about the facility/property site.

Project Pricing, **Appendix C**, is based on a monthly price per facility as defined below. In addition, the Provider shall provide labor rates for Emergency Call-Out Services, as defined in this scope, during Business and Non-Business Hours/Holidays.

## II. SAFETY AND HEALTH

Service Provider shall adhere to all currently applicable federal, state, and local laws, codes and ordinances, including, but not limited to, those promulgated by CAL-OSHA, California Department of Industrial Relations, the California State Department of Health Services, FEDOSHA, EPA and the Material safety Data Sheets (MSDS) standards. Where there is a conflict between applicable regulations, the most stringent will apply. This includes removal and disposal of any hazardous materials.

## III. MAINTENANCE

Provider will service facilities described in this Scope on a regularly scheduled basis. These services will be performed after normal working days and hours, which are defined as Monday through Friday, 7:00 a.m. to 6:00 p.m. (except scheduled holidays). Provider will perform the following services:

### A. Routine Janitorial Services

1. Trash, Organics, and Recycling Receptacles - All waste receptacles, recycling containers, organics (food and food-soiled paper), and other trash containers within the building shall be emptied each night and returned to their initial locations. Trash, organics and recyclables (3 separate streams) shall be separately transported and emptied into designated external containers (e.g. blue deskside recycling bin goes into external blue recycling container, restroom paper towels and kitchenette green bins are emptied into external green organics container, and trash goes into external trash container). Boxes, cans, papers, etc., placed near a receptacle and marked "recycling" shall also be removed. Any other items not marked shall not be removed. The interior, exterior and housing of trash, organics and recycling receptacles, and walls next to the receptacles, shall be damp-wiped to remove soil. Wet spills on the interior of wastebaskets shall be cleaned and dried. Clear plastic liners shall be replaced as needed, when dirty, wet or torn. Transporting of sorted waste within and from the buildings to outside trash dumpsters shall be accomplished using leak-proof plastic transports with wheels. Carry or roll all trash/organics/recycle containers to exterior dumpster and dispose trash/organics/recycle into dumpster. DO NOT DRAG BAGS OF DEBRIS. Liquid leaking from plastic bags being moved from receptacles shall be immediately cleaned.
2. Trash, Organics and Recycling Storage Areas - All trash shall be placed inside trash dumpsters. All recycling shall be placed inside recycling totes or dumpsters. All kitchenette green bins, green organics containers will be emptied into marked organics totes or dumpsters. The area around all dumpsters shall be kept clean of all materials, paper, litter, etc. Dumpsters shall be closed after use. Recycle container areas shall be

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kept clean and free of trash. Recycling materials shall not be placed in trash dumpsters. Kitchen organics shall not be placed in trash or recycling dumpsters.

3. Outside Entrances and Steps - Porches, handicap ramps, steps, and any other areas within 20 feet of entryways outside the buildings shall be swept to remove all soil, litter, and trash. All visible surface litter, soil, dirt, cobwebs, etc., shall be removed from the area. Waste receptacles adjacent to the entrance shall be emptied and cleaned.
4. Entrance Mats - Entrance mats located in either the exterior or the interior of entrances shall be cleaned. If vacuuming does not remove the soil, the mats shall be taken outside and swept with a stiff broom until all visible soil has been removed. Entrance mats shall be lifted to remove soil and moisture underneath, and shall then be returned to the normal location after cleaning. No entrance mat shall be placed upon a damp or wet floor surface. Outside entrance mats shall be picked up and shaken to remove sand, dirt, dust, and any other debris.
5. Entrance Doors - Completely clean both sides of glass entrance door and windows immediately adjacent to the entrance doors. Spot clean both sides of the entrance door frames. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.
6. Entrance Floors Inside - The surfaces shall be swept or dust-mopped prior to wet mopping to remove all loose soil and dust. All accessible areas shall be mopped to remove all soil, scuff marks, and non-permanent stains. After mopping, the floor shall have a uniform appearance with no streaks, film, swirl marks, detergent residue, mop strings or other evidence of soil. Baseboards shall be wiped to remove all splash marks. See special instruction for City Hall, 2263 Santa Clara Avenue, second floor entrance area.
7. Drinking Fountains - Remove all streaks, smudges, stains, scales and other obvious soil from drinking fountains and entire cabinet. Disinfect all porcelain and metal surfaces including the orifice and drain. Stainless steel sections shall be polished with an appropriate cleaner.
8. Internal Building Surfaces and Walls - Remove smudges, fingerprints, pen marks, streaks, etc., from washable surfaces including brass, stainless steel, around light switches, doors, doorways, door handles and casings, telephone stations, interior glass (such as reception counters and reception windows), bulletin boards and display cases, laminated plastic surfaces, clear sections of office cubicles, kick and push plates, and vertical/horizontal blinds with a treated cloth. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc. Areas adjacent to entrance glass within buildings that lead into offices shall also be completely cleaned and restored free of soil and streaks.

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9. Carpeted Areas - All carpeted areas shall be vacuumed free of all visible debris at every service (goal for 100% of all areas to be vacuumed a minimum of once per week). Prior to vacuuming, all surface litter such as paper, gum, rubber bands, paper clips, staples, etc., shall be picked up. Furniture and trash receptacles shall be moved, as necessary, to vacuum underneath. After vacuuming the floor, including corners, next to baseboards, and behind doors, it shall be free of all visible litter, soil, dust, and embedded grit.
10. Carpet Spot Cleaning - Carpets shall be checked daily for stains and gum. All dirty spots/stains/gum shall be treated with a carpet spot cleaning solution, following the direction of the manufacturer for the specific carpet and stain involved. After cleaning, the carpet shall be free from visible spots, gum and stains, and the nap should be brushed all in one direction. A single spot or stain is defined as an area with a definite continuous outline of a substance within the texture of the carpet (or less than 4 inches in diameter) that is not a part of the manufacturing process.
11. Non-Carpeted Floors - Pick or sweep up all surface litter such as paper, gum, rubber bands, paper clips, staples, spills, etc. Sweep or vacuum the entire area, including under chairs, trash receptacles, desks and other furnishings, behind doors, and corners, which are accessible prior to mopping. The entire area (100%) will be thoroughly dry-mopped or cleaned with appropriate solution, to remove dust, dry soil, and other surface debris every service. New installed tile flooring shall be sealed and waxed 48 hours after installation is completed.
12. Tables, Counters, Desks, Chairs, Sofas, etc., - Remove any non-permanent stains, spots, spills and pencil marks from tables, counters, and desks using a sponge or cloth dampened in mild detergent solution. The cleaning shall not be of such a degree as to remove the finish or leave abrasive marks. This includes all surface areas such as cabinets, bookcases, etc. that are empty. Chairs and sofas, where applicable, shall have cushions lifted for the purpose of the removal of any trash. Information written on whiteboards (dry/wet erase boards) shall not be cleaned off by Service Provider unless requested by City.
13. Elevators - Remove all soil, dirt, graffiti, and fingerprint marks with an approved cleaner. Polish metal surfaces with an approved metal polish; the surface shall be free of smudges, soil, and excess polish and have a shiny appearance. If the inside is of a wood material, this shall be cleaned and polished with an approved wood cleaner/polish. Non-carpeted elevator floors shall be swept, vacuumed, and wet mopped. Carpeted elevator floors shall be vacuumed. Exhaust fan vents shall be cleaned. Threshold tracks shall be cleaned of dirt on a weekly basis.
14. Stairs and Stairwells - Stairwells, stairs, landings, and steps shall be vacuumed and/or mopped. Flights include the landings and steps on stairways between floors. All trash shall be picked up.

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15. Break room/Concession/Kitchenette Area - Refill soap dispensers and paper dispensers as defined below in B.2. Clean and disinfect sinks, floor sinks, counters, exterior of appliances and cabinets, tables and chairs.
  
16. Restroom Cleaning
  - a) Clean and Disinfect Toilets and Urinals - Completely clean and disinfect all exposed surfaces of the toilets and urinals. A non-abrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material shall be removed from the urinal drain trap. A special set of sponges, cloths, scouring pads and brushes shall be maintained and used only for cleaning the urinals and toilets. Remove scale, scum, mineral deposits, rust stains, etc., from the interior of toilet bowls and urinals. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures shall present a clean, bright shiny appearance and shall be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped-up toilets shall be plunged free of obstructions. Only if obstructions cannot be dislodged completely shall it be reported along with other inoperable or broken fixtures. The Service Provider's supervisor shall report all plumbing discrepancies to the Public Works Supervisor.
  
  - b) Paper Products Dispensers –Waste basket liners should be clear (transparent) plastic, and if possible will have recycled content. At a minimum, re-supply all paper towel dispensers to their maximum level when stock is down to 40%, but do not overfill. Dispensers shall be refilled with the proper product for that dispenser (NOT just laid on top of dispenser or on top of the counter). Re-supply toilet paper by placing the product in the dispenser. Replace consumed rolls and partial rolls, which appear to be down to the last 20%. Toilet seat cover dispensers shall be filled with a new package when empty or when less than 20% of the sheets remain in the package. The dispenser interior, exterior and adjacent surfaces shall be wiped with a sanitizer to remove fingerprints and smudges when filling. The dispensers shall be checked for proper operation after filling and inoperable devices shall be reported daily to supervisors who in turn shall notify the City Project Manager. In addition, feminine product dispensers shall be kept stocked and the exterior cleaned as indicated above. Feminine products disposal containers shall have a waxed paper liner or similar-type product at all times, to be replaced daily or when they have been used.
  
  - c) Soap Dispensers – At minimum, soap dispensers shall be filled to within 2" of the top with foam (preferred) or liquid soap when there is 15% of product left (most dispensers have been converted to foam). Soapbox cartridges shall be replaced prior to becoming empty. The dispensers and adjacent surfaces shall be wiped with a germicidal detergent to remove fingerprints and smudges. The device shall be checked after filling for proper operation, and inoperable devices shall be reported daily. The wall and floor area under soap dispensers shall be cleaned of all soap

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residues.

- d) Trash Receptacles - All waste receptacles and feminine product receptacles shall be emptied. Emptying includes removing the liner and disposing of it. The inside, outside, and housing of the receptacles shall be cleaned with a germicidal cleaner. No anti-bacterial soaps containing triclosan shall be used in city facilities. Pump dispenser products should be used instead of aerosols.
- e) Counter Tops and Sinks - Completely clean and disinfect all exposed surfaces of the sink. A non-abrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture shall present a clean, bright and shiny appearance and shall be free of all visible soil, streaks, oily smudges, residue of cleaning agents, etc. All metal hardware, such as faucet valves, drain and faucets, shall be free of streaks, spots, stains, etc. Inoperable or broken fixtures shall be reported daily to supervisors. Different cloths, sponges, brushes and scouring pads shall be used to clean the sinks than the ones used for cleaning the toilets and urinals.
- f) Diaper Changing Stations and Other Surfaces - Remove all surface litter such as paper towels, etc. Using a treated duster, remove all loose dust and soil from the tops of lockers, cabinets, etc. Dust other flat surfaces with a cloth or sponge dampened in a germicidal detergent solution. Dusting shall be accomplished by the complete removal of soil from the area - this includes the dispensers. Any graffiti on changing stations shall be removed to the extent feasible.
- g) Walls, Partitions, and Doors - Clean the partition walls, partition doors, and walls surrounding the urinals and toilets. Remove any nonpermanent stains, spots, streaks and graffiti using a cloth/sponge dampened with a germicidal detergent solution. This also includes the light switches, and doors, and any of the walls within the restroom. After cleaning the walls, they shall be free of fingerprints, smudges, grease, soil, mildew, or stain.
- h) Shower Walls and Floors - Wash shower walls, curtains, shower floors, bathtub areas using an approved germicidal cleaner. Clean the shower drains. After washing, the walls, curtains, and floors shall be free from stains, soap scum, mildew and shall have a clean and disinfected appearance.
- i) Floors - Prior to mopping, any mats shall be lifted to remove soil underneath, and the floor surface shall be vacuumed for removal of loose dirt and soil. Mop the floor with a germicidal detergent solution, using a non-abrasive mop (no metal or plastic). After mopping, the floor shall have a uniform appearance free of hair, spots, spills, stains, dirt, oily film, mop strings, etc. Mats shall be disinfected with a germicidal detergent solution. Any mats removed shall be replaced, with the surface dry prior to replacement.

- j) Mirrors - Remove soil, streaks, smudges, film etc., from the surface of the mirrors. The frame of the mirror and shelves and other adjacent areas also shall be cleaned.

**B. Weekly Janitorial Services.**

1. Vertical/Horizontal Blinds - Dust all vertical and horizontal blinds with a treated cloth or yarn duster. A properly dusted blind shall be free of all dust, dirt, lint, and cobwebs.
2. A/C Supply Vents, Returns and Exhaust Fan Grills - Clean all particles from vents and wall or ceiling area adjacent to the vent. This is very important for indoor air quality.
3. Dusting - Dust all surfaces, including windowsills, banisters, hand rails, ledges, pictures, plaques, cubicle wall tops, door tops, tops and sides of book shelves and cabinets, etc. with a treated microfiber cloth, or yarn duster up to 80 inches from the floor. Public computers in all library buildings are included for dusting. Dusting shall NOT be done on the following surfaces: employees' desks, employees' computers, and shelving within a bookcase (see specific directions noted for dusting of library book shelves).
4. Non-Carpeted Floors – Wet-mop 100% of floor areas on a weekly basis. Floor shall be swept or vacuumed first to remove all surface litter such as paper, gum, rubber bands, paper clips, staples, etc.
5. Storage Areas/Closets – Sweep non-carpeted floors and vacuum carpeted floors to remove all debris. Damp mop non-carpeted floors, removing all marks and dirt.
6. Mop Heads – Mop heads need to be non-abrasive (no metal or plastic). Replace mop heads at least weekly with new mop heads. Old dirty mop heads shall be removed from the building and discarded. Use of reusable, washable microfiber mops is encouraged.
7. Restroom Floor Drains – Remove all built up deposits, embedded hairs, etc., from the grate and neck of the drain. Replace the grate properly. Clean the inside of the drain by pouring at least one gallon of 50/50 mixture of clean water/disinfectant through the drain.
8. Restroom, Locker and Shower Floor – All surface litter such as paper, tape, towels, etc., shall be removed. Mop the floor with clean water and a clean mop. Mop excess water from the floor. Wipe all baseboards with a damp clean rag.

**C. Monthly Janitorial Services**

1. Furniture - Vacuum all cloth furniture. Removable cushions shall be lifted and



vacuumed underneath. Wipe down all vinyl and hard surfaces with a damp cloth.

2. Clean all outside lights attached to building exteriors (up to a height of 15 feet) – remove cobwebs from lens covers and lamp housing.

**D. Quarterly Janitorial Services** or as otherwise specified in Attachment A for each building

1. Cubicle Walls/Furniture - Vacuum all cubicle walls and cloth furniture.
2. High Dusting - Dust all surfaces between 80” and 18’, including walls and ceiling tiles/vents. Remove all dust and cobwebs.
3. Woodwork - Clean and polish all woodwork. Woodwork shall be free of smudges, fingerprints and shall have a uniform appearance.

**E. Facilities, Utilities, Telephones, Supplies and Equipment**

1. Facilities - The City shall provide, without cost to the Service Provider, janitorial closets or a designated place in each building. These areas shall be kept clean and neat by the Service Provider at all times and shall only be used for the intended use (i.e. eating may not occur nor storage of any food or personal items). Service Provider will keep all of their supplies stored in their proper place when they arrive. Empty boxes, bottles, containers, etc. shall be properly discarded (including recycling, where appropriate). Mop buckets shall be emptied and cleaned, and mops shall be washed out, before storing in the designated janitorial space. Mop heads shall be replaced at a minimum of once a week to prevent odors.
2. Utilities - The City shall furnish all utilities to the Service Provider at existing outlets. Any modifications to existing outlets for the Service Provider’s convenience shall be at the Service Provider’s expense. Prior written approval for any alteration shall be obtained from the City’s Public Works Supervisor.
3. Telephones - The City telephone policy limits use of its telephone extensions on the City system to calls relating to City business. The Service Provider shall ensure that employees observe this policy. The costs of unauthorized telephone usage, which can be directly attributed to an employee of the Service Provider, shall be the responsibility of the Service Provider.
4. Janitorial Supplies - The Service Provider shall provide all cleaning chemicals, supplies, and equipment necessary to perform the cleaning standards of the contract. The Service Provider is required to use floor care products that meet and are guaranteed by the manufacturer, to equal or surpass the test method developed by the American Society of Testing Material (ASTM) for determining the slip resistance of floor finishes (ASTM D2047). Service Provider must comply with all applicable sections of the City’s Environmentally Preferable Purchasing (EPP) Policy

The City shall supply paper such as, toilet paper, hand towels, toilet seat covers, and hand soap, for all locations serviced under the contract.

**F. Changes to Service Areas**

Changes in the areas serviced and/or specifications may be necessary during the term of this agreement. Changes in the contract and corresponding changes in compensation may be implemented upon mutual written agreement of the City and the Service Provider. The City reserves the right to add or delete services at any time with 30 days written notice to vendor. If services are requested, the vendor is required to provide a cost estimate detailing them as an attachment to the proposal along with prices, where applicable, which may be offered as an addendum for the term of this contract agreement.

**G. Security**

Service Provider personnel shall not be allowed in the City facilities outside of normal Service Provider's work hours unless they are performing work for the Service Provider. All Service Provider personnel are required to provide proof of identity when requested to do so by City personnel. Keys shall not be left in the door locks. The Service Provider shall be responsible for securing/locking the interior and exterior portions of the building during hours specified by the City. All workspaces shall be locked and the lights turned off when cleaning in each area has been completed. Security lights (as directed) shall be turned on prior to leaving the facility. Keys required by the Service Provider will be furnished by the City to the designated Service Provider employee and shall be returned to the City on demand.

All exit doors are to remain locked while the Service Provider is in the space. The Service Provider is not to block open occupant or exterior doors for any reason. The Service Provider is not to assist entry of anyone except Service Provider, employees or Police/Fire personnel. Service Provider r's personnel shall immediately report to their supervisor and City personnel, problems dealing with unauthorized or suspicious persons, conditions indicating theft, break-in or vandalism, and building system failures (if applicable). The Service Provider's employees shall report to emergency personnel situations such as: fire, smoke, unusual odors, broken pipes or floods, and take appropriate safety measures. Keys: The Service Provider shall be issued building keys, where applicable, for the performance of services as specified herein. Should a lost or stolen key jeopardize the security of the particular City facility, the Service Provider shall be solely responsible for all costs incurred by the City in re-keying the lock system. No keys shall be duplicated.

**H. Damages**

The Service Provider will be responsible for damages to the facility or contents caused by the Service Provider or their staff during the performance of their duties. All damage shall be repaired or replaced, at the option of the City, at the Service Provider r's expense within a reasonable time after notification of such damage. Repairs and/or replacements shall be equal to original in all aspects, unless otherwise is approved by the City.

**IV. SCHEDULED MAINTENANCE SERVICE**

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Scheduled Maintenance Service is defined as service or repair work that is non time sensitive or where the work involved is of such a nature that allows for advanced scheduling (carpet cleaning, floor waxing/polishing).

**V. EMERGENCY MAINTENANCE SERVICE**

Work in this category is considered to be a safety concern and shall be performed by the Service Provider at the direction of the Public Works Supervisor or his designee.

An example situation that may require an emergency response is cleaning of hazardous material (vomit, feces).

When notified by the City to respond to an emergency situation, the Service Provider shall be at the site in one (1) hour or less from the time of notification. The Service Provider shall maintain a local telephone number where contact can be made twenty-four (24) hours per day.

**VI. WORKING HOURS**

Services shall generally be performed outside of normal working days and hours, which are defined as Monday through Friday, 7:00 a.m. to 6:00 p.m. (except scheduled holidays, see below).

**VII. HOLIDAYS**

The City recognizes, and will be closed on the below Scheduled Holidays:

1. New Year's Day
2. Dr. Martin Luther King Jr. Day
3. President's Day
4. Memorial Day
5. Juneteenth
6. Independence Day
7. Labor Day
8. Columbus Day
9. Veteran's Day
10. Thanksgiving Day
11. Day after Thanksgiving Day
12. Christmas Day

The Service Provider shall be responsible for verifying with City staff the actual Holiday days that require janitorial services under this contract. Restroom facilities shall be serviced on scheduled holidays.

**Below are the location, tasks and frequency for each of the buildings.**

Item No.	Building Name	Address	Approx. Square Footage	Frequency
1	City Hall Administration	420 Capitola Avenue	2,700	Tu, F

**Specifics:** City Hall Administration offices are located on the second floor of the City Hall building. The first floor consists of lobby area, several offices, meeting room, separate lunchroom, and two restrooms. The computer room and boiler room are not included in this contract. The second floor consists of lobby area, various offices, lunchrooms, and two restrooms. Service will include cleaning one microwave oven in lunchroom once a month.

Services shall be performed on Tuesday and Friday (except holidays) - during non-working hours (after 6:00 pm)

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Empty and wipe clean (inside and out) all green waste and recyclable baskets/containers, and return to original locations. Remove the recyclable contents to main designated recyclables bin storage areas.
3. Clean and dust desks, tables, counters, cabinets, shelves, partitions, woodwork, panels, doors, walls, all interior and exterior glass doors and frames.
4. All resilient floors must be cleaned, and mopped. All spills, stains, mud, gum, tar, etc., must be removed and cleaned.
5. Vacuum all carpeted areas; and spot clean baseboard and carpets for spills, stains, mud, gum, tar, etc.
6. Clean, disinfect, and mop restroom floors. Clean and disinfect restrooms' wash basins/sinks, counter tops, shower stalls, toilet bowls (including underside and tops of seats), urinals, walls, and partitions. Empty sanitary napkin containers.
7. Place and refill toilet articles in restrooms. Place and refill restrooms' soap dispensers, paper towels, toilet tissues, and toilet cover dispensers.

Annual Janitorial Services

1. Two (2) times per year – Clean/shampoo carpeting. Use a vacuum truck-mounted extractor for each cleaning.
2. Two (2) times per year - Strip, scrub, and re-wax floors with pre-approved product designated for type of flooring.
3. One (1) time per year – Clean exterior windows inside and out. Remove, clean and replace window screens.

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Item No.	Building Name	Address	Approx. Square Footage	Frequency
2	City Hall Chamber and Community Room	420 Capitola Avenue	2,600	W, F

**Specifics:** City Hall Chambers and Community Room are located on the first floor of the City Hall building. Service required is for all common areas and main entrance. Restrooms are address under Item No. 9. The service shall be performed two days per week (except holidays) — Wednesday and Friday — outside of meeting hours (before 7:00 am or after 11:00 pm). Janitorial services shall also include the exterior elevator, stairways, and walkways.

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Empty and wipe clean (inside and out) all green waste and recyclable baskets/containers, and return to original locations. Remove the recyclable contents to main designated recyclables bin storage areas.
3. Clean and dust desks, tables, counters, cabinets, shelves, partitions, woodwork, panels, doors, walls, all interior and exterior glass doors and frames.
4. All resilient floors must be cleaned, and mopped. All spills, stains, mud, gum, tar, etc., must be removed and cleaned.
5. Vacuum all carpeted areas; and spot clean baseboard and carpets for spills, stains, mud, gum, tar, etc.
6. Sweep and or vacuum/dust mop all stairways and landings
7. Clean, disinfect, and polish drinking fountains, and remove stains, dirt, smudges and other marks.

Annual Janitorial Services

1. Two (2) times per year – Clean/shampoo carpeting. Use a vacuum truck-mounted extractor for each cleaning.
2. Two (2) times per year - Strip, scrub, and re-wax floors with pre-approved product designated for type of flooring.
3. One (1) time per year – Clean exterior windows inside and out. Remove, clean and replace window screens.

Item No.	Building Name	Address	Approx. Square Footage	Frequency
3	Police Department	422 Capitola Avenue	2,340	M, Th

**Specifics:** First floor, break rooms, restrooms, locker and shower rooms, offices, conference rooms, and lobby. Service shall be performed two days a week (except holidays) – Monday and Thursday after 6:00 pm.

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Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Empty and wipe clean (inside and out) all green waste and recyclable baskets/containers, and return to original locations. Remove the recyclable contents to main designated recyclables bin storage areas
3. Remove spots and fingerprints from entrance doors.
4. Dust and clean desks, tables, chairs, counters, cabinets, cubicle walls, and other furniture.
5. Vacuum all carpeted areas; and spot clean carpets for spills, stains, mud, gum, tar, etc.
6. Sweep and or dust mop all areas.
7. Clean and disinfect restrooms and kitchen counters.
8. Mop restroom and kitchen floors, spot mop other areas.
9. Clean and disinfect restrooms' wash basins/sinks, counter tops, toilet bowls (including underside and tops of seats), urinals, walls, and partitions.
10. Empty sanitary napkin containers.
11. Place toilet articles in restrooms. Place and refill restrooms' soap dispensers, paper towels and dispenser, toilet tissues, and toilet cover dispensers.

Annual Janitorial Services

1. Two (2) times per year – Clean/shampoo carpeting. Use a vacuum truck-mounted extractor for each cleaning.
2. Two (2) times per year - Strip, scrub, and re-wax floors with pre-approved product designated for type of flooring.
3. One (1) time per year – Clean exterior windows inside and out. Remove, clean and replace window screens.

Item No.	Building Name	Address	Approx. Square Footage	Frequency
4	Police Annex	426 Capitola Avenue	700	M, Th

**Specifics:** The Police Annex is located in the Lower Pacific Cove Parking Lot behind the City Hall building and consists of offices and restroom. Service shall be performed two days a week (except holidays) – Monday and Thursday after 6:00 pm.

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Empty and wipe clean (inside and out) all green waste and recyclable baskets/containers, and return to original locations. Remove the recyclable contents to main designated recyclables bin storage areas
3. Remove spots and fingerprints from entrance doors.

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4. Dust and clean desks, tables, chairs, counters, cabinets, and other furniture.
5. Vacuum all carpeted areas; and spot clean carpets for spills, stains, mud, gum, tar, etc.
6. Sweep and or dust mop all areas.
7. Clean and disinfect restrooms and kitchen counters.
8. Mop restroom and kitchen floors, spot mop other areas.
9. Clean and disinfect restrooms' wash basins/sinks, counter tops, toilet bowls (including underside and tops of seats), urinals, walls, and partitions.
10. Empty sanitary napkin containers.
11. Place toilet articles in restrooms. Place and refill restrooms' soap dispensers, paper towels and dispenser, toilet tissues, and toilet cover dispensers.

Annual Janitorial Services

1. Two (2) times per year – Clean/shampoo carpeting. Use a vacuum truck-mounted extractor for each cleaning.
2. Two (2) times per year - Strip, scrub, and re-wax floors with pre-approved product designated for type of flooring.
3. One (1) time per year – Clean exterior windows inside and out. Remove, clean and replace window screens.

Item No.	Building Name	Address	Approx. Square Footage	Frequency
5	Historical Museum	410 Capitola Avenue	900	Th

**Specifics:** The museum includes an entrance desk, display areas, and a curator's office. Please note that janitorial services **shall not** include cleaning the acrylic display cases. Services are to be performed once a week on Thursdays (except holidays) after 6:00 pm.

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Empty and wipe clean (inside and out) all green waste and recyclable baskets/containers, and return to original locations. Remove the recyclable contents to main designated recyclables bin storage areas
3. Remove spots and fingerprints from entrance doors.
4. Dust and clean desks, tables, chairs, counters, cabinets, and other furniture.
5. Vacuum all carpeted areas; and spot clean carpets for spills, stains, mud, gum, tar, etc.

Annual Janitorial Services

6. Two (2) times per year – Clean/shampoo carpeting. Use a vacuum truck-mounted extractor for each cleaning.
7. One (1) time per year – Clean exterior windows inside and out. Remove, clean and replace window screens.

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Item No.	Building Name	Address	Approx. Square Footage	Frequency
6	Public Works Yard	430 Kennedy Drive	950	F

**Specifics:** One-story building mostly occupied by service bays for the repair of City vehicles and equipment. Service required is for one office, one restroom, one locker room, and a lunch room. Services are to be performed once a week on Fridays (except holidays) after 6:00 pm.

Services shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Empty and wipe clean (inside and out) all green waste and recyclable baskets/containers, and return to original locations. Remove the recyclable contents to main designated recyclables bin storage areas.
3. Clean and mop all carpeted areas and lading stairways. All spills, stains, mud, gum, tar, etc., must be removed and cleaned.
4. Sweep, vacuum, and mop all stairways and landings. Spot clean baseboards. All spills, stains, mud, gum, tar, etc., must be removed and cleaned.
5. Clean and disinfect restrooms' wash basins/sinks, toilet bowls (including underside and tops of seats), urinals, and partitions. Clean, disinfect, and mop restroom floors.
6. Empty sanitary napkin containers and place and refill toilet articles in restrooms.
7. Place and refill restrooms' soap dispensers, paper towels, toilet tissues, and toilet cover dispensers.

Item No.	Building Name	Address	Approx. Square Footage	Frequency
7	Esplanade Restroom	108 Monterey Avenue	2400	3 x Day, Su-Sa (Apr-Oct) 2 x Day, Su-Sa (Nov-Mar) 4 x Day, F-M (Sp. Holidays)

**Specifics:** Restroom Facility. Service will be performed seven days a week (inclusive of holidays) prior to 7:00 AM and 4:00 PM -5:00 PM, with additional service between 1:00 PM - 2:00 PM during April-October. An additional service shall be provided between 7:00 PM – 9:00 PM for the four days of the following holiday weekends: Memorial Day, Independence Day, Labor Day.

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Remove fingerprints from doors and walls.



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3. Clean all counters and appliances.
4. Sweep and or dust mop all areas.
5. Clean, mop, and disinfect restrooms and kitchen floors.
6. Clean and disinfect restrooms' wash basins/sinks, counter tops, toilet bowls (including underside and tops of seats), urinals, walls, and partitions.
7. Empty sanitary napkin containers.
8. Place toilet articles in restrooms. Place and refill restrooms' soap dispensers, paper towels and dispenser, toilet tissues, and toilet cover dispensers.

Item No.	Building Name	Address	Approx. Square Footage	Frequency
8	Capitola Wharf Restroom	1400 Wharf Road	140	3 x Day, Su-Sa (Apr-Oct) 2 x Day, Su-Sa (Nov-Mar) 4 x Day, F-M (Sp. Holidays)

**Specifics:** Restroom Facility located at the base of the wharf structure. Restroom has auto locking mechanism. Service will be performed seven days a week (inclusive of holidays) prior to 7:00 AM and 4:00 PM -5:00 PM, with additional service between 1:00 PM -2:00 PM during April-October. An additional service shall be provided between 7:00 PM – 9:00 PM for the four days of the following holiday weekends: Memorial Day, Independence Day, Labor Day.

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Remove fingerprints from doors and walls.
3. Clean all counters and appliances.
4. Sweep and or dust mop all areas.
5. Clean, mop, and disinfect restrooms and kitchen floors.
6. Clean and disinfect restrooms' wash basins/sinks, counter tops, toilet bowls (including underside and tops of seats), urinals, walls, and partitions.
7. Empty sanitary napkin containers.
8. Place toilet articles in restrooms. Place and refill restrooms' soap dispensers, paper towels and dispenser, toilet tissues, and toilet cover dispensers.

Item No.	Building Name	Address	Approx. Square Footage	Frequency
9	City Hall Public Restroom	420 Capitola Avenue	150	2 x Day, Su-Sa (Apr-Oct) 1 x Day, Su-Sa (Nov-Mar) 3 x Day, F-M

(Sp. Holidays)

**Specifics:** Restroom Facility located downstairs in the main lobby. Service will be performed seven days a week (inclusive of holidays) prior to 7:00 AM, with additional service between 1:00 PM-2:00 PM during April-October. An additional service shall be provided between 6:00 PM – 8:00 PM for the four days of the following holiday weekends: Memorial Day, Independence Day, Labor Day.

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Remove fingerprints from doors and walls.
3. Clean all counters and appliances.
4. Sweep and or dust mop all areas.
5. Clean, mop, and disinfect restrooms and kitchen floors.
6. Clean and disinfect restrooms' wash basins/sinks, counter tops, toilet bowls (including underside and tops of seats), urinals, walls, and partitions.
7. Empty sanitary napkin containers.
8. Place toilet articles in restrooms. Place and refill restrooms' soap dispensers, paper towels and dispenser, toilet tissues, and toilet cover dispensers.

Item No.	Building Name	Address	Approx. Square Footage	Frequency
10	Jade Street Park Restroom	4400 Jade Street	700	Su-Sa

**Specifics:** Restroom Facility located adjacent to basketball courts. The service shall be performed seven days per week (inclusive of holidays) —prior to 7:00 AM.

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.
2. Remove fingerprints from doors and walls.
3. Clean all counters and appliances.
4. Sweep and or dust mop all areas.
5. Clean, mop, and disinfect restrooms and kitchen floors.
6. Clean and disinfect restrooms' wash basins/sinks, counter tops, toilet bowls (including underside and tops of seats), urinals, walls, and partitions.
7. Empty sanitary napkin containers.
8. Place toilet articles in restrooms. Place and refill restrooms' soap dispensers, paper towels and dispenser, toilet tissues, and toilet cover dispensers.

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Item No.	Building Name	Address	Approx. Containers	Frequency
11	Capitola Village Public Waste Containers	Various Streets	45	Su

**Specifics:** Collection from public waste containers on Esplanade, Capitola Avenue, Stockton Avenue, San Jose Avenue, and Monterey Avenue. Contents to be transferred to public work yard. The service shall be performed one day per week (inclusive of holidays) —Sunday before 8:00 AM.

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.

Item No.	Building Name	Address	Approx. Containers	Frequency
12	Capitola Wharf Public Waste Containers	1400 Wharf Road	10	Sat, Su

**Specifics:** Collection from public waste containers on Capitola Wharf. Contents to be transferred to public work yard. The service shall be performed two days per week (inclusive of holidays) —Saturday and Sunday before 8:00 AM.

Service shall include:

1. Empty and wipe clean (inside and out) all waste containers and return to original locations. Remove trash to main designated waste bin storage areas.

Item No.	Building Name	Address	Approx. Square Footage	Frequency
13	Community Center	4400 Jade Street	5,800	As scheduled

**Specifics:** Details: The Community Center currently has routine janitorial services through a separate agreement. However, daily service (except holidays) will be required for three weeks a total of 15 days during the winter months. Provide the costs for both a prescheduled week of cleaning and for annual janitorial services. The facility includes three recreation rooms, restrooms, a kitchen, offices, and hallways.

Service shall include:

1. Empty and wipe clean (inside and out) all waste baskets/containers, replace liners, and return to original locations. Remove trash to main designated waste bin storage areas.

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2. Empty and wipe clean (inside and out) all green waste and recyclable baskets/containers and return to original locations. Remove the recyclable contents to main designated recyclables bin storage areas.
3. Clean and dust desks, tables, chairs, counters, cabinets, doors, walls, all interior and exterior glass doors and frames.
4. Sweep and or dust mop all areas.
5. Clean and disinfect restrooms and kitchen counters.
6. Mop restroom and kitchen floors, spot mop other areas; spot clean baseboards.
7. Clean with germicidal solution, disinfect, and mop restrooms and kitchen floors.
8. Clean and disinfect restrooms' wash basins/sinks, toilet bowls (including underside and tops of seats), urinals, walls, and partitions.
9. Empty sanitary napkin containers, all waste baskets/containers, all green waste and recyclable baskets/containers, and replace liners.
10. Place and refill toilet articles in restrooms.
11. Place and refill restrooms' soap dispensers, paper towels, toilet tissues, and toilet cover dispensers.

Annual Janitorial Services

1. Two (2) times per year - Strip, scrub, and re-wax floors with pre-approved product designated for type of flooring.
2. One (1) time per year – Clean exterior windows inside and out. Remove, clean and replace window screens.