

SERVICE PROVIDER'S RESPONSIBILITY

General Information: Service Provider shall protect all furnishings and improvements from damage by its operations. All damage shall be repaired or replaced within a reasonable time after notification of such damages. Repairs and/or replacements shall be equal to original in all aspects. No portion of this work shall be subcontracted or assigned without the written authorization of the District. Service Provider shall provide a supervisor or foreman who shall be present at all times during agreement operations, and who shall be responsible for both conduct and workmanship. Said supervisor or foreman shall have the ability to communicate effectively, in English both written and orally.

Custodial Closets

1. The Service Provider shall keep all tools, equipment, and supplies left on the job site in the janitor's storage closet and not in any other part of the building. The janitor's closets shall be kept in a neat and orderly manner at all times.
2. Any and all flammable liquids shall be kept off premises. Rags and other flammable solids shall be kept in State Fire Marshal approved containers. All containers shall be properly labeled as to contents. Toxic materials that must be stored shall be labeled with its name and proper antidotes. All buckets, wringers, sink mops, and other tools and equipment shall be kept clean and free of odors. The floor/wall-sink, whether porcelain or stainless steel, is to be kept clean and polished at all times. The Service Provider is responsible for abiding by all applicable Federal, State and local codes, laws and regulations regarding storage and use of all material and equipment.

A. Employees

1. All Service Provider personnel shall be employees of the Service Provider. Service Provider shall insure that all personnel are trained in the performance of the work required. Service Provider personnel may have to pass a District background check and/or security screening.
2. Service Provider shall not allow any person(s) under the influence of alcohol or drugs on District premises or in District buildings. Service Provider shall not allow the use or presence of alcohol or drugs on District premises or in District buildings by his employees. No person shall be employed under this agreement that is found to be incompetent, disorderly, troublesome, who fails or otherwise refuses to perform the work properly and acceptably, or is otherwise objectionable. Any person found to be objectionable should be discharged immediately and not re-employed under this agreement.

3. Service Provider is required to have Employee ID badges that include i.e.; current photo (head shot), employee name, job title, employee number and date of ID insured).
4. Service Provider shall instruct employee's that photo ID badges are to be worn at all times while working on MMWD sites.
5. Service Provider is required to supply MMWD (Operations Center) with duplicate copy of the employee photo ID badges.
6. Service Provider is required to supply MMWD (Operations Center) with a current list of employees (regular and part time) who will be working at MMWD sites.
7. Service Provider shall notify MMWD Contract Administrator and Operations Center 24-hours in advance if regular staff employee is unable to come to work.
8. Service Provider employees shall check and sign in before their shift and after completion of the shift with Operations Center personnel.
9. Workers shall perform all services in accordance with the agreement and at the direction of the Agreement Administrator or Site Supervisor. Workers shall direct all inquiries or requests related to the services provided to the Agreement Administrator or Site Supervisor.
10. Workers shall not smoke or use profanity or other inappropriate language while on site.
11. Workers shall be courteous to the public and District employees.
12. The Service Provider is responsible for advising his employees of all Environmental and Hazardous Materials Handling and is also required to have and maintain Material Safety Data Sheets (MSDS) on all materials that are required by State and Federal Laws and/or Regulations.

C. Restrictions

General: Service Provider's personnel shall not disturb papers on desks, open drawers or cabinets, use radios, television sets, coffee pots, stoves or refrigerators, nor shall they tamper with any personal or District property.

1. Telephones: The Service Provider or its employees shall not use the telephone for personal or business reasons with the following exception(s):

- a. Notification to the Central Control office of damage as required in this agreement.
- b. To report need of medical aid, fire or need of law enforcement, use 9-911 number.

Any calls to numbers other than those above will be considered a violation of this agreement and grounds for immediate termination.

2. Radios: The Service Provider or its employees shall not use any of the District owned two-way radios or special telecommunications equipment under any circumstances. No exceptions will be made to this rule. Violation is grounds for immediate termination of this agreement.

STANDARDS –VEHICLES, EQUIPMENT/TOOLS, MATERIALS/SUPPLIES

General Information: The Service Provider shall furnish everything required to perform this Work Statement. The Service Provider's equipment, tools materials and supplies shall meet specifications listed herein. The District may inspect the Service Provider's equipment, materials, or supplies at any time and direct the removal of any items not meeting specification. The Service Provider at the Service Provider's expense shall replace any items failing to meet required standards. The District will provide water and electrical power.

A. Service Provider-Furnished Vehicles. The Service Provider shall provide and maintain Service Provider-owned or leased vehicles to provide transportation to meet the requirements of this agreement. All vehicles used in the performance of the agreement shall be in operable condition and meet the local, state, and federal safety requirements. All vehicles shall be registered, licensed, insured, and operated in accordance with all traffic regulations by a licensed driver.

B. Service Provider-Furnished Equipment and Tools. The Service Provider's equipment shall be of commercial quality, size, and type suitable for accomplishing the various phases of work specified and operate from existing sources of District furnished electrical power. All electrical equipment used by the Service Provider shall meet all safety requirements of the agreement and shall be UL approved. It shall be the responsibility of the Service Provider to prevent the operation or attempted operation of electrical equipment, or combinations of equipment, which require power exceeding the

capacity of existing building circuits. All equipment shall have bumpers and guards to prevent marking and scratching of fixtures, furnishing, or building surfaces. The Service Provider's equipment shall be in good repair and able to operate efficiently and safely. Equipment shall be maintained, cleaned and painted to present a neat, professional appearance. The Agreement Administrator may inspect the Service Provider's equipment and/or tools at any time and direct the removal of any objectionable, improper, inadequate, or unsafe equipment/tools. These items shall be removed for the job by the Service Provider and replaced with satisfactory equipment.

C. Service Provider-Furnished Equipment. The equipment used by the Service Provider shall comply with the following:

Vacuums. Vacuums shall be commercial quality, upright units intended for rugs and carpets. Commercial wet/dry tank-type vacuums shall be used for water pick-up caused from overflow or broken pipes, and other appropriated jobs. Tank type vacuums shall be utilized for vinyl and ceramic floors.

Scrubber/Buffer. Commercial grade floor machines shall be used for floor stripping, spray buffing, dry buffing, and scrubbing floors.

Blower/Dryer. Used after extracting carpeted areas to help speed drying.

Carpet Extractor. Used to perform hot water extraction cleaning of carpeted areas. Commercial-type extractor shall heat water to dispense steam-cleaning solutions, recover the water, chemicals and soil from the carpet. Battery operated automatic floor machines may be used. Service Provider shall supply battery-recharging equipment.

Service Provider-Furnished Tools. The following are representative of the tools the Service Provider should have readily accessible to each employee. The Service Provider is responsible for all equipment, supplies and materials necessary to perform the agreement. If an item is not listed below, it does not relieve them of their responsibility.

Brooms, Upright	Floor Push Brooms	Dust Mop
Bowl Mop	Polish Cloth	Rubber Gloves
Mop Bucket with Ringer	Squeegee	Wax Applicator
Mop	Dust Pans	Sponges
Funnels	Water hoses for janitor sinks and mat	
Scouring Pads	Wooden ladders	

Pressure sprayer	Spray Bottles	Floor Signs
Spot Remover	Buckets, pails	Scraping Tool
Cleaning and Trash Carts (On wheels)		
Various Pads and Brushes for Scrubbers/Buffers		
Supply of Clean Rags		

E. Supplies

Service Provider shall furnish at his expense all supplies to perform this work. Including but not limited to:

Floor, glass, carpet and other cleaners; floor wax strippers, sealers, tile metal furniture waxes/polishes, disinfectants, deodorant blocks and sand for sand urns/ash trays.

F. Quality of Cleaning Materials, Supplies and Processes

All cleaning supplies, materials, and tools used in the performance of this agreement shall be of good commercial quality, and suitable for the purpose intended. All chemicals and processes used shall be safe and effective for commercial applications in high traffic areas and shall not damage the facilities being cleaned. The District shall have the right to prohibit the use of any process, material, supply or tool which may damage District property or which may be a risk to employees, the public, or others using District facilities.

The Service Provider shall post copies of MSDS (Material Safety Data Sheets) for all chemicals used in each custodial closet in compliance with OSHA's Hazard Communication Standard. This shall include labeling the contents of all-secondary type plastic bottles or containers.

G. Trash

1. Service Provider shall remove all trash from buildings. Dumpsters and other trash containers are provided for disposal of trash.
2. Service Provider shall provide containers on wheels, or other similar methods, to move trash from one part of the building to another. Under no circumstances shall Service Provider or his employee slide containers across the floor or carpet.
3. Service Provider shall not recycle trash or store recycled material on the premises.

PERFORMANCE SPECIFICATIONS

General Information: The Service Provider shall provide all management, tools, equipment and labor necessary to ensure that janitorial services are performed at the District facilities in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance. The Service Provider's workforce shall perform all services associated with general janitorial or cleaning duties. This will include all specific tasks addressed in this section and listed in the performance requirements summary as well as the general cleaning tasks of spot cleaning smudges, smears, grease marks, etc., from walls, doors (including handles, pushbars and kickplates) and light switch and electrical outlet coverplates.

SUPERINTENDENCE BY SERVICE PROVIDER. The Service Provider shall at all times provide adequate supervision of his employees to ensure complete and satisfactory performance of all work in accordance with the terms of the agreement.

A. Cleaning Tasks and Services. All cleaning tasks shall be accomplished to meet the requirements of this Work Statement. There are minimum frequencies for each area requiring cleaning listed below; however, the Service Provider shall maintain each facility to the standards established in this agreement which may require Service Provider services at more frequent intervals. For example, the Service Provider shall supply restrooms whenever necessary to ensure adequate supplies are always available.

1. Maintain Floors. All floors, unless otherwise having carpet, shall receive floor maintenance. After receiving floor maintenance, the entire floor shall have a uniform coating of nonskid floor finish, have a uniform, glossy appearance, and be free of scuff marks, heel marks, and other stains and discoloration. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles and easily moveable items shall be moved to maintain floors underneath. All moved items shall be returned to their proper position when all operations have been completed. Floor maintenance includes the techniques of sweeping, dust mopping, damp mopping, wet mopping, dry buffing, spray buffing, stripping, scrubbing, sealing, and waxing as required to achieve the above stated results. The techniques used depend upon the materials, equipment, and personnel used to do the job. The Service Provider needs to apply these techniques only to the portion of the floor needing work to bring the entire floor up to the standard unless it is necessary to apply these techniques to the entire floor to bring it up to the standard. Wax is only to be applied to floor surfaces that have been cleaned.

2. Sweep/Dust Mop Floors All accessible floor areas shall be swept or dust mopped. After the floor has been swept or dust mopped, the entire floor surface, including corners and abutments will be free of litter, dust and debris. Chairs, trash receptacles, and easily moveable items shall be tilted or moved to sweep underneath.

3. Mop Floors All accessible floor areas shall be damp and/or wet mopped. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Chairs, trash receptacles, and easily moveable items shall be moved to mop underneath. After being mopped, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil, stains, film debris or standing water. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc., or mop strands remaining in the area. Do not mop wood or carpeted floors.

4. Strip, Scrub, Seal, and Wax Floors. Strip, scrub, seal, and wax floors as indicated in Bid Tab to maintain a uniform glossy appearance. The Service Provider shall perform all tasks associated with the stripping, sealing, and waxing of the floor surface. A non-skid wax is preferred. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration.

5. Remove Trash. All trash containers shall be emptied at the frequencies stated below and containers returned to their initial location. Any obviously soiled or torn plastic trash receptacle liners in such receptacles shall be replaced. All debris or liquids remaining in a trash receptacle due to a leaky plastic trash bag must be removed. Trash shall be disposed of in plastic bags and securely tied or knotted closed. The Service Provider shall pick up any trash that may fall onto the facility or grounds during the removal of such collection trash. The trash shall be deposited in the nearest outside trash collection point. Unless otherwise indicated, trash shall be picked up from all office wastebaskets. Dirty trash receptacles shall be washed inside and out and shall be odor free. Trash containers and bags shall be carried or wheeled for disposal, and shall not be dragged across any floors.

6. Empty and Clean Public Ashtrays. The Service Provider shall empty all public ashtrays daily. Clean ashtrays periodically by replacing the old sand with new sand.

7. Clean Restrooms/Locker Room. The Service Provider shall perform the following work for restrooms/locker rooms as indicated below:

Clean, disinfect and deodorize surfaces of toilet bowls, urinals, lavatories, sanitary napkin dispensers, plumbing fixtures, partitions, dispensers,

doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be left free of deposits, dirt, streaks, and odors.

Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kickplates, ventilation grates, metal guards, etc.) and all areas adjacent to wall mounted lavatories, urinals, and toilets.

Descal showers, toilet bowls and urinals as needed. After descaling, the entire surface shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

8. Clean & Refill Dispensers. Service Provider shall ensure all paper towel dispensers are cleaned and refilled throughout the facilities. Clean and refill soap, lotion, toilet tissue and toilet seat cover dispensers in all restrooms. Supplies shall be stored in a designated area on site.

9. Perform Low Dusting. After low dusting, all dust, lint, litter, and dry soil shall be removed from the horizontal surfaces of chairs, file cabinets, conference tables, and other types of furniture and equipment and from horizontal ledges, windowsills, hand rails, baseboards, air condition vents, etc., to a line 7'-0" above the top of the floor level.

10. Perform High Dusting: After high dusting, all dust, lint, litter, cobwebs and dry soil shall be removed from surfaces higher than seven (7) feet above the top of the floor surface. Air conditioning diffusers, return grilles and window blinds are included in high dusting.

11. Clean Interior Glass/Mirror. Includes all glass partitions, walls, doors, mirrors and adjacent trim. Clean display cases, directory boards and other interior glass not addressed above. After glass cleaning, there shall be no traces of film, dirt, smudges, water or other foreign matter (NOTE: Both sides of glass partition, walls and doors are to be cleaned.)

12. Clean Drinking Fountains. Disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale, and other obvious soil.

13. Clean Stairways. All floor surfaces shall be maintained and all lint, dust, dirt and debris removed. Grease and grime shall be removed from metal or rubber stair guards, handrails and baseboards. Service Provider shall remove all marks, dirt, smudges, cuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance.

14. Vacuum Carpets. After being vacuumed, the carpeted floor shall be free of visible litter and soil. All tears, burns, and raveling shall be brought to the attention of the Agreement Administrator or Building Coordinator.

15. Vacuum Hallway Carpets. Service Provider personnel shall vacuum hallway carpets.

16. Spot Clean Carpets. The Service Provider shall spot clean/shampoo carpets that are stained over an area of 2 square feet or less.

17. Vacuum/Clean Walk-Off Mats. The Service Provider shall vacuum/clean interior and exterior walk-off mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter and soil. Carpet style entrance mats shall be vacuumed daily 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 and moisture underneath entrance mats shall be removed and mats returned to their normal location.

18. General Spot Cleaning. Service Provider personnel shall perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to the removing of, or cleaning of smudges, fingerprints, marks, streaks, spill, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, pushbars, kickplates, and fixtures. Germicidal detergent shall be used in restroom, locker rooms, break areas, and drinking fountains. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots and other evidence of removed soil.

19. Clean/Shampoo Carpets. All cleaning/shampooing shall be accomplished by Deep Dirt Extraction (Steam Cleaning) methods. Apply a heavy-duty spot remover in heavily soiled areas. Apply required amount of cleaning solution with the extractor machine, extract, and allow carpet to dry before use. After shampooing, the carpeted area will be uniform in appearance and be free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and other similar items. Chairs, trash receptacles, and easily movable items shall be moved to clean carpets underneath, and returned to their original location.

20. Light Maintenance. Change bulbs and lamps in any and all indoor light fixtures located below 10' of ceiling when needed.

21. Clean Exterior Windows Inside and Out. Includes all exterior windows exposed to the outer elements and the insides of those windows. After glass cleaning, there shall be no traces of film, dirt, smudges, water

or other foreign matter. If a subcontractor is providing high window cleaning at San Geronimo Treatment Plant, proof of General Liability, Automobile and Workers Compensation insurance shall be provided to the Agreement Administrator and approved by the District *prior* to scheduling work.

PERFORMANCE

The Service Provider shall, as a minimum, perform the cleaning tasks and services listed above at the following intervals.

1. RESTROOMS/LOCKER ROOMS (as defined above):

1a. Daily (Except at the San Geronimo Treatment Plant where these services will be done three (3) times a week):

- Maintain Floors
- Sweep/Dust Mop Floors
- Mop Floors
- Remove Trash
- Clean & Refill Dispensers
- Perform Low Dusting

1b. Quarterly:

- Strip, Scrub, Seal, and Wax Floors
- Wash down and sanitize all lockers, toilet stalls, shower stalls and walls.
- Perform High Dusting

NOTE: Toilets and urinals shall be cleaned using an acid based cleaner to remove lime deposits and to prevent alkaline buildup in the traps. Wire-formed bowl brushes are prohibited due to the marks left on porcelain, but pumice stones are acceptable. Deodorized blocks shall be used in urinals.

2. KITCHEN (Located in Administration Office):

2a. Daily:

- Remove Trash
- Maintain Floors
- Sweep/Dust Mop Floors
- Mop Floors
- Clean and Refill Dispensers
- General Spot Cleaning
- Wipe down all counter tops, tables and chairs with a disinfectant cleaner
- Clean sinks with Borax or Comet type cleaner
- Fill Dishwasher, dispense soap and turn on
- Empty and put away clean dishes from dishwasher
- Clean Microwaves

2b. Quarterly:

- Strip, Scrub, Seal, and Wax Floors
- Perform High Dusting

3. ALL OTHER BUILDINGS AND SERVICE AREAS:

3a. Daily (Except at the San Geronimo Treatment Plant where these services will be done three (3) times a week):

- Spot-clean all entry glass doors to premises.
- Maintain Floors
- Sweep/Dust Mop Floors
- Mop Floors

- Wipe down Board room and Training room tables
- Remove Trash
- Empty and Clean Public Ashtrays
- Clean & Refill Dispensers
- Clean Drinking Fountains
- Clean Stairways
- Vacuum Carpets
- Vacuum Hallway Carpets
- Spot Clean Carpets
- Vacuum/Clean Walk-Off Mats
- General Spot Cleaning
- Keep Custodial Closet Clean and Orderly
- Computer Rooms shall maintain a dust and static free condition at all times

3b. Weekly:

- Thoroughly vacuum all carpeted areas, including areas that the daily vacuuming does not reach. Include wall edges, around furniture and cabinets, and under desks and office furniture
- Sweep all areas; include wall edges, around furniture and cabinets, and under desks and office furniture
- Perform Low Dusting

3c. Quarterly (Does not include the San Geronimo Treatment Plant Facility):

- Strip, Scrub, Seal, and Wax Floors
- Perform High Dusting

- Clean Interior Glass/Mirror

3d. Semi-Annual (San Geronimo Treatment Plant):

- Strip, Scrub, Seal and Wax Floors
- Clean/Shampoo Carpets

3e. Semi-Annual (Administration Office):

- Clean/Shampoo Carpets in Hallways Only
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- Clean outside windows

Semi-Annual (Corporation Yard):

- Clean/Shampoo Carpets in offices and training room

3f. Annual (San Geronimo Treatment Plant):

- Clean exterior windows inside and out

Annual (Administration Office):

- Clean/Shampoo all Carpets
- Clean exterior windows inside and out

Annual (Corporation Yard and Water Quality Lab):

- Clean exterior windows inside and out