

CITY OF MANHATTAN BEACH JANITORIAL SERVICES AGREEMENT

THIS JANITORIAL SERVICES AGREEMENT ("Agreement") is made and entered into as of January 10, 2018, by and between the CITY OF MANHATTAN BEACH, a California municipal corporation ("City") and CCS Los Angeles Janitorial, Inc., a California corporation, dba. Commercial Cleaning Systems ("Contractor").

In consideration of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Scope of Services. Contractor shall perform the work and provide all labor, materials, equipment and services in a good and workmanlike manner for the Janitorial Services as described in this Agreement, the Scope of Work attached hereto as Exhibit A, and incorporated herein by this reference, and Contractor's Proposal dated RFP 1129-18, September 21, 2017, a copy of which is attached hereto as Exhibit B and incorporated herein by this reference. In the event of any conflict between the terms of this Agreement and the incorporated documents, the terms of this Agreement shall control.

2. Extra Work. Extra work, when ordered in writing by the Director of Public Works and accepted by Contractor, shall be paid for in accordance with the terms of the written work order. Payment for extra work will be made at the unit price or lump sum previously agreed upon in writing between Contractor and the Director of Public Works. All extra work shall be adjusted daily upon the report sheet furnished by Contractor, prepared by the Director of Public Works, and signed by both parties; and the daily report shall be considered thereafter the true records of extra work done.

3. Term. This Agreement shall become effective on the date first set forth above and shall remain in effect until the tasks described herein are completed to City's approval, but in no event later than January 31, 2021, unless sooner terminated pursuant to Section 12 of this Agreement. Additionally, there shall be four one-year options to renew the Agreement with the mutual written consent of both parties. If not renewed prior to the anniversary date, this Agreement may continue on a month-to-month basis under the same terms and conditions as this Agreement for a maximum period not to exceed six months or until renewed or awarded to a new contractor, whichever is less.

4. Time of Performance.

A. Contractor will not perform any work under this Agreement until:

1) Contractor furnishes proof of insurance as required under Section 14 of this Agreement; and

2) City gives Contractor a written notice to proceed.

B. Should Contractor begin work in advance of receiving written authorization to proceed, any such professional services are at Contractor's own risk.

5. Time. Time is of the essence in this Agreement.
6. Force Majeure. Neither City nor Contractor shall be responsible for delays in performance under this Agreement due to causes beyond its control, including but not limited to acts of God, acts of public enemies, acts of the Government, fires, floods or other casualty, epidemics, earthquakes, labor stoppages or slowdowns, freight embargoes, unusually severe weather, and supplier delays due to such causes. Neither economic nor market conditions nor the financial condition of either party shall be considered a cause to excuse delay pursuant to this Section. Each party shall notify the other promptly in writing of each such excusable delay, its cause and its expected delay, and shall upon request update such notice.
7. Compensation. In consideration of the services rendered hereunder, City shall pay Contractor a fee not to exceed Sixty-Two Thousand Three Hundred Twenty-Five Dollars (\$62,325.00) per month, in accordance with the prices as submitted in Exhibit B.
8. Payments. Contractor shall submit to City an invoice on a monthly basis for the services performed pursuant to this Agreement. Each invoice shall itemize the services rendered during the billing period, hourly rates charged, if applicable, and the amount due. City shall review each invoice and notify Contractor in writing within ten business days of receipt of any disputed invoice amounts.
- City shall make payments within 30 days after receipt of an undisputed and properly submitted payment request from Contractor. City shall return to Contractor any payment request determined not to be a proper payment request as soon as practicable, but not later than seven days after receipt, and shall explain in writing the reason(s) why the payment request is not proper.
9. Taxes. Contractor shall calculate payment for all sales, unemployment, and other taxes imposed by local, State of California and federal law. These payments are included in the total amounts in Exhibit B.
10. Audit. City or its representative shall have the option of inspecting and/or auditing all records and other written materials used by Contractor in preparing its billings to City as a condition precedent to any payment to Contractor. Contractor will promptly furnish documents requested by City. Additionally, Contractor shall be subject to State Auditor examination and audit at the request of City or as part of any audit of City, for a period of three years after final payment under this Agreement.
11. Unresolved Disputes. In the event of any dispute or controversy with City over any matter whatsoever, Contractor shall not cause any delay or cessation in or of work, but shall proceed with the performance of the work in dispute. Manhattan Beach Municipal Code Chapter 2.56 ("Matters Requiring Filing of Claims") shall govern the procedures of the claim process, and these provisions are incorporated herein by this reference.
12. Termination. This Agreement may be canceled by City at any time with or without cause and without penalty upon 30 days' written notice. In the event of termination without fault of Contractor, City shall pay Contractor for all services satisfactorily rendered

prior to date of termination, and such payment shall be in full satisfaction of all services rendered hereunder.

13. Indemnification.

A. Indemnities for Third Party Claims.

1) To the fullest extent permitted by law, Contractor shall, at its sole cost and expense, defend, hold harmless and indemnify City and its elected officials, officers, attorneys, agents, employees, designated volunteers, successors, assigns and those City agents serving as independent contractors in the role of City officials (collectively "Indemnitees"), from and against any and all damages, costs, expenses, liabilities, claims, demands, causes of action, proceedings, expenses, judgments, penalties, liens, and losses of any nature whatsoever, including fees of accountants, attorneys, or other professionals and all costs associated therewith and the payment of all consequential damages (collectively "Liabilities"), in law or equity, whether actual, alleged or threatened, which arise out of, are claimed to arise out of, pertain to, or relate to the acts or omissions of Contractor, its officers, agents, servants, employees, subcontractors, materialmen, contractors or their officers, agents, servants or employees (or any entity or individual that Contractor shall bear the legal liability thereof) in the performance of this Agreement, including the Indemnitees' active or passive negligence, except for Liabilities arising from the sole negligence or willful misconduct of the Indemnitees, as determined by or court decision or by the agreement of the Parties. Contractor shall defend the Indemnitees in any action or actions filed in connection with any Liabilities with counsel of the Indemnitees' choice, and shall pay all costs and expenses, including all attorneys' fees and experts' costs actually incurred in connection with such defense. Contractor shall reimburse the Indemnitees for any and all legal expenses and costs incurred by Indemnitees in connection therewith.

2) Contractor shall pay all required taxes on amounts paid to Contractor under this Agreement, and indemnify and hold City harmless from any and all taxes, assessments, penalties, and interest asserted against City by reason of the independent contractor relationship created by this Agreement. Contractor shall fully comply with the workers' compensation law regarding Contractor and Contractor's employees. Contractor shall indemnify and hold City harmless from any failure of Contractor to comply with applicable workers' compensation laws. City may offset against the amount of any fees due to Contractor under this Agreement any amount due to City from Contractor as a result of Contractor's failure to promptly pay to City any reimbursement or indemnification arising under this subparagraph A.2.

3) Contractor shall obtain executed indemnity agreements with provisions identical to those in this Section 13 from each and every subcontractor or any other person or entity involved by, for, with or on behalf of Contractor in the performance of this Agreement. If Contractor fails to obtain such indemnity obligations, Contractor shall be fully responsible and indemnify, hold harmless and defend the Indemnitees from and against any and all Liabilities at law or in equity, whether actual, alleged or threatened, which arise out of, are claimed to arise out of, pertain to, or relate to the acts

or omissions of Contractor's subcontractor, its officers, agents, servants, employees, subcontractors, materialmen, contractors or their officers, agents, servants or employees (or any entity or individual that Contractor's subcontractor shall bear the legal liability thereof) in the performance of this Agreement, including the Indemnitees' active or passive negligence, except for Liabilities arising from the sole negligence or willful misconduct of the Indemnitees, as determined by court decision or by the agreement of the Parties.

B. Workers' Compensation Acts not Limiting. Contractor's indemnifications and obligations under this Section 13, or any other provision of this Agreement, shall not be limited by the provisions of any workers' compensation act or similar act. Contractor expressly waives its statutory immunity under such statutes or laws as to City, its officers, agents, employees and volunteers.

C. Insurance Requirements not Limiting. City does not, and shall not, waive any rights that it may possess against Contractor because of the acceptance by City, or the deposit with City, of any insurance policy or certificate required pursuant to this Agreement. The indemnities in this Section 13 shall apply regardless of whether or not any insurance policies are determined to be applicable to the Liabilities, tax, assessment, penalty or interest asserted against City.

D. Survival of Terms. Contractor's indemnifications and obligations under this Section 13 shall survive the expiration or termination of this Agreement.

14. Insurance Requirements for City of Manhattan Beach Public Works Contract.

A. Minimum Scope and Limits of Insurance. Contractor shall procure and at all times during the term of this Agreement carry, maintain, and keep in full force and effect, insurance as follows:

1) Commercial General Liability Insurance with a minimum limit of \$2,000,000.00 per occurrence for bodily injury, personal injury and property damage and a general aggregate limit of \$2,000,000.00 per Janitorial Services or location. If Contractor is a limited liability company, the commercial general liability coverage shall be amended so that Contractor and its managers, affiliates, employees, agents and other persons necessary or incidental to its operation are insureds.

2) Automobile Liability Insurance for any owned, non-owned or hired vehicle used in connection with the performance of this Agreement with a combined single limit of \$2,000,000.00 per accident for bodily injury and property damage. If Contractor does not use any owned, non-owned or hired vehicles in the performance of Services under this Agreement, Contractor shall obtain a non-owned auto endorsement to the Commercial General Liability policy required under subparagraph A.1) of this Section 14.

3) Workers' Compensation Insurance as required by the State of California and Employer's Liability Insurance with a minimum limit of \$1,000,000.00 per accident for bodily injury or disease. If Contractor has no employees while performing

Services under this Agreement, a workers' compensation policy is not required, but Contractor shall execute a declaration that it has no employees.

B. Acceptability of Insurers. The insurance policies required under this Section 15 shall be issued by an insurer admitted to write insurance in the State of California with a rating of A:VII or better in the latest edition of the A.M. Best Insurance Rating Guide. Self insurance shall not be considered to comply with the insurance requirements under this Section 14.

C. Additional Insured. The commercial general and automobile liability policies shall contain an endorsement naming City, its officers, employees, agents and volunteers as additional insureds.

D. Primary and Non-Contributing. The insurance policies required under this Section 14 shall apply on a primary non-contributing basis in relation to any other insurance or self-insurance available to City. Any insurance or self-insurance maintained by City, its officers, employees, agents or volunteers, shall be in excess of Contractor's insurance and shall not contribute with it.

E. Contractor's Waiver of Subrogation. The insurance policies required under this Section 14 shall not prohibit Contractor and Contractor's employees, agents or subcontractors from waiving the right of subrogation prior to a loss. Contractor hereby waives all rights of subrogation against City.

F. Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions must be declared to and approved by City. At City's option, Contractor shall either reduce or eliminate the deductibles or self-insured retentions with respect to City, or Contractor shall procure a bond guaranteeing payment of losses and expenses.

G. Cancellations or Modifications to Coverage. Contractor shall not cancel, reduce or otherwise modify the insurance policies required by this Section 14 during the term of this Agreement. The commercial general and automobile liability policies required under this Agreement shall be endorsed to state that should the issuing insurer cancel the policy before the expiration date, the issuing insurer will endeavor to mail 30 days' prior written notice to City. If any insurance policy required under this Section 14 is canceled or reduced in coverage or limits, Contractor shall, within two business days of notice from the insurer, phone, fax or notify City via certified mail, return receipt requested, of the cancellation of or changes to the policy.

H. City Remedy for Noncompliance. If Contractor does not maintain the policies of insurance required under this Section 14 in full force and effect during the term of this Agreement, or in the event any of Contractor's policies do not comply with the requirements under this Section 14, City may either immediately terminate this Agreement or, if insurance is available at a reasonable cost, City may, but has no duty to, take out the necessary insurance and pay, at Contractor's expense, the premium thereon. Contractor shall promptly reimburse City for any premium paid by City or City may withhold amounts sufficient to pay the premiums from payments due to Contractor.

I. Evidence of Insurance. Prior to the performance of Services under this Agreement, Contractor shall furnish City's Risk Manager with a certificate or certificates of insurance and all original endorsements evidencing and effecting the coverages required under this Section 14. The endorsements are subject to City's approval. Contractor may provide complete, certified copies of all required insurance policies to City. Contractor shall maintain current endorsements on file with City's Risk Manager. Contractor shall provide proof to City's Risk Manager that insurance policies expiring during the term of this Agreement have been renewed or replaced with other policies providing at least the same coverage. Contractor shall furnish such proof at least two weeks prior to the expiration of the coverages.

J. Indemnity Requirements not Limiting. Procurement of insurance by Contractor shall not be construed as a limitation of Contractor's liability or as full performance of Contractor's duty to indemnify City under Section 13 of this Agreement.

K. Subcontractor Insurance Requirements. Contractor shall require each of its subcontractors that perform Services under this Agreement to maintain insurance coverage that meets all of the requirements of this Section 14.

15. Antitrust Claims. Contractor offers and agrees to assign to City all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Section 15) or under the Cartwright Act (Chapter 2 (commencing with Section 16700) of Part 2 of Division 7 of the California Business and Professions Code) arising from purchases of goods, services, or materials pursuant to this Agreement. This assignment shall be made and become effective at the time City tenders final payment to Contractor without further acknowledgment by the parties.

16. Familiarity with Work.

- A. By executing this Agreement, Contractor represents that it has
- 1) Thoroughly investigated and considered the scope of services to be performed;
 - 2) Carefully considered how the services should be performed; and
 - 3) Understands the facilities, difficulties, and restrictions attending performance of the services under this Agreement.

B. If services involve work upon any site, Contractor warrants that it has or will investigate the site and is or will be fully acquainted with the conditions there existing, before commencing the services hereunder. Should Contractor discover any latent or unknown conditions that may materially affect the performance of the services, Contractor will immediately inform City of such fact and will not proceed except at Contractor's own risk until written instructions are received from City.

17. Independent Contractor. Contractor is and shall at all times remain, as to City, a wholly independent contractor. Neither City nor any of its agents shall have control over

the conduct of Contractor or any of Contractor's employees, except as herein set forth; and Contractor is free to dispose of all portions of its time and activities which it is not obligated to devote to City in such a manner and to such persons, firms, or corporations as Contractor wishes except as expressly provided in this Agreement. Contractor shall have no power to incur any debt, obligation, or liability on behalf of City, bind City in any manner, or otherwise act on behalf of City as an agent. Contractor shall not, at any time or in any manner, represent that it or any of its agents, servants or employees, are in any manner agents, servants or employees of City. Contractor agrees to pay all required taxes on amounts paid to Contractor under this Agreement, and to indemnify and hold City harmless from any and all taxes, assessments, penalties, and interest asserted against City by reason of the independent contractor relationship created by this Agreement. Contractor shall fully comply with the workers' compensation law regarding Contractor and its employees. Contractor further agrees to indemnify and hold City harmless from any failure of Contractor to comply with applicable workers' compensation laws. City shall have the right to offset against the amount of any compensation due to Contractor under this Agreement any amount due to City from Contractor as a result of its failure to promptly pay to City any reimbursement or indemnification arising under this Section.

18. Workers' Compensation Insurance. California Labor Code Sections 1860 and 3700 provide that every contractor will be required to secure the payment of compensation to its employees. In accordance with the provisions of California Labor Code Section 1861, Contractor hereby certifies as follows:

"I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract."

19. Nondiscriminatory Employment. Contractor shall not unlawfully discriminate against any individual based on race, color, religion, nationality, gender, sex, sexual orientation, age or condition of disability. Contractor understands and agrees that it is bound by and will comply with the nondiscrimination mandates of all statutes and local ordinances and regulations.

20. Debarred, Suspended or Ineligible Contractors. Contractor shall not be debarred throughout the duration of this Agreement. Contractor shall not perform work with debarred subcontractors pursuant to California Labor Code Section 1777.1 or 1777.7.

21. Compliance with Laws. Contractor shall comply with all applicable federal, state and local laws, ordinances, codes and regulations in force at the time Contractor performs pursuant to this Agreement.

22. Payment Bond. Contractor shall obtain a payment bond in an amount that is not less than the total compensation amount of this Agreement, and nothing in this

Agreement shall be read to excuse this requirement. The required form entitled Payment Bond (Labor and Materials) is attached hereto as Exhibit D and incorporated herein by this reference.

23. Contractor's Representations. Contractor represents, covenants and agrees that: a) Contractor is licensed, qualified, and capable of furnishing the labor, materials, and expertise necessary to perform the services in accordance with the terms and conditions set forth in this Agreement; b) there are no obligations, commitments, or impediments of any kind that will limit or prevent its full performance under this Agreement; c) there is no litigation pending against Contractor, and Contractor is not the subject of any criminal investigation or proceeding; and d) to Contractor's actual knowledge, neither Contractor nor its personnel have been convicted of a felony.

24. Conflicts of Interest. Contractor agrees not to accept any employment or representation during the term of this Agreement or within 12 months after completion of the work under this Agreement which is or may likely make Contractor "financially interested," as provided in Government Code Sections 1090 and 87100, in any decisions made by City on any matter in connection with which Contractor has been retained pursuant to this Agreement.

25. Third Party Claims. City shall have full authority to compromise or otherwise settle any claim relating to this Agreement at any time. City shall timely notify Contractor of the receipt of any third-party claim relating to the Agreement. City shall be entitled to recover its reasonable costs incurred in providing this notice.

26. Non-Assignability; Subcontracting. Contractor shall not assign or transfer any interest in this Agreement nor any part thereof, whether by assignment or novation, without City's prior written consent. Any purported assignment without written consent shall be null, void, and of no effect; and Contractor shall hold harmless, defend and indemnify City and its officers, officials, employees, agents and representatives with respect to any claim, demand or action arising from or relating to any unauthorized assignment.

27. Applicable Law. The validity, interpretation, and performance of this Agreement shall be controlled by and construed under the laws of the State of California, excluding California's choice of law rules. Venue for any such action relating to this Agreement shall be in the Los Angeles County Superior Court.

28. Attorneys' Fees. If any legal action or other proceeding, including action for declaratory relief, is brought for the enforcement of this Agreement or because of an alleged dispute, breach, default or misrepresentation in connection with this Agreement, the prevailing party shall be entitled to recover reasonable attorneys' fees, experts' fees, and other costs, in addition to any other relief to which the party may be entitled.

29. Titles. The titles used in this Agreement are for convenience only and shall in no way define, limit or describe the scope or intent of this Agreement or any part of it.

30. Authority. The persons executing this Agreement on behalf of Contractor warrants and represents that they have the authority to execute this Agreement on behalf of Contractor and have the authority to bind Contractor to the performance of its obligations hereunder.

31. Incorporation by Reference. All Exhibits attached hereto are incorporated herein by reference. The documents, payment and performance bonds, City insurance requirements, together with this written Agreement (and all Exhibits, documents and laws referenced therein), shall constitute the entire agreement between the parties as to the subject matter of this Agreement. In the event of any conflict between this Agreement and any Exhibit hereto, the provisions of this Agreement shall control.

32. Entire Agreement. This Agreement, including any other documents incorporated herein by specific reference, represents the entire and integrated agreement between City and Contractor. This Agreement supersedes all prior oral or written negotiations, representations or agreements. This Agreement may not be modified or amended, nor any provision or breach waived, except in a writing signed by both parties which expressly refers to this Agreement.

33. Construction. In the event of any asserted ambiguity in, or dispute regarding the interpretation of any matter herein, the interpretation of this Agreement shall not be resolved by any rules of interpretation providing for interpretation against the party who causes the uncertainty to exist or against the party who drafted this Agreement or who drafted that portion of this Agreement.

34. Non-waiver of Terms, Rights and Remedies. Waiver by either party of any one or more of the conditions of performance under this Agreement shall not be a waiver of any other condition of performance under this Agreement. In no event shall the making by City of any payment to Contractor constitute or be construed as a waiver by City of any breach of covenant, or any default which may then exist on the part of Contractor, and the making of any such payment by City shall in no way impair or prejudice any right or remedy available to City with regard to such breach or default.

35. Notice. Except as otherwise required by law, any notice or other communication authorized or required by this Agreement shall be in writing and shall be deemed received on (a) the day of delivery if delivered by hand or overnight courier service during Contractor's or City's regular business hours or (b) on the third business day following deposit in the United States mail, postage prepaid, to the addresses listed below, or at such other address as one party may notify the other:

To City:

Stephanie Katsouleas, P.E.
Director of Public Works
City of Manhattan Beach
1400 Highland Avenue
Manhattan Beach, CA 90266

To Contractor:

The address listed in Exhibit B.

36. Counterparts. This Agreement may be executed in counterpart originals, duplicate originals, or both, each of which is deemed to be an original for all purposes.

37. Severability. If any term or portion of this Agreement is held to be invalid, illegal, or otherwise unenforceable by a court of competent jurisdiction, the remaining provisions of this Agreement shall continue in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed the within Agreement the day and year first above written.

CITY OF MANHATTAN BEACH

COMMERCIAL CLEANING SYSTEMS, INC.

3001 Red Hill Avenue, 6-220

Costa Mesa, CA 92626

By: _____
City Manager

By: 


ATTEST:

Printed Name: Dana A. Holladay

Title: Senior Vice President

By: _____
City Clerk

APPROVED AS TO FORM:

By: 

Printed Name: Stephen Testa

By: 
City Attorney

Title: CFO

APPROVED AS TO CONTENT:

By: _____
Director of Public Works

EXHIBIT A
Scope of Work

(See attached Request for Proposals 1129-18 Janitorial Services)

EXHIBIT B
Contractor's Proposal

(See attached Commercial Cleaning Services proposal dated July 20,2017).



City of Manhattan Beach

General Services

Phone: (310) 802-5568
FAX: (310) 802-5590
TDD: (310) 546-3501

REQUEST FOR PROPOSAL

BID NUMBER: 1129-18
BID TITLE: Janitorial Services
REQUESTING DEPARTMENT: Public Works
RELEASE DATE: August 1, 2017
DUE DATE: **September 21, 2017 at 3:00 PM PST**
CONTACT PERSON: Gwen Eng
EMAIL: geng@citymb.info

Notice is hereby given that the Office of the City Clerk of the City of Manhattan Beach will receive proposals for Janitorial Services. Each response must be submitted in a sealed envelope and clearly marked:

“RFP #1129-18 Janitorial Services”

Failure to identify the proposal on the envelope may result in disqualification of the proposal.

Sealed proposals must be submitted to the office of the City Clerk at 1400 Highland Avenue, Manhattan Beach, CA 90266. Responses will be received until above date and time.

Responses will not be opened at that time, but will be submitted to the Purchasing Manager for verification and compliance with specifications and subsequent recommendation to City Council for award of a contract or rejection of the responses, as deemed appropriate. The City reserves the right to make no award.

Responses received after the deadline will be considered late. Such responses may be returned unopened. Emailed or faxed proposals are not acceptable.

Any inquiries relative to this RFP should be directed to Gwen Eng, Purchasing Manager, geng@citymb.info no later than 3:00PM, August 31, 2017.

Dated:

Gwen Eng
Purchasing Manager

Instructions to Bidders/Definitions

The following meanings are attached to the following defined words when used in these specifications and the contract: The word "City" means the City of Manhattan Beach, California. The word "Bidder", "Proposer", "Vendor," "Supplier," or "Contractor" means the person, firm/expert, or corporation submitting a proposal on these specifications or any part thereof.

Filing Date

All proposals must be received at or before the time indicated above. Copies of all forms, specifications, and exhibits are available from the office of the Purchasing Manager for the City of Manhattan Beach (310) 802- 5567.

Reservations

The City Council reserves the right to reject any and all bids received; to take all bids under advisement for up to 120 days after opening; to waive any informality on any bid; and to be the sole judges of the relative merits of the material mentioned in the respective proposals received. The Council also reserves the right to reject any item(s), award more than one contract for each of the items, and reject proposals that are not accompanied by the requested information.

Bid Form

- The proposal must be enclosed in an envelope, and marked "Proposal for Janitorial Services" showing the bid number and addressed to the City Clerk, City Hall, Manhattan Beach, California.
- No telephone, email or facsimile bids will be accepted.
- If the proposal is made by an individual, it must be signed by the full name of the Proposer and include the Proposer's complete address. If it is made by a firm/expert, it must be signed with the co-partnership name by a member of the firm/expert, and the name and full address of each member must be given. If it is made by a corporation, it must be signed by the proper officer in the corporate name, and the corporate seal must be attached to such signature.
- The phraseology of the bid must not be altered in any way.
- Proposals are subject to acceptance by the City for a period of 120 days, unless a different period is prescribed in the proposal by the bidder.
- Bid results are available by calling the office of the Purchasing Agent at (310) 802-5569.

The Contract

The Bidder to whom the award is made will be required to enter into a written contract with the City. A copy of the vendor's proposal and the contract specifications may be attached to, and will form a part of the contract. All materials, supplies, equipment, and services supplied by the vendor shall conform to the applicable requirements of State and Federal Laws covering Labor and Wages, as well as conforming to the specifications herein. In case of default by the vendor, the City reserves the right to procure the articles from other sources and to hold the vendor responsible for any excess costs incurred by the City.

Patent Rights

The vendor agrees to save, keep, bear harmless, and fully indemnify the City, its officers, or agents, from all damages, costs, or expenses in law or equity that may at any time arise or be set up for any infringement of the patent rights or any person or persons in consequence of the use by the City, or any of their officers and agents, or articles supplies under any resulting contract, and of

which the vendor is not the patentee or assignee, or which the vendor is not lawfully entitled to sell.

Errors/Omissions

The vendor shall not be allowed to take advantage of any errors and/or omissions in these specifications or in the vendor's specifications submitted with the Proposal. Full instructions will be given if such errors/omissions are discovered, and vendor agrees to abide by said instructions.

Debarment Policy for Grant Funded Purchases

Contractor guarantees that it, its employees, contractors, subcontractors or agents (collectively "Contractor") are not suspended, debarred, excluded, or ineligible for participation in Medicare, Medi-Cal or any other federal or state funded health care program, or from receiving Federal funds as listed in the List of Parties Excluded from Federal Procurement or Non-procurement Programs issued by the Federal General Services Administration. Contractor must within 30 calendar days advise the City if, during the term of this Agreement, Contractor becomes suspended, debarred, excluded or ineligible for participation in Medicare, Medi-Cal or any other federal or state funded health care program, as defined by 42. U.S.C. 1320a-7b(f), or from receiving Federal funds as listed in the List of Parties Excluded from Federal Procurement or Non-procurement Programs issued by the Federal General Services Administration. Contractor will indemnify, defend and hold the City harmless for any loss or damage resulting from the conviction, debarment, exclusion or ineligibility of the Contractor.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transaction

- 1) The prospective lower tier participant certifies, by submission of this bid, that neither it nor its Principals [as defined at 49 C.F.R. section 29.105(p)] is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- 2) When the prospective lower tier participant is unable to certify to the statements in this certification, such prospective participant shall attach an explanation to this bid.

DEFINITIONS

The words defined in this Section shall have the meanings set forth below whenever they appear in this RFP, unless: (a) the context in which they are used clearly requires a different meaning; or (b) a different definition is prescribed for a particular "Part" or provision.

1. Addenda - written or graphic instruments issued prior to the opening of bids which clarify, correct or change the bidding documents or the contract documents.
2. Amendment - method of changing the terms and conditions or requirements of a contract beyond what is specifically allowed by the contract.
3. Award - the acceptance of a bid, offer, or proposal by the proper authority.
4. Bidder, Offeror, Proposer, Vendor - a person who submits a response to an invitation for bids
5. City – The City of Manhattan Beach
6. Contractor – Usually refers to the successful vendor to whom the contract is awarded. However, it could also refer to a Bidder, Proposer or Vendor.
7. Brand Names or Equal Specifications - specifications limited to one or more items by manufacturers' names or catalog numbers to describe the standard of quality, performance or other salient characteristics needed to meet the City's requirements and which provides for the submission of equivalent products.
8. Brand Name Specification - a specification limited to one (1) or more items by manufacturers' names or catalogs.
9. Change Order - written order issued on or after the effective date of the agreement to correct errors, omissions, or discrepancies in purchase orders to cover acceptable overruns and freight costs, incorporate requirements to expand or reduce the scope of commodities or services ordered, or to meet unforeseen field, regulatory or market conditions; or a written order authorized by the proper authority, authorizing additions, deletions or revisions in the work or an adjustment on the contract price at times in accordance with the change order clause of a construction contract and signed by City and Contractor.
10. Contractor's Representative: An individual designated by the bidder or Contractor to act on its behalf and with the authority to legally bind the bidder or Contractor concerning the terms and conditions set forth in bid and contract documents.
11. Cure Letter: A letter sent to the Contractor as a result of poor performance or for failure to comply with the requirements outlined in these specifications. Typically, the Contractor has 30-60 days to comply or face termination of the contract for cause.
12. Maintenance Manager - The City's designated person who has overall responsibility for the maintenance and improvement of City facilities and related structures.
13. Facilities Maintenance Supervisor - The City's Facilities Maintenance Supervisor reports to the Maintenance Manager and manages the day-to-day operations of the janitorial services contract,

and ensures compliance with the cleaning schedule and requirements. The Facilities Maintenance Supervisor is the first echelon in resolving issues between the Contractor and the City regarding contract performance.

14. Purchasing Manager - The Purchasing Manager serves as the Contracting Administrator and is responsible for overall contractual compliance. The Purchasing Manager is also responsible for the execution of any written Change Orders. The Facilities Maintenance Supervisor (facilities maintenance supervisor) is responsible for furnishing the Purchasing Manager, in an accurate and adequate fashion, the information pertinent to the contract. When requested, such information shall be furnished in writing to the Purchasing Manager who shall have the authority to decide the final form and content of the request and to resolve any questions or conflicts arising with respect thereto.

PURPOSE

The City of Manhattan Beach is seeking janitorial services from qualified and insured firm(s) to service approximately 110,000 square feet of City-owned facilities, including 1,480 square feet at the Manhattan Beach Municipal Pier. Details are provided in Attachment 1 – Site maps. The successful Contractor must be duly licensed in accordance with all Federal, State, Agency, and local laws governing the janitorial industry and must demonstrate the ability to provide and maintain administrative, operational, and logistical support for the City. The City is seeking a contractor experienced in performing continuing daily janitorial services for buildings similar in size and requirements to the City's, for at least three (3) years prior to entering into this contract.

Cleaning effectiveness shall be according to ensure the facilities are maintained in a condition that is clean, safe and healthy for staff and the public, according to the purpose they serve, based on traditional "sight, smell, and touch" perspective.

PROPOSAL FORMAT AND CONTENT

Proposers must follow the prescribed format. Do not include any extraneous or marketing material. Proposals shall include sections in the same order and format shown below.

Cover Letter

1. Legal name and address of the janitorial business
2. Address where contract will be housed
3. Website address of the business
4. Signature of the individual who is authorized to bind the business contractually
5. Confirmation of the receipt of the RFP and all the addenda thereto
6. Statement that the proposal is valid for a 120-day period from the proposal due date
7. Name, title, address, telephone number and e-mail address of the individual to whom correspondences and other contacts should be directed during the selection process

Written Response (limited to 20 pages double-sided)

1. Profile – Brief, general overview of janitorial services business including understanding of the Scope of Work required.
2. Experience - Experience in providing janitorial services and adhering to federal, state and local regulations and labor laws.
3. Qualifications - Qualifications to provide janitorial services including, but not limited to, certifications, licenses, training, knowledge of industry standards. Describe what sets the Company's services apart from others including staff recruitment efforts.
4. Methodology and Work Plan – Detailed plan of how company will carry out the Scope of Work in order to achieve the cleaning standards desired.
5. Quality Control plan.
6. Training programs – describe all training programs including safety provided to janitorial staff.
7. Benefits – enumerate any benefits provided janitorial employees (i.e., medical, vacation, sick leave, etc.) and details if employee or employer paid.
8. List of biodegradable cleaning products.
9. References - Provide three local government agencies or businesses with similar facilities in which janitorial services have been provided within the last three years. Include contract dates; scope of work; and contact name, phone and email address. These references will be checked and may affect the award of the contract. The City

of Manhattan Beach reserves the right to contact any of the organizations or individuals listed or any others that may stem from the inquiry.

10. Cost – Cost proposed to perform the Scope of Work utilizing Attachment 2 - pricing sheets.

RFP and Attachments

This Request for Proposal (RFP) in its entirety is available on the City website at www.citymb.info and www.Bidsync.com.

Inquiries

All inquiries concerning this RFP must be directed in writing to Gwen Eng, Purchasing Manager, at geng@citymb.info. **All inquiries must be received by 3:00 PM August 31, 2017.** All responses to all questions from all Proposers will be posted on the City's website and www.Bidsync.com.

It is the Proposer's responsibility to self-register as a vendor either on the City's website <http://www.citymb.info/city-officials/finance/purchasing/doing-business-with-the-city> or on www.Bidsync.com in order to receive email notifications for any addenda that are released.

Proposal Submission

All proposals, whether accepted or rejected, shall become the property of the City upon submission. **Proposals must be received no later than 3:00 PM., September 21, 2017.** Proposals received after this time and date will not be considered.

Proposers shall provide four (4) complete paper copies must be labeled with company name (double-sided), and one electronic copy of the proposal on labeled media (company name) in searchable PDF format as a single document (optimized and compressed). The naming convention for the file is "1129-18 company name".

Proposal Requirements

Proposals shall specify each item as set forth in this Request for Proposal (RFP). Failure to comply with all requirements and conditions set forth by these specifications and RFP instructions may result in rejection of the proposal(s). Acceptance or rejection of the changes is the sole prerogative of the City. The City reserves the right to reject any and all proposals or to make no award.

Bidder Must Make Thorough Investigation

It is the bidder's responsibility to examine locations of the proposed work to fully acquaint themselves with the specifications and the nature of the work to be accomplished. Proposers shall have no claim against the City based upon ignorance of the nature and requirements of the project, misapprehension of the site conditions, or misunderstanding of the specifications or contract provisions.

Acceptance of Conditions

By submitting a bid proposal, each bidder expressly agrees to and accepts the following conditions.

- a. All parts of the Instructions to Bidders and Specifications will become part of the contract between the selected bidder and the City.
- b. The City may require whatever evidence is deemed necessary relative to the bidder's financial stability and ability to perform this contract.
- c. The City reserves the right to request further information from the bidder, either in writing or orally, to establish any stated qualifications.

d. The City reserves the right to solely judge the bidder's representations, and to solely determine whether the bidder is qualified to undertake the project pursuant to the criteria set forth herein. The bidder, by submitting a proposal, expressly acknowledges and agrees that the judgment of the City as to whether or not the bidder is qualified to perform the project shall be final, binding, and conclusive.

Proposal Preparation

The City will not reimburse respondents to this RFP for any costs incurred in the preparation and submittal of the proposals. Further, the request does not obligate the City of Manhattan Beach to accept or contract for any expressed or implied services.

Proposal Reservations

The City reserves the right to:

- Request any company or firm submitting a proposal to clarify its proposals during the selection phase;
- Negotiate the project plan and reasonable costs with the selected vendor;
- Modify or alter any requirements herein, and;
- Identify additional tasks to be accomplished prior to establishing a formal contractual agreement.

Agreement

No agreement shall be binding upon the City until a written City Agreement is completely executed by the Contractor, City Council, and approved by the City Attorney. Failure to execute and return the contract agreement and acceptable insurance documentations in a timely manner may be just cause for the City to rescind the offer. A copy of a Sample City Agreement is attached.

Proposal Instructions

In the preparation of this RFP, the words "Bidder," "Offeror," "Proposer" or "Contractor" may be used interchangeably. To receive consideration, proposals shall be made in accordance with the following general instructions:

1. Bidders are responsible for ensuring that proposals are submitted to the City Clerk's office by the proposal due date and time.
2. No verbal or telephone proposals will be considered. Late proposals will not be considered and may be returned unopened to the proposer.
3. The submission of a proposal shall be an indication that the proposer has investigated and satisfied him/herself as to the conditions to be encountered, the character, quality and scope of the work to be performed, and the requirements of the City, including all terms and conditions contained within this RFP.

PRE-PROPOSAL MEETING

A non-mandatory pre-bid meeting will be conducted at Public Works Training Room, 3621 Bell Avenue, Manhattan Beach, CA 90266 on August 23, 2017 at 9:00AM. However, prospective respondents are encouraged to attend, as attendance may be used as a factor during the evaluation of proposals. The purpose of this meeting/site visit is to establish a working understanding of the scope of work, tour facilities (not all facilities will be visited) and discuss the specifications.

Pre-proposal Site Inspection

Proposers should visit each site to be covered by this contract to perform a field survey of the facilities to be maintained before submitting their proposal. Only City Hall and the Public Safety Facility will be viewed due to the fact that an escort is required. All other facilities may be viewed unescorted. Each proposer should become familiar with any local condition which may in any manner affect the work to be done and the equipment, materials, labor and services required. The proposer is also required to examine carefully the specifications and to be informed thoroughly regarding any and all conditions and requirements that may in any manner affect the work to be performed under this contract.

Proposers are cautioned that no modification or any changes will be allowed in the pricing due to failure of proposer to have visited the site or to have attended the pre-proposal meeting.

QUALIFICATIONS

Prospective contractors must prove to the City that they are qualified, fully equipped and capable to fulfill and abide by the requirements listed herein.

Proposals will only be accepted from firms that have service, administration and warehouse facilities located within 50 miles from the City of Manhattan Beach to provide local service support. The City shall be assigned company representatives who can be reached during normal working hours, and is authorized to discuss matters and make decisions pertaining to the contract.

Contractor must enumerate any pending or past claims, labor law violations, etc. within the last 3 years. Failure to identify these may be grounds for rejection of proposal.

The City reserves and shall be free to exercise the right to evaluate the proposal in relation to performance record of proposer with the City itself, other municipal corporations, or private organizations of similar size during the past three (3) years. Such precautions are deemed to be in the public interest inasmuch as Contractor failure or inability to provide the services described – for financial reasons or others - can create health situations and impose unnecessary hardship on the City and the public at large.

Proposer represents that each person who will render services pursuant to this Agreement is duly qualified to perform such services by all appropriate governmental authorities, where required, and that each such person is reasonably experienced and skilled in the area(s) for which he or she will render his or her services.

The Vendor may be required to meet with Purchasing, Public Works and end-users, prior to the award. The purpose of the meeting will be to review contract requirements and City procedures and meet with the people who will be responsible for making sure the work is done correctly. Vendor may be required to bring the following personnel to the meeting: the company president or district manager, the service manager, accounting person and the actual service supervisor who will most likely be the person responsible for maintenance service. Failure of the Vendor to attend the meeting will be cause for their company to be determined non-responsible and have their proposal rejected.

Additional Requirements

- A. All work must be self-performed (no subcontracting). All employees must be reported properly (no classifying as 1099 independent contractors).

- B. Should the prime contractor substitute a subcontractor for any of the responsibilities or obligations covered under the janitorial service contract without the prior written approval of the City, such substitution without City's consent will be grounds for termination of the prime contract.
- C. All janitorial staff, including supervisor, must have a legal right to work in the United States. The City requires all janitorial staff to wear vendor-supplied and vendor-paid apparel that identify them while working on City premises. Apparel must identify company and individual's name. The Contractor's supervisory staff must wear easily recognized company apparel that identifies them as a supervisor. The City requires the supervisor to have a vendor-supplied smart phone at all times.

INSURANCE

See attached "Sample Professional Services Agreement" for insurance requirements.

LABOR STANDARDS

The City is committed to the highest labor standards and expects the Contractor to do the same. Past experience has shown that contractors who provide janitors with decent wages and health care tend to have longer employee retention, which in turn enhances safety and productivity.

The City desires that full-time staff be assigned to the maximum extent possible to ensure consistency in quality and staffing. In order to use part time employees, Contractor must demonstrate the necessity to use non-full time employees based on staffing efficiency or the City's requirements

Bidders must comply with all federal, state and local labor laws as they pertain to sick leave (California AB1522), as well as the provisions of the Family and Medical Leave Act and California Family Rights Act (FMLA/CFRA) of 2014. It is the responsibility of each Bidder to verify whether employees are entitled to any sick leave, including part-time and full-time employees prior to submitting a proposal. Vendors must include the cost of these programs in their bid. The City will not retroactively reimburse the Contractor for any overhead charges if the Contractor failed to investigate these requirements, and the Contractor shall bear the cost for such oversight. Employees must be informed of their rights under the California Sick Leave Act through annual distribution of Notice to Employees handouts. The Contractor must display a FMLA/CFRA Notice to Employee poster in a conspicuous place at each contract work-site where contract employees can see it.

Non-Discrimination

Neither the Contractor nor the City shall discriminate against any employees on the basis of race, color, religion, national origin, age (40 or older), gender, disability, genetic information, union or non-union membership, as well as any other protected class identified by law, or for reporting any labor, wage or discrimination violations to the governing agency.

Labor Enforcement Remedies

If contractor fails to comply with the requirements of labor law, the City shall have the rights and remedies described in the Contract and remedies provided by law or equity. These rights/remedies may include the following:

- Report the violation to the proper governing state or federal regulatory agency;
- Withhold from payment to contractor up to the full amount of any invoice that would otherwise be due, until contractor has satisfied the concerns of the City;
- Assess liquidated damages from any payments otherwise due the contractor based;

- Terminate the Contract; and/or
- Debar Contractor from the award of future City contracts for a period of time consistent with the seriousness of the breach. Generally, the period of debarment should not exceed five years. However, if circumstances warrant, the City may impose a longer period of debarment up to and including permanent debarment.

Ghosting

Ghosting is defined as bidding to provide a set amount of cleaning hours but then speed up production to increase company profit when janitors are given less hours to clean the same space, compromising both quality of service and health & safety; such practices are not acceptable. Vendors must provide the actual number of janitorial staff proposed and agreed to by the City. Furthermore, Contractor shall ensure that janitorial staff are given the necessary rests and meal breaks, as required by federal and state labor laws.

Exploitation and Manipulation

Abuse of labor laws or any of the following will not be acceptable:

1. Worker's Compensation: Contractors shall purchase and maintain during the term of the contract sufficient workers' compensation insurance for all of its employees, not just for a few or for "administrative employees" only, in the amounts required by law.
2. Rampant Federal, State and Local Labor Law Violations such as not allowing sufficient time for breaks or meals for employees, requiring employees to work past eight hours without overtime, unpaid wages for overtime, failure to pay employees in a timely fashion shall not be tolerated. These types of abuses may be grounds for termination of the contract, in addition to any penalizing action that may be imposed by state or federal regulatory agencies.
3. Contractor shall ensure that employees are paid their due wages in a timely fashion, including overtime. Contractor must also ensure that all eligible janitorial personnel assigned to the City must receive California State Sick Leave, in accordance with AB1522.
4. The City will not condone the practice of making janitorial staff (including supervisor) pay out-of-pocket for cleaning supplies, fuel, tools, mileage or other materials for failure by the Contractor to provide these items. Contractor must ensure that janitorial staff has adequate supplies, equipment and transportation (between facilities) at all times.

Monitoring and Auditing

To ensure compliance with the terms of the contract and labor laws, the City shall reserve the right to audit or inspect the Contractor's records. Items subject to inspection or audit include, but not limited to:

- Quarterly auditing of payroll records and time sheets
- Unannounced worksite inspections for employee interviews
- Establish a penalty structure for non-compliance
- Employer submit copy of Cal/Osha 300 log
- Employer submit copy of injury and illness prevention program
- Employer submit copy of HR/personnel manual

Staffing

All employees of the Contractor shall be considered to be, at all times, the sole employees of the Contractor, under their sole direction and not an employee or agent of the City. The City may require the Contractor to remove an employee it deems careless, incompetent, insubordinate or otherwise objectionable and whose continued employment on City property is not in the best interest of the City. This includes supervisory staff who violate labor laws, abuse of authority or the terms of the contract. Appropriate procedures must be followed to remove an employee at the request of the City. Removal must be coordinated with Maintenance Manager and Purchasing Manager, and not arbitrarily requested by a City employee. The Contractor shall institute written procedures on disciplinary matters for employees, and ensure that disciplinary actions and substandard performance are properly documented. A copy of such manual or procedures must be included with proposals. Written procedures should also be written in a language – other than English – for those employees who do not have sufficient command of the English language.

FINANCIAL SOUNDNESS

The City will only consider proposals from companies or firms which have the financial ability to execute this contract. The City reserves the right to request certified financial statements for the past two years (2015 & 2016). The City will maintain the confidentiality of balance sheets and income statements, and they shall not be subject to public information disclosure.

VENDOR RESPONSIBILITIES:

1. Provide competent supervision. The Contractor shall be responsible for the quality of work of their employees. The Contractor shall be responsible for the supervision and direction of the work performed by their employees and shall provide a supervisor to perform quality control for the various shifts.
2. The Contractor shall provide trained and qualified supervisors capable of providing the necessary supervision to satisfy the contract. Each supervisor shall be capable of verbal and written communication in the English language and shall be capable to effectively communicate with the service workers. In addition, lead workers/ day porters working without a supervisor on site shall be capable of understanding basic directions in the English Language.
3. The Supervisor shall have the authority to act as agent for the Contractor in their absence. The Supervisor must be familiar with the requirements of this contract and be able to make sure all contracts specifications are followed.
4. The Supervisor shall conduct a daily inspection and evaluation of all assigned areas of work, note all discrepancies, assure they are corrected, and monitor service workers to ensure they are performing assigned tasks. Supervisor will ensure all required doors are locked after rooms are cleaned each shift. The Supervisor shall complete and provide a daily digital or written inspection report to the designated City contract manager. The report shall contain all the tasks required and shall be unique for each site and include all rooms, halls, restrooms, etc. This may eventually be in the form of a City designated app. or one provided by the Contractor. If Zonar GPS or other touch-tracking systems are used, then the City reserves the right to require the Contractor to employ such a system. The City will provide the hand held device, which the Contractor will be responsible for keeping secure and in reasonable condition.

Reports will be generated for all specialized, deep cleaning or seasonal work as well. The City will work with the Contractor to develop comprehensive reports for each site.

5. The Supervisor shall not double as a working employee as experience has shown that with all the sites, distance between sites and employees to manage, this is not a viable use of the Supervisor.
6. Contractor(s) shall at all times enforce strict discipline and good order among employees.
 - a. No children, friends, or relatives, or a person not employed and assigned to work site, are allowed on the premises. Unauthorized use of City property or a City employee's property is prohibited. Employees may use City break rooms during their designated breaks and meals; however, they need to clean up after themselves.
7. Contractor shall not use employees of any temporary employment agency. Only actual employees of the Contractor or authorized subcontractors are to be used with prior approval from the City.
8. Authorized subcontractors may be used for certain specialized tasks such as window washing, floor work, pressure cleaning etc. Proposers should submit a list of any subcontractors prior to award, for approval by the Contract Administrator.
9. All Contractors' personnel must wear distinctive and neat appearing uniforms with vendor's company name. Contractor's personnel must wear photo IDs. Sub-contractor personnel must have photo ID and meet the same security requirements and uniform standards as the primary contractor in all respects. Contractor's personnel will not be allowed on the job site without photo ID.
10. All janitorial staff – including those who perform specialized tasks – must be fingerprinted (Livescan) and have no recent criminal record prior to working at City facilities. The costs of identification cards, background check will be the responsibility of the Contractor and needs to be included in the proposed price. The Contractor shall have additional employees properly cleared with photo ids and familiar with the various sites to fill in for absent or vacationing employees. This is especially important with porters that will not have a Supervisor on-site during their shift or during a special event.

SELECTION PROCESS

Evaluation of Proposals

All proposals submitted will be reviewed and evaluated by a selection panel. Overall responsiveness to the RFP is an essential factor in the evaluation process. Upon the completion of the proposal review, top ranking Proposers may be asked to provide a presentation to the selection panel. Additional information may be requested at that time.

The City will select the provider which best fulfills the City's requirements and represents the best value to the City. No single factor will determine the final award decision. Determination of best value to the City shall be based upon, but not limited to, the following:

1. Qualifications, experience and references in providing janitorial services
2. Financial firmness of the company
3. Staffing and resources
4. Account management ability
5. Compliance with labor laws
6. Reasonableness of cost

Background Review

The City reserves the right to conduct a background inquiry of each proposer which may include collection of appropriate criminal history information, contractual and business associations and practices, employment histories and reputation in the business community. By submitting a proposal to the City, the vendor consents to such an inquiry and agrees to make available to the City such books and records the City deems necessary to conduct the inquiry

Terms of Agreement

1. When a provider has been approved by the City, an Agreement will be executed between City and Consultant. A sample of the agreement is attached for review. Any exceptions to this agreement must be noted at the time of submitting a proposal. If no exceptions are noted, the contract will be executed in the form provided. If the terms of the Agreement cannot be agreed upon for any reason, another vendor may be selected.
2. Contractor will be required to obtain and, during the term of the contract, maintain insurance policies as detailed in the sample Agreement.

CONTRACT TERM

The initial contract term will be for three (3) years from the time of inception. By mutual agreement between the City and the Contractor, the contract may be renewed for four (4) optional one-year renewal terms, for a maximum contract period of seven (7) years from the start date. The renewal options will be based upon the contractor's performance evaluation described in the Specifications Section of this RFP. Subsequent contract renewal prices or rates shall be guaranteed for a minimum of twelve (12) months.

Termination for Default

The City may, by written notice of default to the vendor, terminate any resulting order in whole or in part should the vendor fail to make satisfactory progress or fail to remedy discrepancies within the time set forth in any Cure Letter sent to the Contractor by the Purchasing Manager. If, after notice of termination of this contract under the provisions of this clause, it is determined for any reason that the Contractor was not in default under the provisions of this clause, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to the Termination for Convenience clause. The rights and remedies of City provided under this article shall not be exclusive and are in addition to any other rights and remedies provided by law or under resulting order.

Termination for Convenience

The City may - by written notice stating the extent and effective date - terminate any resulting contract for convenience in whole or in part, at any time. The City shall pay the vendor as full compensation for performance until such termination the services or pro-rate price for the delivered and accepted portion, and a reasonable amount, as costs of termination not otherwise recoverable from other sources by the Contractor as approved by the City. With respect to the undelivered or unacceptable portion of the Agreement, the amount of compensation shall in no event exceed the total price of the services rendered. In no event shall the City be liable for any loss of profits on the resulting order or portion thereof so terminated. The rights and remedies of the City provided in this article shall not be exclusive and are in addition to any other rights and remedies provided by law or under resulting order

PRICING

All prices, terms and conditions for the contract period shall remain firm for the initial 12 months of the contract, in accordance with the pricing sheets submitted with the proposal. Starting salary for new full-time janitorial staff shall be no less than the California minimum wage. Existing janitorial staff under the current contractor are protected under the Janitorial Displacement Act and must be paid at their current hourly rates until the next scheduled California minimum wage increase. Any staff (such as lead worker or day porter, etc) earning a higher hourly rate must be maintained at the same hourly rate differential throughout the term of the contract.

Pricing on proposals shall be sufficient to pay all applicable Federal and State withholdings, workmen's compensation, janitorial staff mileage reimbursement (at the current IRS rate for the Los Angeles area) if no company vehicle is provided to travel to and from City facilities; as well as any sick leave that may be required under California Assembly Bill 1522 (AB1522). Janitorial staff uniforms, chemicals, equipment, overhead and profit must also be included.

Price Escalations

Bidder shall be able to provide services at the rates set forth on the attached Proposed Price Sheets. Prices shall remain firm for the initial 12 month period of the contract. Any subsequent increases shall be limited to the prior year's Consumer Price Index for all urban consumers (Los Angeles area CPI-U, unadjusted for seasonal changes) for the prior twelve (12) month period. The price adjustment will be limited to a maximum of three percent (3.0%) per year unless Federal, State or local mandates dictate higher rates. All price increases must be justified with evidence of increased costs borne by the Contractor.

Invoicing

Detailed invoices shall be submitted monthly or 4 week billing cycle with breakdown mutually agreed by the Contractor and the City. Careful attention shall be given to each invoice to ensure that invoices reflect only those services actually performed during the billing period are listed. For instance, if services for facilities are to be performed only during certain months of the year, the invoice should be adjusted accordingly. The City will not pay for any services not performed, and listing non-performed services on the invoice will only delay payment. Invoices are to be mailed to the following:

City of Manhattan Beach
Attn: Accounts Payable
1400 Highland Ave
Manhattan Beach, CA 90266

TECHNICAL SPECIFICATIONS

JANITORIAL SERVICES

SERVICES NOT INCLUDED

- Dishwashing (with the exception of refrigerators, microwave ovens, stove tops – both interior and exterior)
- Laundry services
- Unclogging of toilets or drains other than with a plunger.
- Plumbing or other maintenance services
 - Exception: If possible, locate and shut off local water valves for faucets and other plumbing fixtures in the event of localized plumbing failures is required.

TRAINING AND SAFETY:

Contractors, at their own expense, shall provide each of their employees who will be working on the job site, with the training needed to safely and competently perform the services required by this contract, including any requirements for Green Cleaning.

The Contractor must be familiar with all applicable Federal, State, City, City and Local Laws, Regulations or Codes and be governed accordingly as they apply to this service and must be aware of the safety standards concerning materials used. The Contractor shall develop and implement procedures to ensure its employees use chemicals in accordance with the instructions of the chemical manufacturers. Contractor shall maintain a copy of Material Safety Data Sheets (MSDS) on-site for chemicals and cleaning products used.

The contractor shall notify City staff if practicable, of any condition it may become aware of which may adversely affect the safe operation of the facility, the correction of which is not within the contractor's control.

The contractor and its' staff shall communicate only with designated City representatives regarding project scope, performance issues and other applicable details. Contractor's janitorial staff are not to discuss, communicate or accept any directions from City employees, other than the designated City representative, who will communicate to the Contractor any special instructions or requirements.

The Contractor's area service manager and on-site supervisors and backup personnel who will be performing service for this contract must read and be familiar with the requirements of this contract.

Contractor employees shall be trained in accident prevention and provide caution signs necessary to warn persons of unsafe conditions.

The contractor shall be obligated to ensure employees are trained and medically cleared to perform any work that is called for under this contract. The contractor shall also be required to assess the need for, and provide their employees personal protective equipment (PPE) as required.

The Contractor must document all training for each employee. The record shall show, at a minimum, the employee's name, date and type of training provided. A copy of the training records must be made available to the City upon request.

All chemicals brought on-site shall be purchased by the contractor and stocked in closets in their original containers. The chemicals shall remain in their containers until diluted or mixed for use. All solution bottles and spray bottles shall be in safety containers, which are safe for handling and their intended use. All containers must be properly labeled by the manufacturer or have a photocopy of the label from the chemical container affixed to the container.

STAFFING:

Based on the City's requirements, the following staffing is required with hours subject to change. Holidays are reflected on the Facility Description sheets:

Day Porters -

1. Public Safety Facility (Police & Fire) – 2 full-time day porters (1 male & 1 female) Mon-Fri staggered shifts from 6 am to 4 pm and 1 day porter (either male or female) on Sat & Sun 8 am start. The weekday porters are expected to check and replenish City Hall restrooms supplies, and may be redeployed to City Hall on occasion during their shift.

2. Parks & Recreation facilities – 1 full-time day porter Mon-Fri, 8 am start. Due to the distance between facilities and the requirement to replenish supplies, a vehicle for this individual is necessary.

3. Pier – 1 full-time day porter Mon-Sun, 8 am start. From Memorial Day to Labor Day, 2 full-time porters (1 male & 1 female) Mon-Sun, 8 am start.

Janitors -

4. Parks restrooms (Sand Dune, Live Oak, Polliwog, Manhattan Heights, Marine Ave, Marine Ave Sports Complex, Premier Field, Manhattan Village Sports Field) Mon - Sun, cleaned prior to opening to public at 6am. No other cleaning is required during the day except for special events.

5. Offices – 5 days Mon – Fri (Public Works Facilities, City Hall, Ceramic Studio, Scout House, City Hall Annex)

6. Facilities – 7 days Live Oak Park Recreation Center, Tennis Office, Live Oak Hall, Joslyn Center, Pier Comfort Station, Roundhouse, Manhattan Heights, Arts Center

7. Begg Pool – varied days/hours based on season (see Attachment 1)

The staffing hours used is a compilation of industry standards and are for basic cleaning services identified in the contract. It is the responsibility of the Proposer to provide sufficient allowance in their proposal as may be required in their judgment to meet the quality standards called for in the contract, especially for special cleaning projects such as pressure washing, window cleaning, upholstery cleaning, air quality or floor and carpet cleaning.

SCOPE OF SERVICES

1. General

The total gross size of the areas requiring service is approximately 110,000 sq. ft. (see Attachment 1 for size of each facility).

The Contractor will be responsible for cleaning these facilities, excluding the mechanical and electrical rooms and any other areas designated by the City Facilities Maintenance Supervisor.

The Contractor will be responsible for emptying trash cans inside each City facility and the outside area immediately against each building with the exception of City Hall underground parking lot, Public Works Break Room and Creative Arts Center patio.

2. Dates of Performance (see Attachment 1)

3. Supplies

The Contractor shall furnish all supplies necessary for the work required under this RFP with the exception of paper products, trashcan liners, handsoap and water-free urinal cleaner and screens. The water-free urinal filter cartridges are replaced by City staff.

No supplies shall be used that the City or the manufacturer of the product determines harmful to the surfaces to which applied or to any other part of the buildings, their occupants, contents, or equipment. Only biodegradable products are to be used. ***The Bidder shall provide a list of products necessary for the performance of the Contract. Failure to provide this list shall be a basis for rejection of the Proposal.*** The City may require samples of the products offered. The successful bidder shall supply Product Brochure and the material Safety Data Sheets (MSDS) within ten (10) days after the award of the Contract. Submission of this list is MANDATORY.

In each janitorial closet in a conspicuous location, a listing of the cleaning products in that location must be posted.

OSHA Guideline Compliance

A. MATERIAL SAFETY DATA SHEETS - The successful bidder shall furnish to the Contracting Officer copies of Material Safety Data Sheets (MSDS) for all products used prior to beginning service in the facility and must update copies of the MSDS on an annual basis. In addition, each time a new chemical or cleaning product is introduced into the facility, a copy of that product's MSDS must be provided to the Contracting Officer, prior to the product being used in any facility. The Material Safety Data Sheets must be in compliance with OSHA Regulation 1910.1200, paragraph g.

B. LABELING OF HAZARDOUS MATERIALS - Contractor shall comply with OSHA Regulation 1919.1200, paragraph f, concerning the labeling of all chemical containers.

C. CAUTION SIGNS - Contractor shall use caution signs (i.e., wet floor, etc.) as required by OSHA Regulation 1910.144 and 1910.145 at no cost to the City. Caution signs shall be on-site on commencement of Contract.

D. PPE (Protective personal equipment) shall be provided to employees when conducting cleaning of pathogens.

Labeling of Supplies/Chemicals

The Contractor shall purchase and issue all chemicals in their original containers. Materials that require precautionary warnings shall have affixed to all containers such labels or markings as are prescribed by law, regulatory agencies or this Contract. Markings or labeling of materials containing hazardous or toxic substances or wastes shall be in accordance with all Federal, State and City laws, ordinances, rules and regulations.

Slip Resistance

The Contractor shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. Any observed instances of slippery or slick floors shall be corrected immediately upon discovery.

Germicidal Properties

The Contractor shall use only germicidal disinfectants that bear an Environmental Protection Agency (EPA) Registration Number.

4. Equipment

All necessary cleaning equipment including power-driven floor scrubbing machines, back pack vacuum, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners, and all necessary motor trucks, etc., needed for the performance of the work of this Contract shall be furnished by the bidder. Such equipment shall be of the size and type customarily used in work of this kind and no equipment shall be used which is harmful to the facility or its contents. All equipment must be in good working condition at all times. Any non-working equipment shall be repaired or replaced within twenty-four (24) hours of equipment becoming unserviceable.

The City will provide water and electricity necessary to perform services required for this contract at no cost to the Contractor.

The City will provide the Contractor a reasonable amount of storage space needed to store supplies and equipment used to fulfill the requirements of this contract. Space for on-site storage of supplies is limited in many City facilities. Contractor must arrange for frequent replenishment of supplies to maintain stocks required. Contractor agrees to keep these areas neat and clean at all times. The Contractor will be responsible and take all risk of loss, damage or theft of any supplies and equipment stored at each location. Contractor accepts risk of loss or damage for equipment stored on City property.

Contractor may provide tools, documentation, or other equipment in the City's building for Contractor's convenience in performing Contractor's services. Such equipment shall remain Contractor's property. Contractor retains the right to remove such items at any time during the term, or upon the termination, of this Agreement.

5. Supervisor(s)

The Contractor shall provide the necessary supervision with personnel who ARE NOT a part of the regular, on-site cleaning staff. The supervisors shall be literate and fluent in the English language, due to the necessity to read chemical labels, job instructions and signs, as well as the need for conversing with City personnel. Contractor's supervisors shall be capable of communicating fully with all Contractor employees in the event they do not speak English. The City requires that a full-time supervisor be on duty from Monday to Friday 1:30 pm to 10:00 pm. In the event of any absence of the regular supervisor, the Contractor shall provide a substitute of equal or greater skills. This individual or back-up must be available via phone on weekends and special events. The supervisor(s) shall have a smart phone in good working order provided at the Contractor's expense. This cell phone number shall be provided to the City's Facilities Maintenance Supervisor.

6. Mandatory Requirements for Contractor Personnel

A. All City facilities must be fully staffed starting on the first day of work and during the term of the Contract.

B. Custodians shall be employees of the Contractor, and must have legal right to work in the United States; day laborers, subcontractors or independent, Form 1099 employees, are not acceptable.

C. Custodians employed by the Contractor shall be fully trained and skilled in safe and proper housekeeping techniques. The use of custodians who are not adequately trained may be sufficient grounds for termination of the Contract.

D. The Contractor shall obtain Live Scan checks at its expense on all custodial personnel assigned to this contract. They must be cleared by their first day on the job. Failure to provide "Livescanned" staff will result in deduction for time missed. If any contractor employee is convicted of any serious offense may not work at City facilities and they must be replaced immediately.

E. Contractor Employee Identification and Building Access. All employees shall wear apparel that bear company name/logo and the on-site supervisor must wear distinctive company apparel that clearly identifies them as a supervisor.

Identification badges shall be furnished and paid by the Contractor and worn by all Contractor's employees while on City premises. The badge shall have the employee's picture and name.

F. Access to the facility shall be as directed by the Maintenance Manager or his/her representative. Access to designated restricted areas is forbidden to Contractor's employees. Restricted area will be designated by the authorized City representative. All doors shall remain locked and no doors shall be propped open at any time.

G. Employees may use City break rooms for their meals; however, they must clean-up after themselves.

H. Contractor shall require all employees performing under this Contract to personally sign and be responsible for each key to gain entry to work areas. Keys are to be used only by the individual who has signed for the card. When an individual is no longer employed by the Contractor, the key must be reassigned using the KEY request form provided. The form should be sent to the City Facilities Maintenance Supervisor or his designee. If a key is lost, the City Facilities Maintenance Supervisor or his designee must be notified immediately. In either case, a message must be left with the Facilities Maintenance Supervisor at 310-802-5316. Use of keys by any other person other than the individual signing for the card will be ample cause for termination of the Contractor. The City reserves the right to charge the Contractor for lost or damaged keys or rekeying of doorlocks.

Contractor Quality Control Program

The Contractor shall establish a complete quality control program to assure the requirements of the Contract are met as specified. A draft Quality Control Plan (QCP) shall be submitted with the proposal. The QCP shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or City staff point out the deficiencies. This QCP is of paramount importance. The program shall include, but not limited to the following:

A. An inspection system which is tailored to the specific facility and which covers all services stated in the tasks and frequencies segment of the Contract. The Contractor shall devise a written or digital checklist for use during the performance of the work. The checklist shall be signed and dated to indicate the time inspection was completed. It is not permissible for the person who performs the work to inspect

and accept that work. The Contractor and his supervisors who will complete inspections should be identified by title and type of inspection each is authorized to perform. A copy of each inspection is to be provided to the Facilities Maintenance Supervisor within twenty-four (24) hours of inspection.

7. Vending Concessions

The Contractor shall provide sanitary napkins and tampons for existing dispenser units. Contractor shall collect and keep the money. If dispensers become inoperable, it is the Contractor's responsibility to notify the Facilities Maintenance Supervisor for repairs or replacement. The maximum amount the City is allowing the offeror to charge for these feminine hygiene items is \$0.50.

CLEANING PROCEDURES

In the implementation of this contract vendor will develop and implement procedures to avoid exposure of building occupants to potentially hazardous chemicals that adversely impact air quality. Proposer shall minimize cross-contamination of regularly occupied areas by chemical pollutants. In accordance with contract specifications regularly maintain permanent entryway systems (grills, grates, walk off mats etc.) to capture dirt, particulates, etc. from entering the building at all high volume entryways. Where chemical use occurs (including housekeeping storage areas) maintain practices to ensure that chemical contaminants are adequately dispersed without entering occupied areas. Ensure that drains plumbed for appropriate disposal of liquid waste are used where water and chemical concentrate mixing or disposal occurs to provide environmentally appropriate disposal of liquid waste. When performing maintenance cleaning, custodians should use as little cleaning product as possible to effectively clean the area. When using deep-cleaning products, custodians should carefully apply a minimal amount of the product and allow time for the product to work rather than applying additional product.

CLEANING ACTIVITY SPECIFICATIONS

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The cleaning activities are defined in Attachment 1 (Frequency of Cleaning Service) outlining the level of service required for each type of building area.

A. Receptacles

All trash and paper shall be removed and collected at the Dumpster sites according to the schedule.

1. Receptacle Emptying and Cleaning

All interior trash receptacles shall be emptied according to schedule. All receptacles shall be relined with clean plastic liners. The Facilities Maintenance Supervisor shall be notified when a trash receptacle requires repair or replacement. Receptacles shall be kept clean and odor free. Trash and paper shall not be allowed to accumulate in hallways or overflow receptacles.

Trash shall not be allowed to blow around grounds by the dumpsters. Spills resulting from collection process shall be promptly cleaned.

2. Miscellaneous Trash and Paper Collection

All trash and paper left in corridors or near trash receptacles and obviously intended as trash shall be collected and removed to the designated dumpster/collection site. Any questionable item shall be verified with the on-site supervisor.

3. Receptacle Cleaning and Disinfecting

On an as needed basis, trash receptacles shall be thoroughly cleaned inside and out, such cleaning to include any rigid liners within receptacles. Care shall be taken to thoroughly dry metal parts to prevent rust. Receptacles shall be free from dirt, food, or beverage spoilage and odors.

B. Restroom Cleaning and Servicing

Restrooms shall be cleaned with proper dilutions of disinfectant/detergent cleaning products to control disease-causing organisms and to prevent odors. Servicing shall be accomplished according to schedule to ensure adequacy of supplies and hygienic condition of restrooms.

1. Fixture Cleaning and Disinfecting

Fixtures including toilet bowls, hand basins and urinals shall be cleaned according to schedule. Special care shall be paid to floor and wall mounting brackets and sealants so as not to allow accumulations of dirt, urine and other soils.

Fixtures shall present a clean shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, etc. Wall and floor brackets and other fixture junctures shall be free of accumulations of dirt and urine.

2. Stall Partition Cleaning

Stall partitions and partitions between urinals shall be cleaned according to schedule. Stall and urinal partitions shall present a clean appearance free from water streaks, stains, soil, or other unsightly omissions and free from dust on top edges.

3. Mirror and Chrome Cleaning

Mirrors, chrome and other metal trim shall be cleaned and polished according to schedule. Included shall be metal supply dispensers, hand dryers, metal door pushes, metal light switches.

Abrasive cleaners shall not be used. Mirrors, chrome, and other metal trim shall be free from water marks, streaks, soil, stains, graffiti, and other omissions and shall present a high shine.

4. Tile De-scaling

According to the schedule, tile floors, stalls, etc. in restrooms shall be cleaned of all scale, mineral deposits and soap residues with an appropriate chemical cleaning solution. Extreme care shall be exercised to avoid damaging fixtures, metal pipes, chrome, etc. Tile floors, walls and shower stalls shall be cleaned of all scale, mineral deposits and soap residues and shall be thoroughly rinsed and dried to present a uniformly clean appearance.

5. Grout Cleaning

Grouting and sealants shall be cleaned according to schedule with an appropriate chemical cleaning agent. Care shall be exercised to prevent damage to tile Grout and other sealants shall be scrubbed clean and present a uniformly clean and hygienic appearance.

6. Vinyl Tile Floor/Wall Cleaning Vinyl tile floors and walls shall be thoroughly scrubbed with a heavy duty disinfectant/detergent solution per schedule. Extreme care shall be exercised to avoid excessive flooding of area. Ceramic tile floors and walls shall be thoroughly cleaned, rinsed and dried to present a uniformly clean appearance.

7. Restroom Supplies. Restrooms shall be serviced according to schedule and as frequently as necessary to ensure sufficiency of supplies and hygienic condition. Extra supplies (i.e. toilet paper) shall be left when necessary to ensure ample supply between cleanings. Hand towels, soap, toilet tissue and toilet

seat covers, shall be stocked in appropriate dispensers in quantities adequate to ensure sufficiency between cleanings.

Sanitary napkin and tampon disposal containers shall be emptied daily and sanitized per schedule

Floor Maintenance

1. Sweeping/Dust Mopping

Floors shall be swept or dust mopped according to the schedule to present a clean and orderly appearance at all times. Floors shall present a clean and orderly appearance with no loose dirt or debris in evidence including in corners, and other places accessible to the broom or dust mop.

2. Removing Gum/Tar, Etc.: Surface accumulations of chewing gum, tar, hardened dirt and other spoilage that cannot be removed by other means such as mopping, sweeping, dust mopping, shall be scraped and then removed. Care shall be taken to avoid damage to floor tiles or finish. All gum, tar, and other soils shall be removed as soon as they are discovered.

3. Spot Mopping

According to the schedule and as needed, spills, spots and stains shall be damp mopped to ensure a uniform clean appearance. Spilled materials must be cleaned immediately to prevent damage to floor finishes. If practical, floors shall receive a light coat of finish to repair the damage and present a uniform appearance.

4. Mopping

Floors shall be damp or wet mopped according to the schedule to maintain a uniformly clean appearance. Care shall be taken to avoid splashing walls, baseboards, furnishings, etc. Disks of cardboard or plastic shall be placed under or around furniture legs to prevent rust stains. Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.

5. Stripping and Refinishing: This procedure shall be employed according to schedule to remove accumulations of dirt, finish, scuff marks, discoloration, stains, and rust spots from finished floors. Flooding of floors with stripping solution or rinse water shall be avoided at all times. Extreme caution shall be exercised to prevent splashing of walls, baseboards or furnishings. Any furnishings moved in order to accomplish the procedure shall be replaced to original position when work is completed. Also, floors shall be re-waxed according to schedule with a sealer and coat of slip-resistant floor finish. If separate sealer and finish coats are applied, allow adequate drying time between coats. **DRY STRIPPING PROCEDURES SHALL NOT BE USED.**

Finished or refinished floors shall present a uniform shine and shall not have buildup or finish along edges or in corners. Overlapping finish marks shall not be apparent.

D. Carpet Care

Carpets shall be vacuumed, spot cleaned, and shampooed to remove accumulations of dust, dirt, stains, and soil according to the schedule. Carpets shall present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burns, or indelible stains shall be reported for repairs or replacement.

1. Vacuuming

Carpets shall be vacuumed according to schedule. Close attention shall be paid to corners, edges and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these

areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments.

Bags shall be emptied or cleaned regularly. Walk-off mats shall also be vacuumed and any furniture moved and replaced. Carpets shall be free from lint and debris.

2. Spot Cleaning

Carpets shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. The type of cleaner used shall not cause fading or discoloration. Carpets shall be kept free from chewing gum, candy spills, spots, grease, food and beverage stains, water-marks, etc. Indelible stains, which cannot be removed by spotting and shampooing, shall be reported to the Facilities Maintenance Supervisor. Water leaks or beverage spills shall be cleaned up as soon as they are discovered. Gum and tar shall be removed as soon as they are discovered.

3. Shampooing

This procedure shall be employed according to schedule to ensure a clean and uniform appearance and to prolong the life of the carpeting. This is complete carpet cleaning and involves the use of approved method to thoroughly clean carpet. Care shall be taken to avoid damaging carpet fibers irrespective of the method of carpet cleaning employed. The City shall give the Contractor at least one week notice prior to shampooing carpets except under extreme circumstances. Signs must be posted at least forty-eight (48) hours prior to the scheduled work. The Contractor is responsible for placing sufficient fans to allow the carpet to properly dry before the area is occupied. Chair mats or similar items shall not be placed on damp carpet. Carpets damaged due to improper drying procedures shall be replaced at the Contractors expense.

Horizontal Surface Cleaning

Horizontal surface cleaning shall be interpreted to mean those surfaces and objects not high enough to require the use of a ladder (below 84" or about in height) that comprise the furnishings and structures of the facility including, but not limited to office furniture chairs, tables, file cabinets), counter tops, ledges, rails, display cases and the tops of those cases, computers, telephones, etc.

NOTE: Unless requested, objects (books, papers, pens, pencils, partially filled or empty beverage containers, files, etc.) on horizontal surfaces (including floor) should not be moved to accomplish cleaning. If requested, the City employee is responsible for clearing any materials and returning them.

1. Spot Cleaning

Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, smears, spills, etc. and shall present a uniformly clean appearance.

2. Dusting

Dusting shall be accomplished according to schedule. Care shall be exercised to avoid damaging painted or wooden surfaces and "lighting" of the cleaned areas. Appropriate cleaning agents shall be used and shall be tested in inconspicuous areas before general use. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum. Dusted surfaces shall be free from dust, lint, paper shreds, grime, cobwebs, hair, and other unsightly omissions. If treated dust cloths are used, there shall be no oil streaks left on the surface.

3. Damp Wiping

Damp wiping or washing of horizontal surfaces shall be accomplished according to the schedule. Appropriate cleaning agents shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the original position. Care shall be taken to avoid damage to wood or painted surfaces. Surfaces that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears etc. and shall present a uniformly clean appearance. Water marks or spots shall be wiped clean and dry.

F. Vertical Surface Cleaning

Vertical surface cleaning shall be interpreted to mean those surfaces not high enough to require the use of a ladder (below 84" or about in height) that comprise the furnishings and structure of the facility and shall include, but not limited to walls, doors, gates, baseboards, table and desk legs and sides, sides of file cabinets, frames, pictures, wall hangings, maps, signs, ventilation louvers, etc.

4. Wall Scrubbing This procedure shall be accomplished according to schedule. Appropriate cleaning agents shall be employed according to the type and composition of the wall. Disinfectant agents shall be used on restroom walls. Walls shall be totally cleaned and well rinsed and shall be free from dirt, splashes, soap residue, fingerprints, etc. and shall present a uniformly clean appearance.

5. Baseboard Cleaning

Baseboards shall be cleaned according to schedule and after all stripping, scrubbing, and refinishing procedures as necessary. Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, etc. Care shall be taken when vacuuming that marks are not left on the baseboards and shall be cleaned immediately if staff does bump and leave marks.

G. Drinking Fountain Cleaning and Disinfecting

Drinking fountains shall be cleaned according to schedule. All surfaces shall be cleaned with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum wrappers, cigarette butts, etc.) shall be removed. Plumbing problems shall be reported to the janitorial supervisor. Wall areas around the fountains shall be free from water spots and streaks.

H. High Dusting/Cleaning

High surfaces shall be interpreted to mean those surfaces and objects high enough to require the use of a ladder (above 84" or about in height) or special, long reach cleaning device which comprise the structure and furnishing of the facility and shall include, but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc. shall be cleaned according to schedule. High surfaces and objects shall be free from dirt lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and shall present an overall clean appearance.

1. Cleaning Vents, Grills, Etc.

Ventilation louvers, grills, panels, etc. shall be cleaned according to schedule by damp wiping, dusting, washing, or vacuuming as appropriate and with appropriate cleaning agents. Cleaned vents, grill, etc. shall be free from dirt, accumulated dust, cobwebs, and shall present an overall clean appearance.

2. Cleaning Light Fixtures/Filters

Light fixtures/filters (egg crates, diffusers, etc.) shall be cleaned or dusted using appropriate cleaning methods without disassembly of any fixtures. Care shall be taken to prevent cracking or breakage.

I. Cleaning Window Coverings

Window coverings shall be cleaned according to schedule. Care shall be taken to prevent damage.

J. Window/Glass Washing Service Requirements

1. The Contractor shall provide the necessary equipment, supplies, and materials to accomplish the task and frequency set out for window/glass washing at each facility according to schedule.
2. The Contractor shall wash and dry both the inside and outside according to schedule window/glass surfaces; wash the inside window frames and sills; dust the outside window frames and sills; and remove bird and insect nests, if found. All exterior cleaning shall be done from the ground by use of ladders, lifts, etc. Contractor will not be allowed access to the roof.
3. The Contractor shall observe all OSHA-prescribed safety regulations and practices. All ladders, scaffolding, window anchors, safety belts, etc. shall be OSHA approved for window/glass washing.
4. Acids or acid-base products shall not be used for cleaning windows/glass.
5. The absence of a requirement covering specific equipment, operations, or hazards shall not relieve the Contractor of the responsibility of taking further action to provide maximum safety in the performance of window/glass cleaning.

K. Stairwell Cleaning

Stairwells shall be cleaned according to schedule. Stairwells shall present a uniformly clean appearance.

1. Stair Step Riser and Threshold Cleaning

Risers and thresholds shall be cleaned according to the schedule. Attention shall be paid to inaccessible areas such as corners and edges and appropriate tools shall be employed to clean these areas. All gum, tar, grease, and other soils shall be removed. Risers and thresholds shall be free from trash, both in open areas and inaccessible areas such as corners and along edges. If finish is used on stairway risers, there shall not be buildup of finish or accumulations of dirt in layers of finish.

2. Hand Rail Cleaning

Hand rails of stairways shall be cleaned. Handrails shall be free from fingerprints, dirt and smears.

L. Urgent Custodial Services

Urgent services may include, but are not limited to cleaning up spills, leaks, breakage and bio-hazard cleanup which requires special handling. Bio-hazard may include blood, urine, fecal matter and vomit. In the case of urgent services where additional staff or redeployment of on-duty staff is required, the City Facilities Maintenance Supervisor must notify the contractor's supervisor.

M. Additional Work

If there there's a requirement for any work over and above the regular scheduled cleaning, it will be performed at an additional cost to the City. The contractor will be provided a minimum of one calendar week's notice.

PERFORMANCE DISCREPANCIES

Substantial cleaning discrepancies reported by the City's Facilities Maintenance Supervisor to the Contractor must be corrected by the next scheduled cleaning day, or sooner, if determined by the City that item(s) need immediate corrective action. Continued discrepancies will be brought to the attention of the Contractor through a Letter of Cure, and may be grounds for cancellation of the contract if the problem persists.

REPORTING

Contractor's janitorial staff should report to their on-site supervisor any broken or loose fixtures or furniture within their cleaning area. The on-site supervisor should report these items to the City's Facilities Maintenance Supervisor.

DAILY CLEANING REQUIREMENTS

A – OFFICE AREAS	
1.	Vacuum all carpet
2.	Remove existing mats, vacuum or sweep/clean mats. Sweep all vinyl/tile – clean w/damp mop and replace mats
3.	Empty all trash receptacles and replace with new liner
4.	Empty all recycling individual office receptacles
5.	Return all chairs and tables to original location
6.	Spot clean and polish all doors, glass, door handles, frames, and thresholds inside and out.
7.	Dust and spot damp clean “all accessible “ surfaces (i.e. desks, file cabinets, countertops, partitions, etc.) remove all dust, smudges and fingerprints within a height of 84”
8.	Dust and spot clean electric switch plates, window sills and baseboards
9.	Spot clean walls
B - RESTROOMS	
1.	Damp clean walls and tile, with disinfectant cleaner, to remove all soils, grease, and film.
2.	Remove existing mats, vacuum or sweep/clean mats. Sweep, disinfect and mop all floors. Replace mats
3.	Clean and polish all chrome or brass water fixtures, light switches and all other metal and plastic finished fittings
4.	Clean and disinfect partition walls and doors
5.	Clean and polish mirrors
6.	Clean, disinfect and polish entire toilet/urinal fixtures.
7.	Clean and polish countertops and enameled surfaces (i.e. sinks)
8.	Empty, clean and disinfect all waste receptacles, including sanitary receptacles.
9.	Replenish hand soap, sanitary and all paper products.
C – BREAKROOMS/KITCHEN	
1.	Spot clean walls
2.	Clean and polish all chrome or brass water fixtures, light switches and all other metal, plastic or ceramic finished fittings including sinks.
3.	Clean and disinfect all exposed countertops and tables with food grade disinfectant
4.	Re-supply soap and hand towels .
5.	Empty, clean and disinfect all waste receptacles including indoor recycling containers. Insert new liner.
6.	Remove existing mats, vacuum or sweep/clean mats. Sweep all vinyl/tile – clean w/damp mop and replace mats
7.	Vacuum all carpet
8.	Wipe down exterior surface of refrigerators
9.	Wipe down interior & exterior of microwaves, oven, cooktop and toasters

10.	Return all chairs and tables to original position.
11.	Dust and spot clean window sills and baseboards
12.	Wash, clean, and disinfect all water fountains with approved cleaning compounds.
13.	Check and replenish paper towel dispensers
D – HALLWAYS/FOYERS	
1	Clean and polish all glass doors, door handles, frames, and thresholds inside and out. Remove all dust, smudges and fingerprints up to 84” in height.
2.	Vacuum all carpet
3.	Remove existing mats, vacuum or sweep/clean mats. Sweep all vinyl/tile – clean w/damp mop and re-place mats
4.	Dust and spot clean electric switch plates, window sills and baseboards
5.	Spot clean walls
6.	Dust and damp clean all accessible surfaces
7.	Dust and spot clean exterior of display cases and trophy cases
8.	Wash, clean, and disinfect all water fountains with approved cleaning compounds.
9.	Empty all trash & recycling receptacles and replace with new liner
E – ENTRANCES – EXTERIOR	
1.	Clean and polish all glass doors, door handles, frames, and thresholds inside and out. Clean and polish all exterior windows. Remove all dust, smudges and fingerprints within a height of 84”.
2.	Entrance area including steps must be swept.
3.	Empty all trash and recycle containers located immediately outside the entrances.
F – STAIRWELLS	
1.	Remove existing mats, vacuum or sweep/clean mats. Sweep all vinyl/tile – clean w/damp mop and replace mats
2.	Vacuum all carpet
3.	Dust and damp clean all accessible surfaces
4.	Clean and polish all glass doors, door handles, frames, and thresholds inside and out. Clean and polish all interior windows. Remove all dust, smudges and fingerprints within a height of 84”
5.	Dust and spot clean all electric switch plates, window sills and baseboards
6.	Spot clean walls
7.	Dust and clean hand railings
G - CONFERENCE ROOMS	
1.	Vacuum all carpet
2.	Remove existing mats, vacuum or sweep/clean mats. Sweep all vinyl tile and clean with damp mp. Replace mats.
3.	Spot clean walls
4.	Neatly arrange all chairs and tables
5.	Dust, clean and polish conference tables, podiums and council platform
6.	Dust and spot clean surfaces (bookcases other furniture items)

7.	Empty all trash and recycling receptacles and replace with new liner
8.	Wipe and dust baseboards and doors
9.	Spot clean all doors, door handles, frames and thresholds inside and out
10.	Dust and spot clean electric switch plates, window sills and baseboards
H - ELEVATORS	
1.	Vacuum, sweep and mop floors
2.	Clean and polish elevator walls, interior and exterior doors
I – MUNICIPAL PIER	
1.	Clean restrooms and empty trash and replace bags
2.	Replenish pet waste bags in dispensers at the Strand.
3.	Sweep and pressure wash down stairs and pier
4.	Police pier and surrounding area for trash and waste
5.	Clean fish cleaning area and disinfect with food grade cleaner
6.	Empty all trash and recycling receptacles and replace with new liner
7.	Clean and disinfect trash and recycling receptacles

WEEKLY CLEANING REQUIREMENTS

A - OFFICE AREAS	
1.	Vacuum upholstered furniture
2.	Vacuum corners and behind doors
3.	Clean and polish total surface of glass doors and glass partitions
4.	Clean total surfaces in accessible areas (fixtures, chairs, file cabinets, storage cabinets, tables, lamps, counters, window sills/ledges and shelves all height ranges
5.	Remove all cobwebs from walls, ceilings, corners, windows, etc.
B - RESTROOMS	
1.	Remove all cobwebs from walls, ceilings, corners, windows, etc.
C – BREAKROOM/KITCHEN	
1.	Remove all cobwebs from walls, ceilings, corners, windows, etc.
2.	Vacuum corners and behind doors
3.	Empty and clean of all trash receptacles
4.	Clean all exterior cabinet surfaces
D – HALLWAYS/FOYERS	
1.	City hall: dust and clean above 6' woodwork and light fixtures
2.	Vacuum corners and behind doors
3.	Remove all cobwebs from walls, ceilings, corners, windows, etc.
E – STAIRWELLS - INTERIOR	
1.	Vacuum corners and behind doors
2.	Dust and clean above 6' all surfaces, woodwork and light fixtures

3.	Clean and polish all doors, glass, door handles, frames and thresholds inside and out. Clean and polish all interior windows. Remove all dust, smudges and fingerprints above 6 feet in height
F.	CONFERENCE ROOMS
1.	Vacuum corners and behind doors
2.	Vacuum upholstered furniture
3.	Clean total surfaces in accessible areas (fixtures, chairs, file cabinets, storage cabinets, tables, lamps, counters, window sills/ledges and shelves all height ranges
4.	Remove all cobwebs from walls, ceilings, corners, windows, etc.

MONTHLY CLEANING REQUIREMENTS

A - OFFICE AREAS	
1.	Vacuum and clean ac vents and returns
2.	Dust and clean wood paneling
3.	All high dusting over 7 feet
4.	Dust all window coverings
B - RESTROOMS	
1.	Vacuum and clean vents, ac vents and returns
2.	All high dusting over 7 feet
C - BREAKROOM/KITCHEN	
1.	Vacuum clean ac vents and returns
2.	All high dusting over 7 feet
3.	Dust all window coverings
D - HALLWAYS/FOYERS	
1.	Vacuum and clean ac vents and returns
2.	Dust all window coverings
E - STAIRWELLS - INTERIOR	
1.	Vacuum and clean ac vents and returns
2.	Dust all window coverings
F - CONFERENCE ROOMS	
1.	Vacuum and clean ac vents and returns
2.	All high dusting over 6'
3.	Dust all venetian blinds and roller shades
G - MUNICIPAL PIER	
1.	Roundhouse exterior windows and roller shades
H.	BREAKROOM/KITCHEN
1.	Clean interior of refrigerator

QUARTERLY CLEANING REQUIREMENTS

A - OFFICE AREAS	
1.	All non-carpeted floors (excluding quarry tile) –stripped, machine scrubbed, re-apply floor finish and buff
2.	Quarry tile & bricks– machine scrub and reseal with non-slip finish & sealer
3.	Vinyl tile floors clean, buff by machine and polish
4.	Clean and shampoo carpet
B - RESTROOMS	
1.	Vinyl & tile floors – clean, disinfect by machine and polish and reseal tile floors with non-slip finish
C – BREAKROOM/KITCHEN	
1.	Vinyl & tile floors clean, buff by machine and polish
D – HALLWAYS/FOYERS	
1.	Vinyl and tile floors clean, buff by machine and polish
E – STAIRWELLS - INTERIOR	
1.	Vinyl & tile floors clean, buff by machine and polish
2.	City hall – clean and polish brass/chrome or wood fixtures
F – CONFERENCE ROOMS	
1.	All non-carpeted floors (excluding quarry tile) –stripped, machine scrubbed, re-apply floor finish and buff.
2.	Clean and shampoo carpet
G – HALLWAYS/FOYERS	
1.	All non-carpeted floors (excluding quarry tile) –stripped, machine scrubbed, re-apply floor finish and buff
2.	Clean and shampoo carpet

CUSTOMER-PROVIDED SUPPLIES

The City will provide the following janitorial products during the course of the contract. These supplies must be requisitioned by the Contractor's on-site supervisor through the Public Works Facilities Maintenance Supervisor. Parks and Recreation staff will be responsible for ordering and stocking these supplies for Parks & Recreation facilities.

- a) Toilet paper
- b) Toilet Seat Covers
- c) Multifold towels
- d) Roll hand towels
- e) Liquid hand soap
- f) Waterless urinal cleaner
- g) Urinal deodorant screens
- h) High density trash bags \
- i) Pet waste bags



ATTACHMENT ONE

SITE MAPS
&
SPECIAL INSTRUCTIONS
CITY OF MANHATTAN BEACH
2017 JANITORIAL RFP



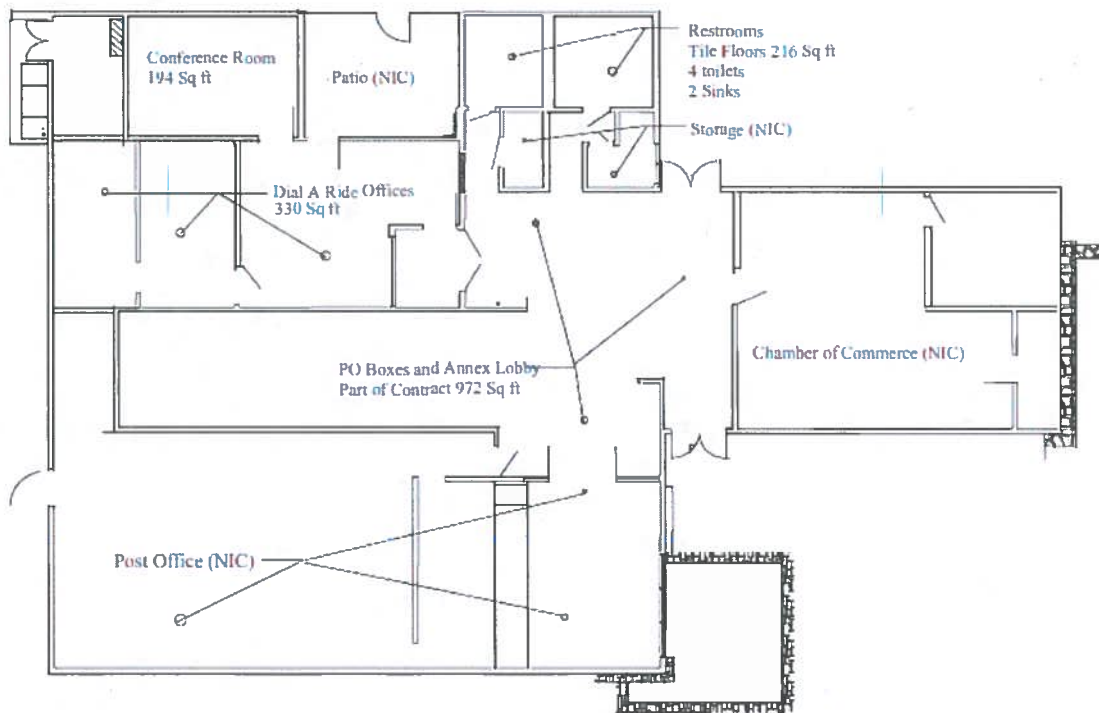


City Hall Annex 425 15th Street

Cleaning Schedule:
8:00 p.m. to 6:00 a.m.
Monday through Sunday

Holidays: New Year's Day, July 4th, Thanksgiving Day, and Christmas Day.

Special Instructions: Clean & sweep enclosed patio area including trash removal



City Hall Annex
1,712 Sq ft of contract area



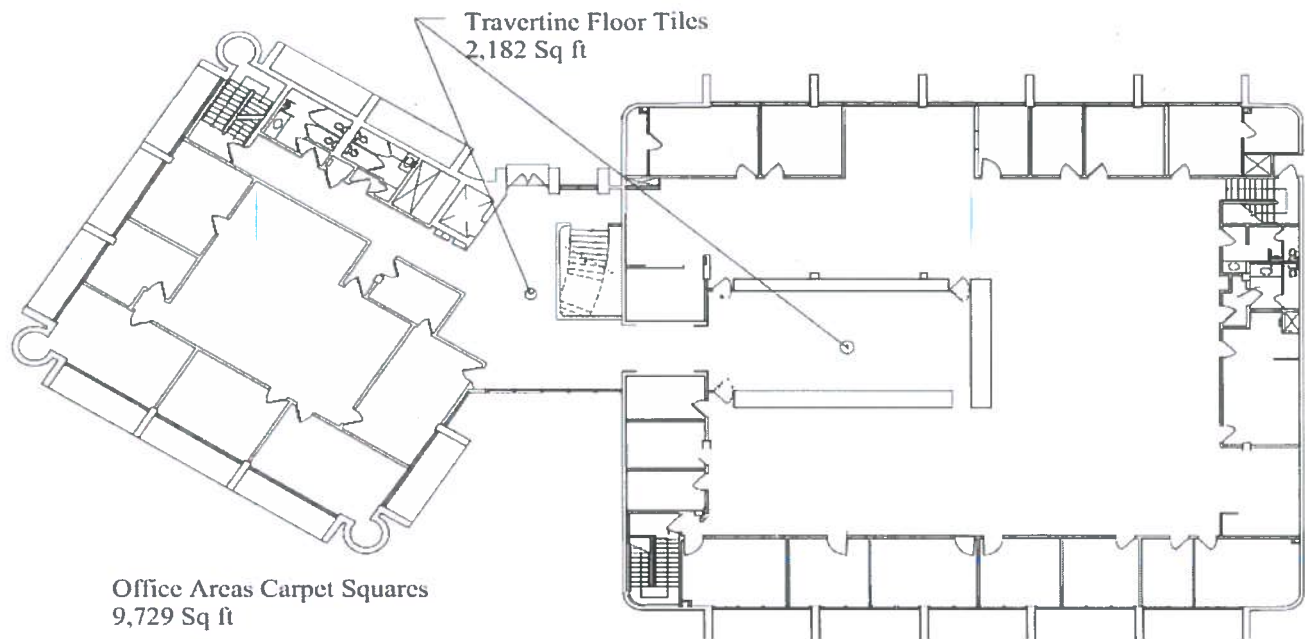
City Hall – Upper Level 1400 Highland Avenue

Regular Cleaning Schedule:

8:00 p.m. to 6:00 a.m.
Monday through Friday

Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Special Instructions: Maintain all exterior entry areas including steps 9' away from building.



City Hall Upper Level
10,483 Sq ft

4 Restrooms 447 Sq ft Total
Floors & Wainscoat Ceramic Tile
5 Toilets
2 Waterless Urinals
4 Sinks in Formica Counters



City Hall – Lower Level 1400 Highland Avenue

Regular Cleaning Schedule:

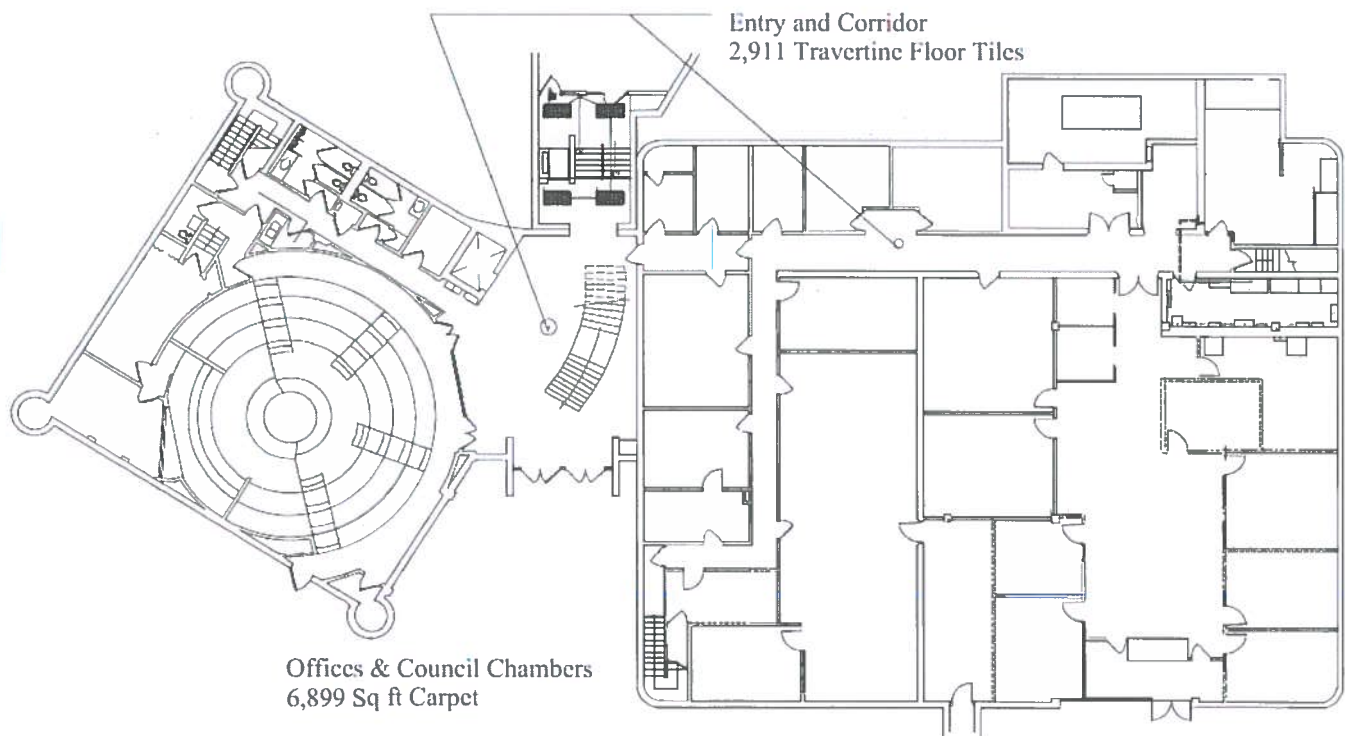
8:00 p.m. to 6:00 a.m.

Monday through Friday

Note Council Chambers, Council conference room and lower lobby should always be cleaned last to prevent disruptions to meetings.

Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Special Instructions: Maintain all exterior entry areas including steps 9' away from building.



City Hall Lower Level
10,483 Sq ft

5 Restrooms 675 Sq ft
Floors & Wainscoat Ceramic Tile
2 Showers
8 Toilets
4 Waterless Urinals
9 Sinks in Composite or Formica Counters



Police and Fire Facility Upper Level

420 15th Street

Office Cleaning Schedule:

6:00 a.m. to 2:00 p.m.

Monday through Friday

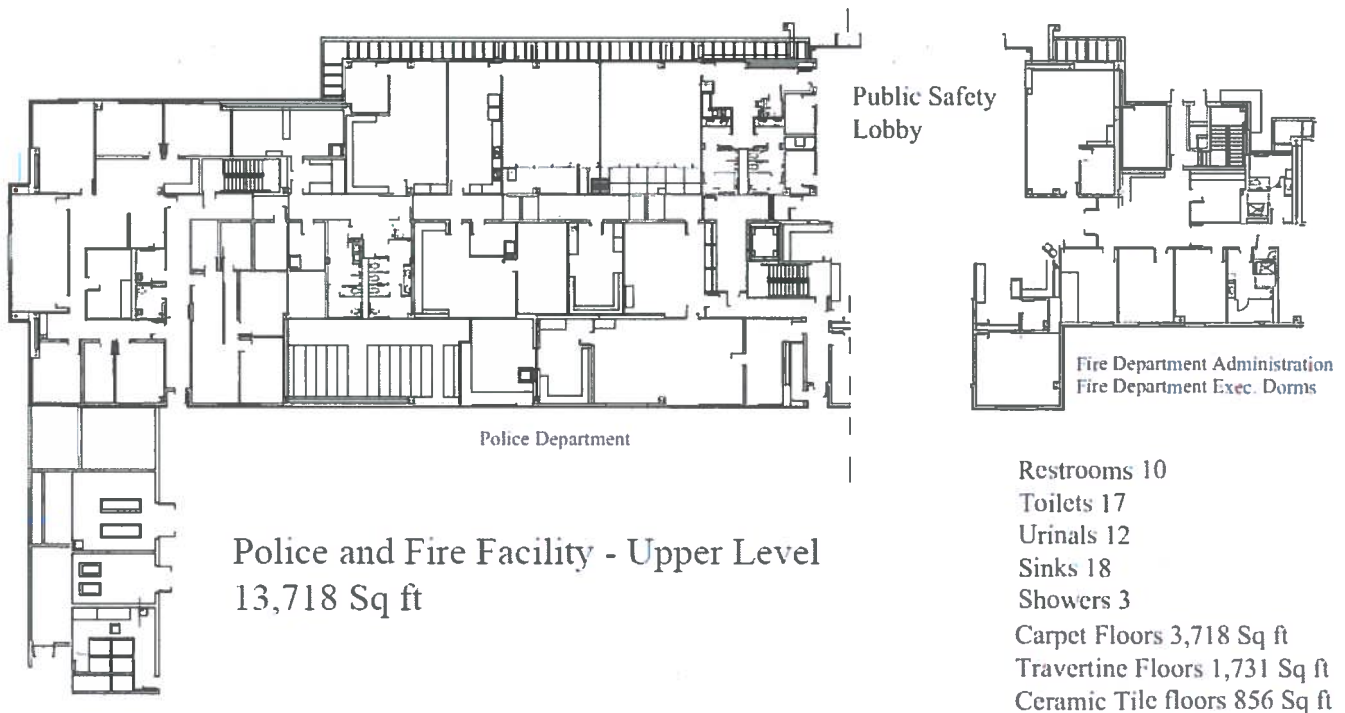
Restroom and Common Area Cleaning Schedule:

6:00 a.m. to 2:00 p.m.

Monday through Sunday (Includes Conference Room, Lunch Room, Briefing Room, Interview Room and Plaza elevator (not shown on map))

Holidays: Administration - New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Special Instructions:





Police and Fire Facility Lower Level

420 15th Street

Cleaning Schedule for Detectives:

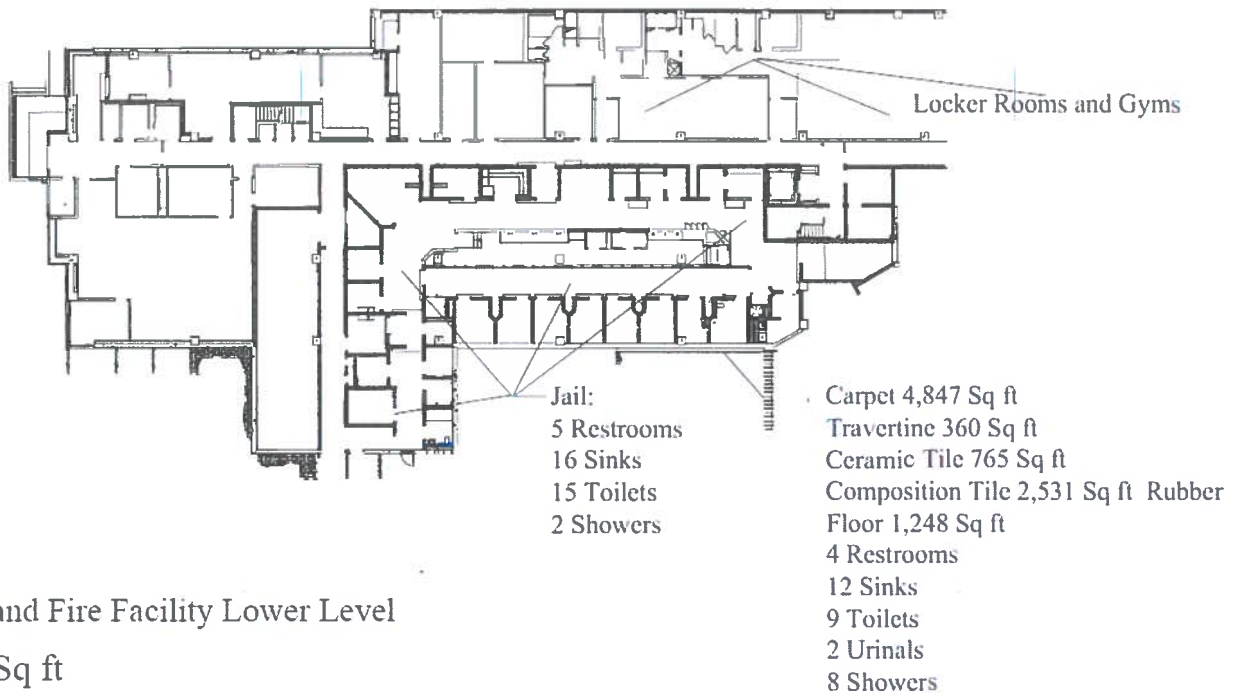
6:00 a.m. to 2:00 p.m.
Monday through Friday

**Cleaning Schedule for Restrooms, Jail, Lobby, hallways, gym,
locker rooms, and meeting rooms:**

6:00 a.m. to 2:00 p.m.
Monday through Sunday
No Holidays for these portions

Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day for Detectives
(Exception: All Monday through Sunday areas are 24-hr/365 day operation and have no observed holidays.)

Special Instructions: 1 Male & 1 Female Porter is required.





Public Works Yard Facilities Bldg A - Engineering Offices 3621 Bell Avenue

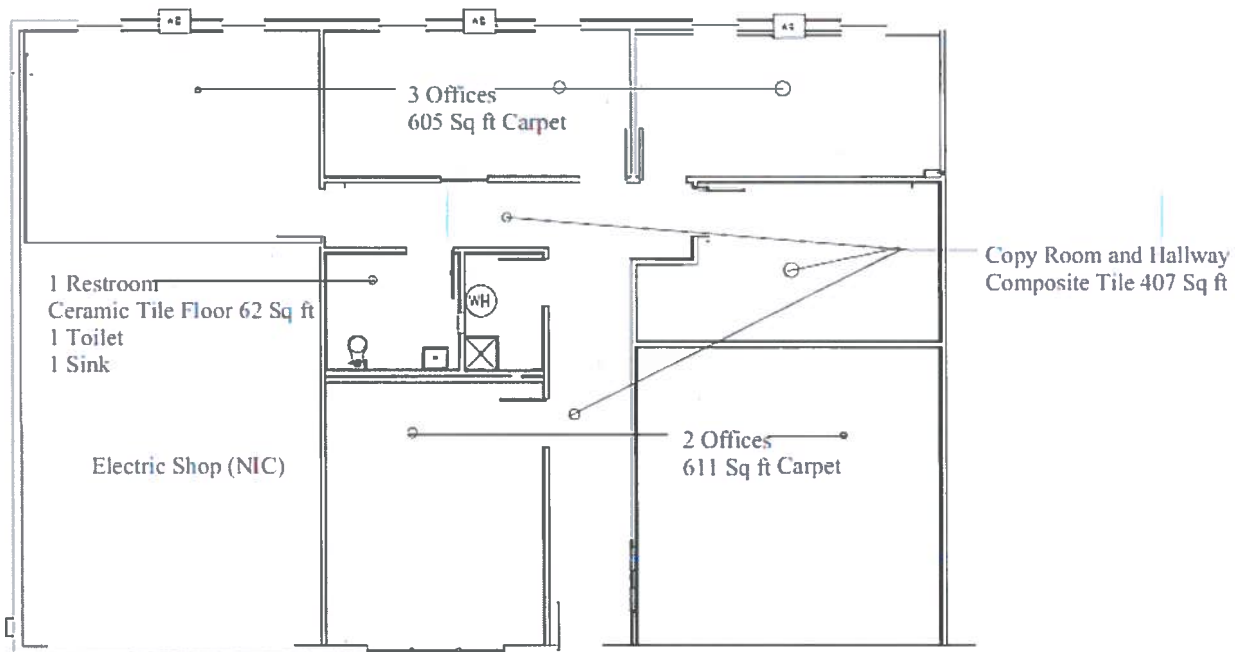
Cleaning Schedule:

6:00 p.m. to 6:00 a.m.

Monday through Friday

Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Special Instructions:



Public Works Yard Facilities
Bldg A - Engineering Offices
1684 Sq ft



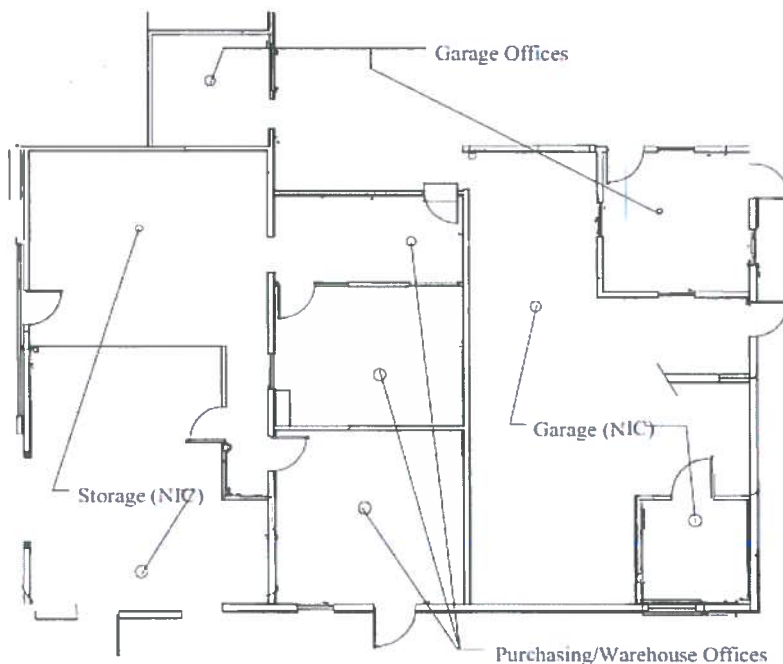
Public Works Yard Facilities Bldg B - Warehouse & Garage Offices 3621 Bell Avenue

Cleaning Schedule:

6:00 p.m. to 6:00 a.m.
Monday through Friday

Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Special Instructions: Warehouse and Garage are excluded except for trash receptacles.



Public Works Yard Facilities
Bldg B - Warehouse & Garage Offices
Carpet Floors 1085 Sq ft



Public Works Yard Facilities Bldg C -Administrative Offices 3621 Bell Avenue

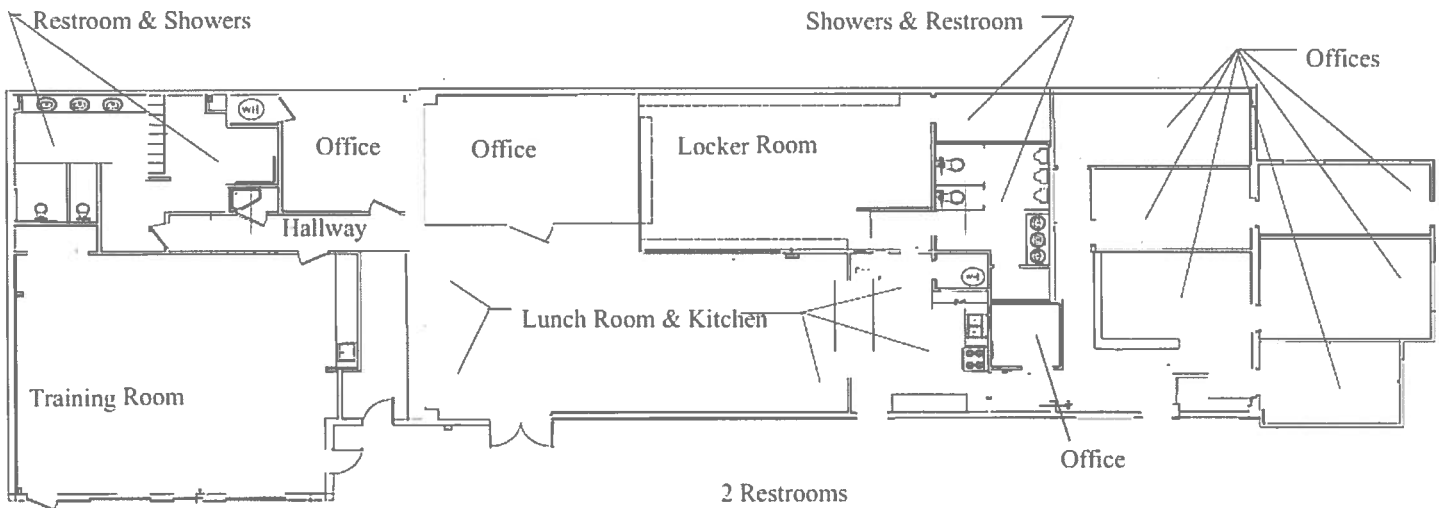
Cleaning Schedule:

6:00 p.m. to 6:00 a.m.

Monday through Friday

Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Special Instructions:



Public Works Yard Facilities - Bldg C
Administratives Office
5,316 Sq Ft

2 Restrooms
4 Toilets
3 Waterless Urinals
8 Sinks
1 Stove
1 Refrigerator
1 Freezer
1 Icemaker
Dishwasher

Carpet Floors 2,614 Sq ft
Composite Tile Flooring 1,966 Sq ft
Ceramic Tile Flooring 736 Sq ft



Begg Pool Locker Rooms 1402 Peck Avenue

Summer Cleaning Schedule:

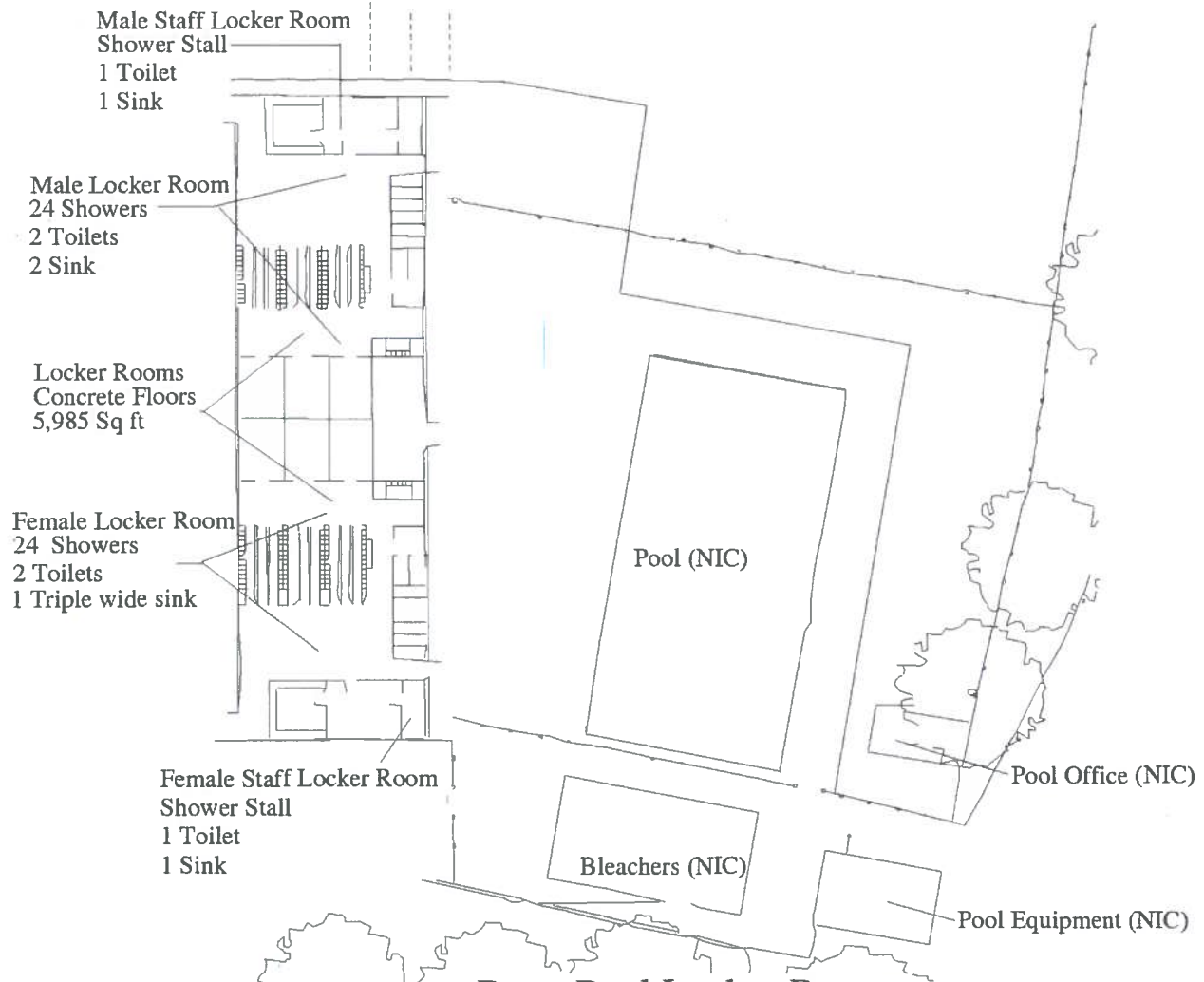
10:00 p.m. to 6:00 a.m. Mon.- Sun.,
last week of June including Labor Day.

Off Season Cleaning Schedule:

10:00 p.m. to 6:00 a.m., Mon.- Fri.,
For the rest of the year from
day after Labor Day through 3rd week of June.

Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Special Instructions: Locker room floors to be hosed down and sanitized.



**Begg Pool Locker Rooms
5,985 Sq ft**



Joslyn Community Center 1601 Valley Drive

Office Cleaning Schedule:

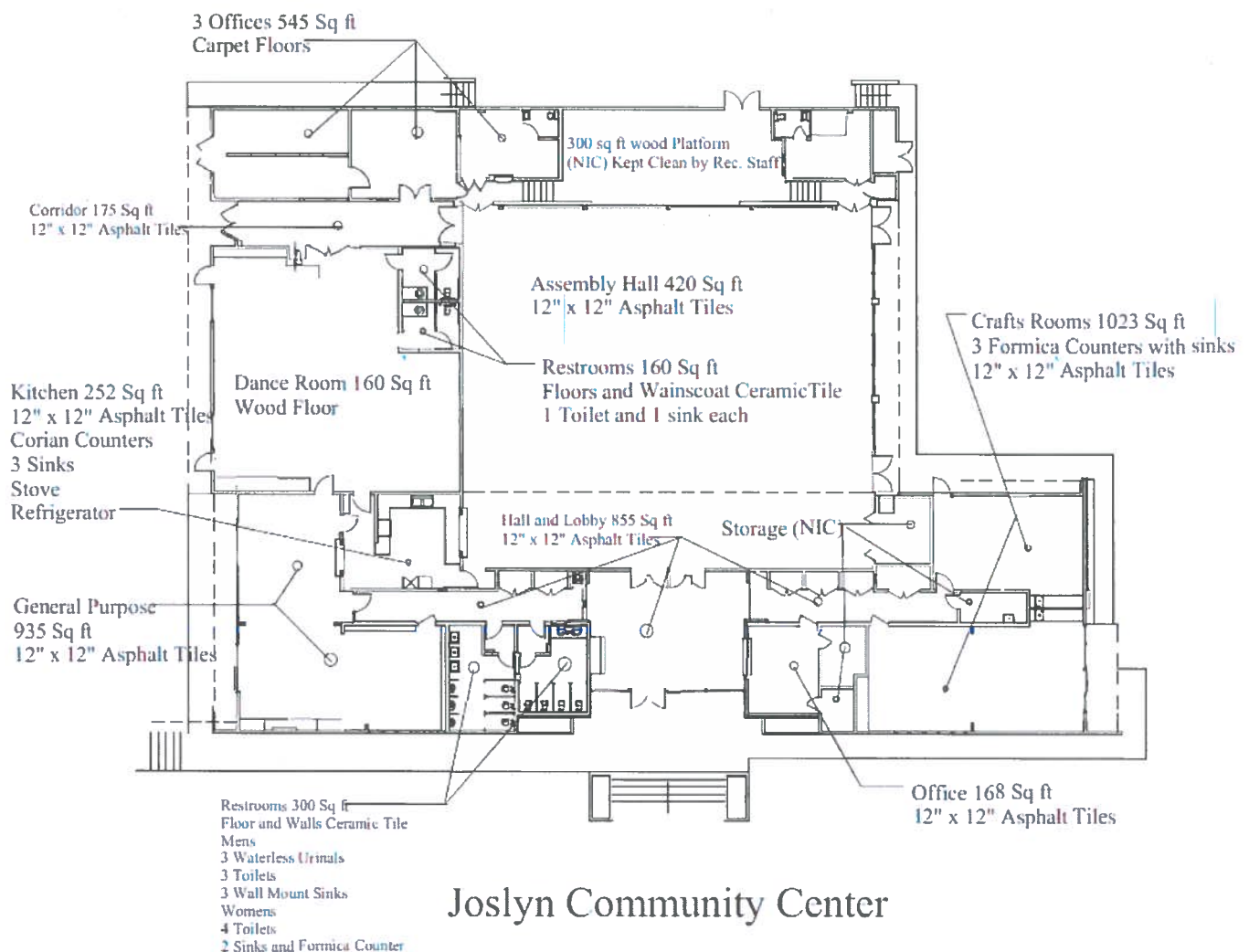
10:00 p.m. to 6:00 a.m.
Monday through Friday

Restroom and Common Areas Cleaning Schedule:

10:00 p.m. to 6:00 a.m.
Monday through Sunday

Holidays: New Year's Day, July 4th, Thanksgiving Day, Christmas Day
Closed at 5PM: Christmas Eve, New Year's Eve

Special Instructions:





Live Oak Park Ceramic Studio and Tennis Office 1901 Valley Drive

Ceramic Studio Cleaning Schedule:

10:00 p.m. to 6:00 a.m.
Monday through Thursday, and Saturday

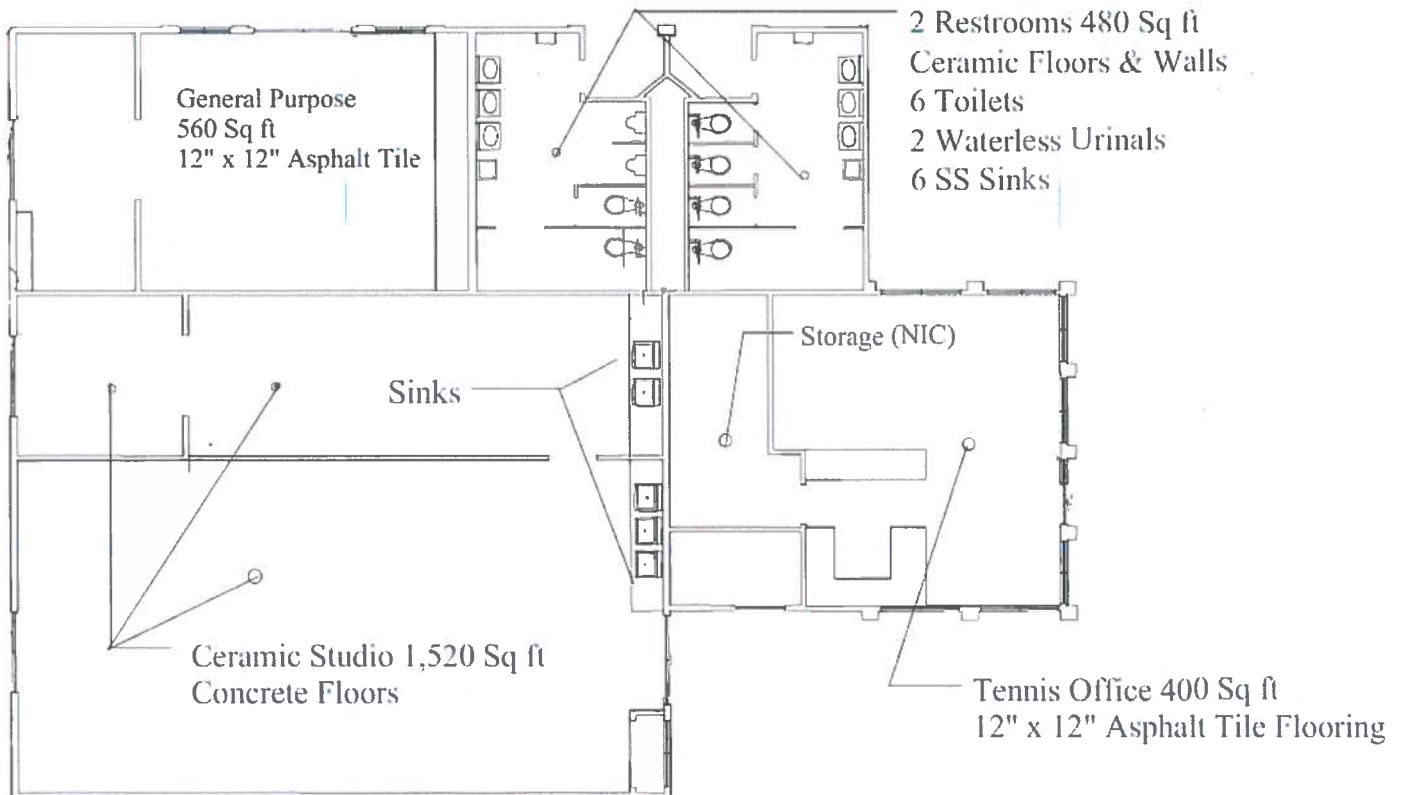
Tennis Office and Restroom Cleaning Schedule:

10:00 p.m. to 6:00 a.m.
Monday through Sunday

Ceramic Studio Holidays: New Year's Day, July 4th, Thanksgiving Day, Christmas Day.

Tennis Office Holidays: New Year's Day, July 4th, Easter Sunday, Thanksgiving Day, Christmas Day.
Closed at 5PM: Christmas Eve, New Year's Eve

Special Instructions:



Live Oak Park Ceramic Studio and Tennis Building
3,159 Sq ft

-+
/*-----+++++++



1111111114 Live Oak Park Recreation Hall

1901 Valley Drive

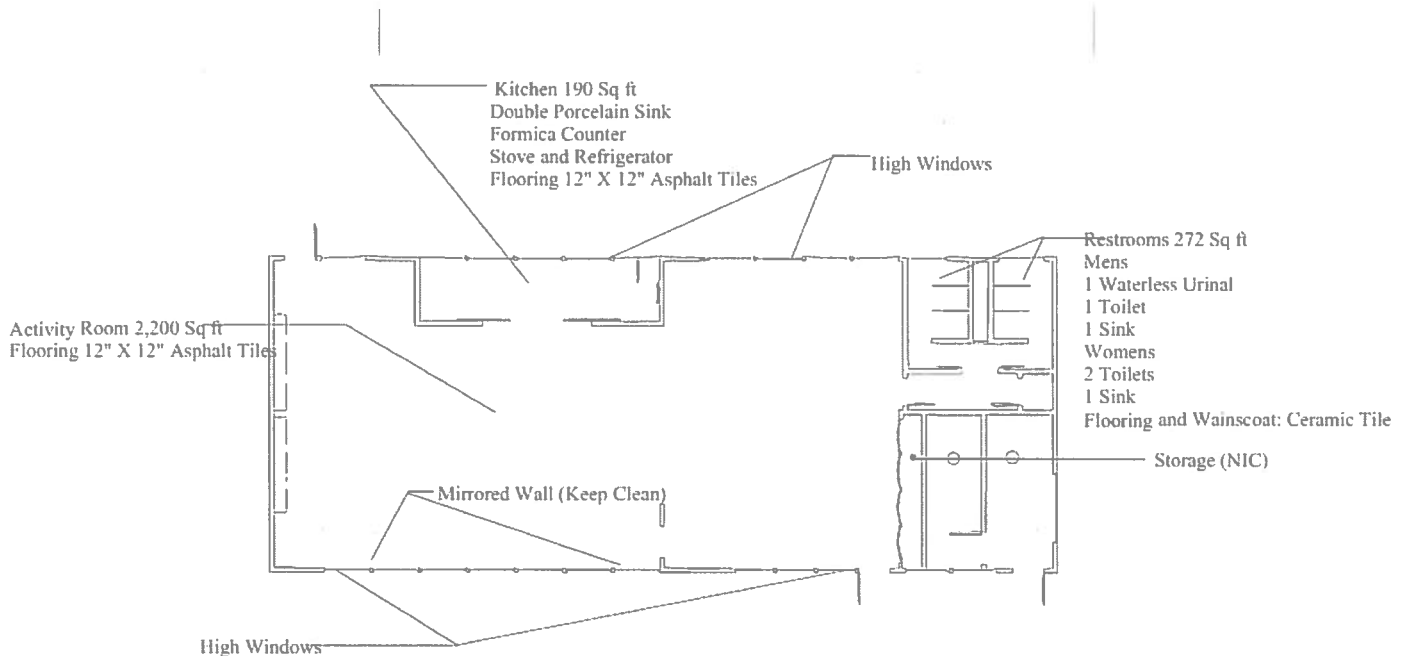
Regular Cleaning Schedule:

10:00 p.m. to 6:00 a.m.

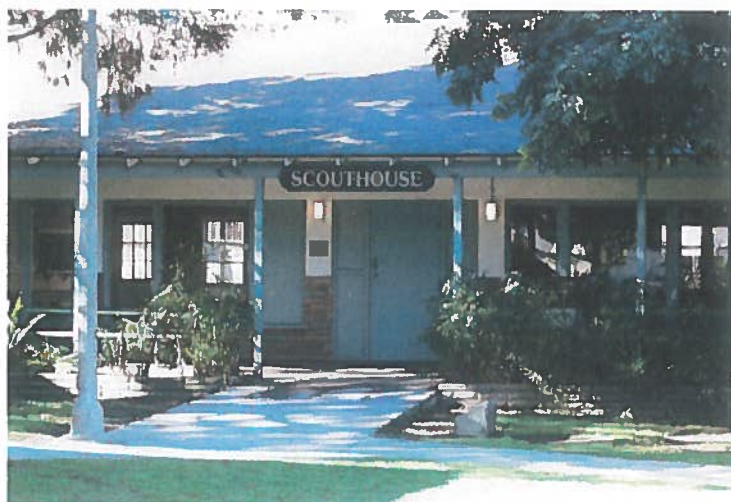
Monday through Sunday

Holidays: New Year's Day, July 4th, Easter Sunday, Thanksgiving Day, Christmas Day,
Closed at 5PM: Christmas Eve, New Year's Eve

Special Instructions:



Live Oak Park Recreation Hall
3,643 Sq ft



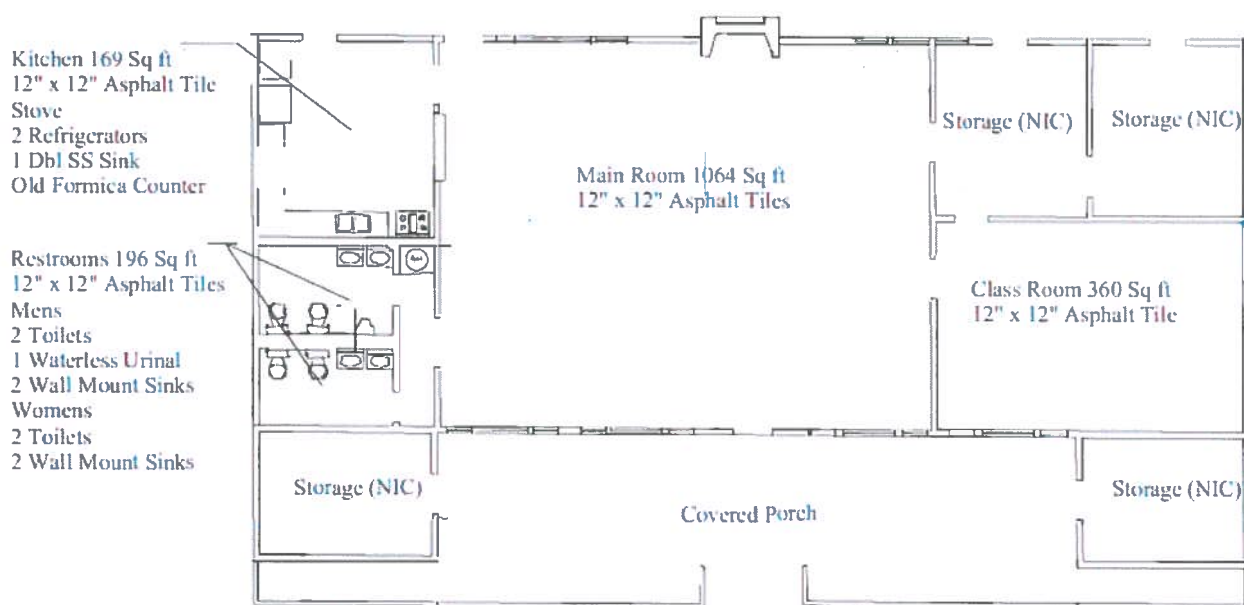
Live Oak Park Scout House 1601 Valley Drive

Regular Cleaning Schedule:

10:00 p.m. to 6:00 a.m.
Sunday through Friday

Holidays: New Year's Day, July 4th, Easter Sunday, Thanksgiving Day, Christmas Day.
Closed at 5PM: Christmas Eve, New Year's Eve

Special Instructions:



Live Oak Park Scout House
3,061 Sq ft



Manhattan Beach Arts Center

1560 Manhattan Beach Blvd.

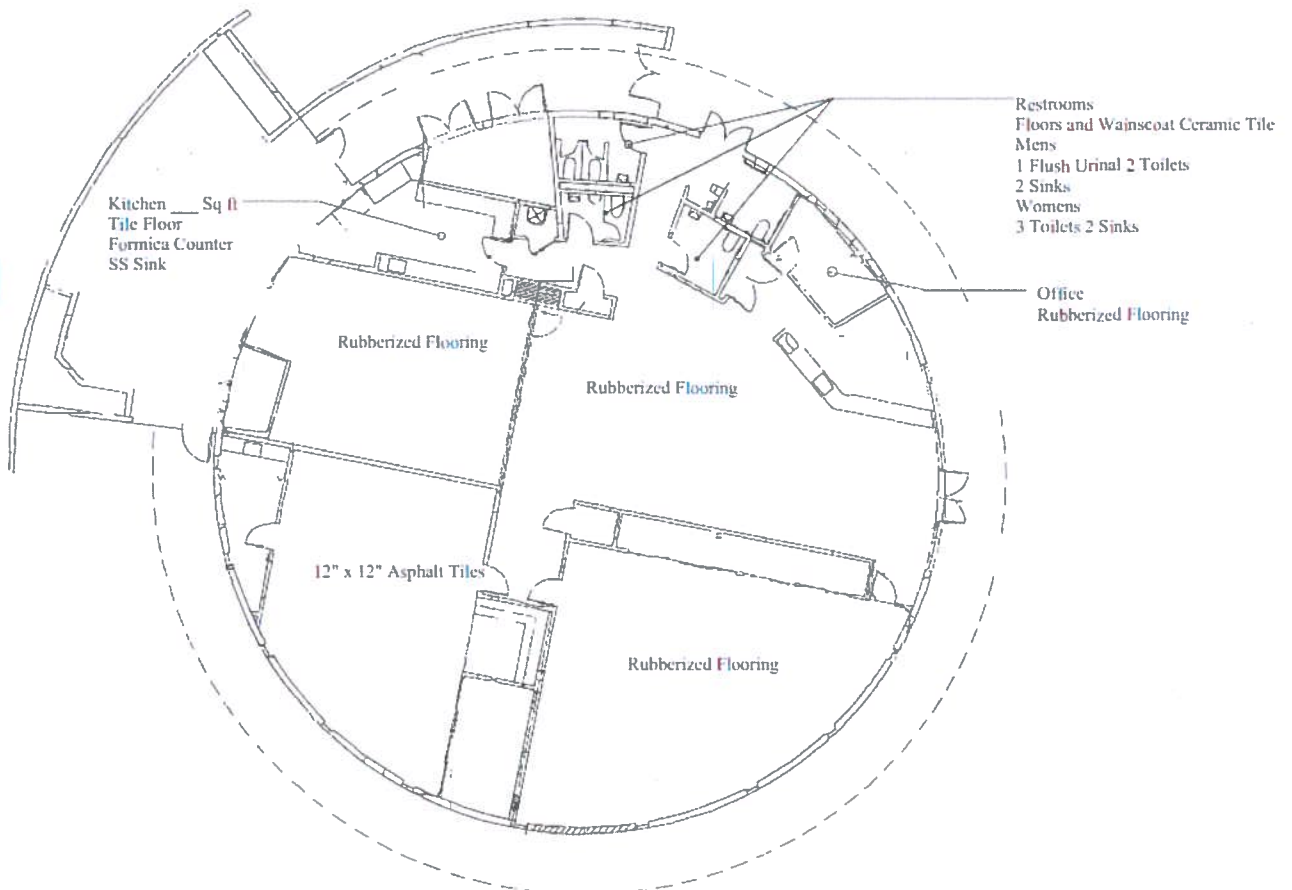
Regular Cleaning Schedule:

10:00 p.m. to 6:00 a.m.

Monday through Sunday

Holidays: New Year's Day, July 4th, Thanksgiving Day, Christmas Day.

Special Instructions: The cleaning of the patio is in the scope of this contract and shall be swept and trash removed per the regular cleaning schedule.



Manhattan Beach Arts Center
5,542 Sq ft



Manhattan Heights Community Center 1600 Manhattan Beach Blvd.

Office and Common Area Cleaning Schedule:

10:00 p.m. to 6:00 a.m.

Monday – Sunday

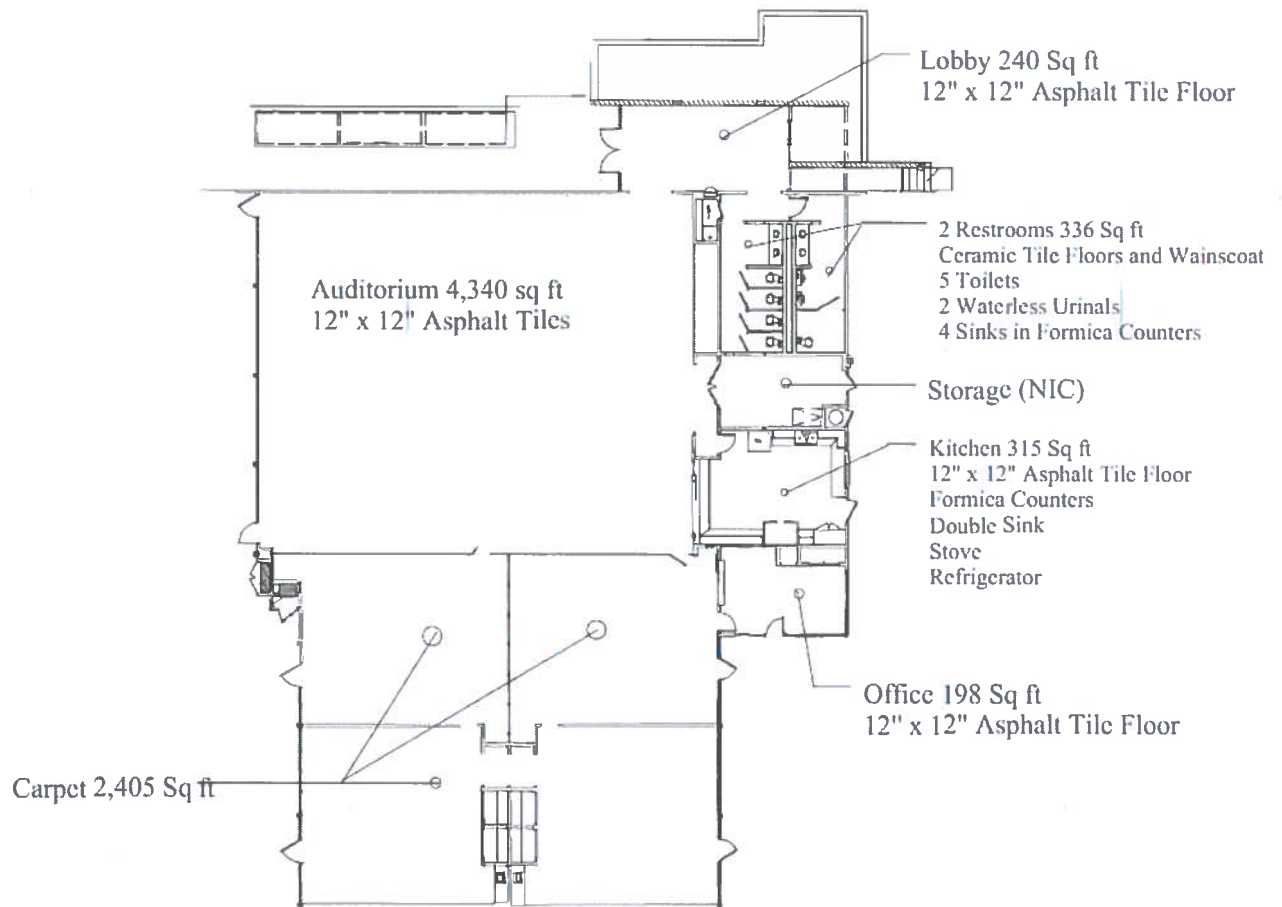
Restroom Cleaning Schedule:

10:00 p.m. to 6:00 a.m.

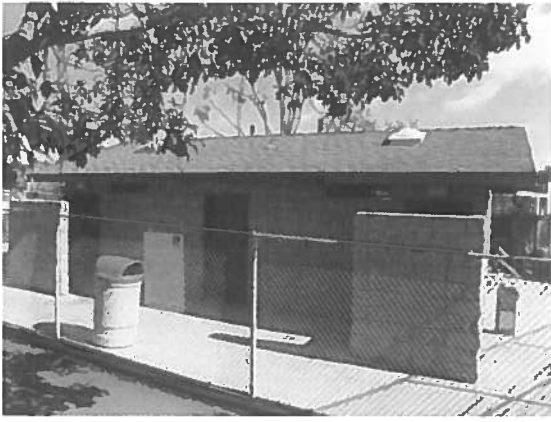
Monday – Sunday

Holidays: New Year's Day, Easter Sunday, July 4th, Thanksgiving Day, Christmas Day
Closed at 5PM: Christmas Eve, New Year's Eve

Special Instructions:



Manhattan Heights Community Center
7,506 Sq ft



Manhattan Village Park Soccer Field Restrooms 1300 Parkview Avenue

Restroom Cleaning Schedule:

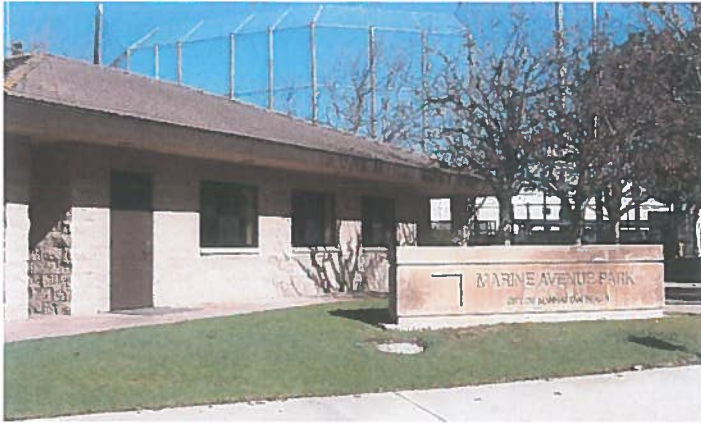
10:00 p.m. to 6:00 a.m.

Monday through Sunday

Holidays: Closed at 5PM Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day

Special Instructions: The sweeping and removal of the trash around the restrooms is in the scope of this contract - Field and Parking Lot are not in the scope of this contract

No Drawings Available



Marine Avenue Park Center 1625 Marine Avenue

Summer Cleaning Schedule:

10:00 p.m. to 6:00 a.m.

Monday - Sunday

(last week of June – Labor Day)

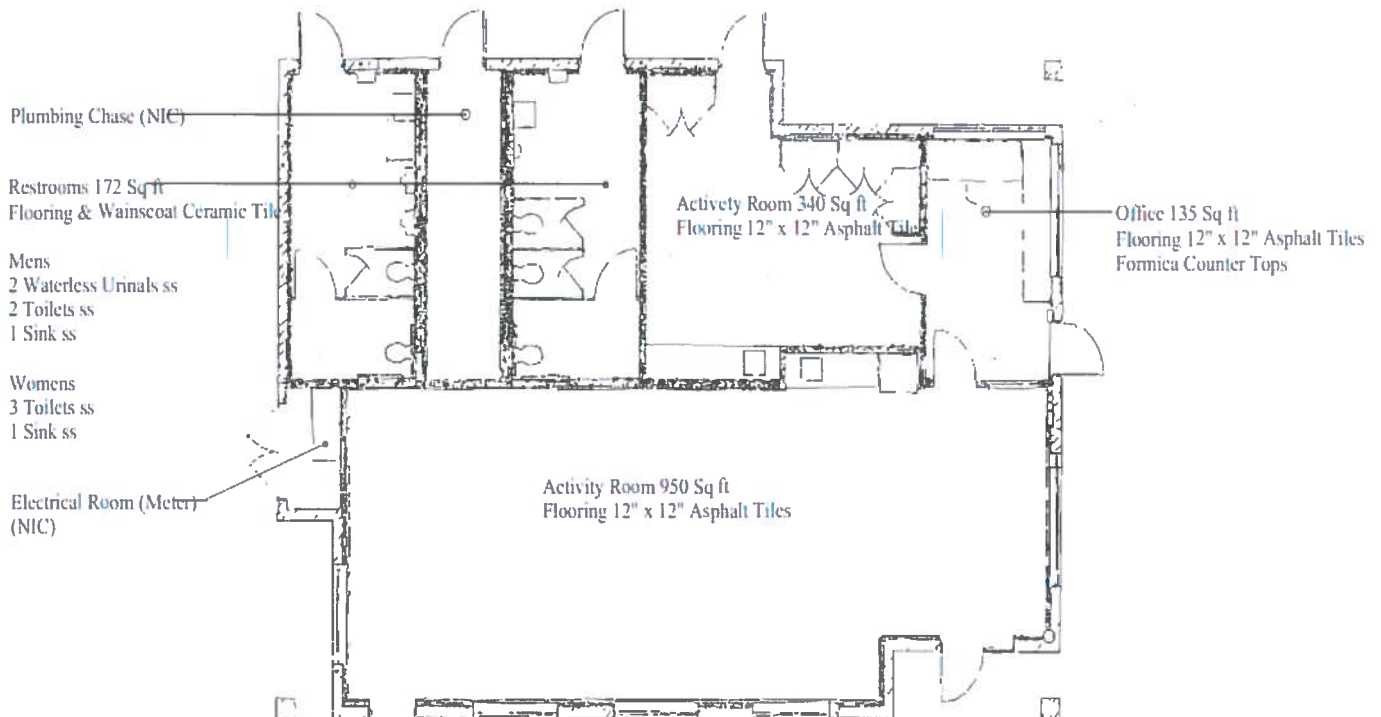
Rest of Year Schedule:

3 days per week, Friday, Saturday & Sunday

10:00 p.m. to 6:00 a.m.

Holidays: New Year's Day, 4th of July, Easter Sunday, Thanksgiving Day, Christmas Eve, Christmas Day.
Closed at 5PM: Christmas Eve, New Year's Eve

Special Instructions:



Marine Ave Park Center
2,064 Sq ft

No Picture Available

Marine Sports Complex Field Restrooms

1801 Marine Avenue

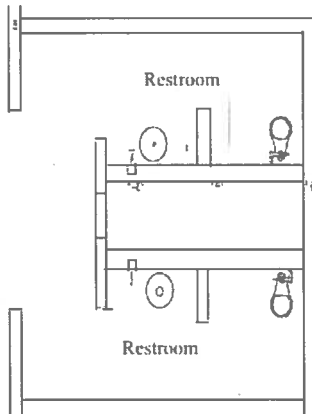
Restroom Cleaning Schedule:

10:00 p.m. to 6:00 a.m.

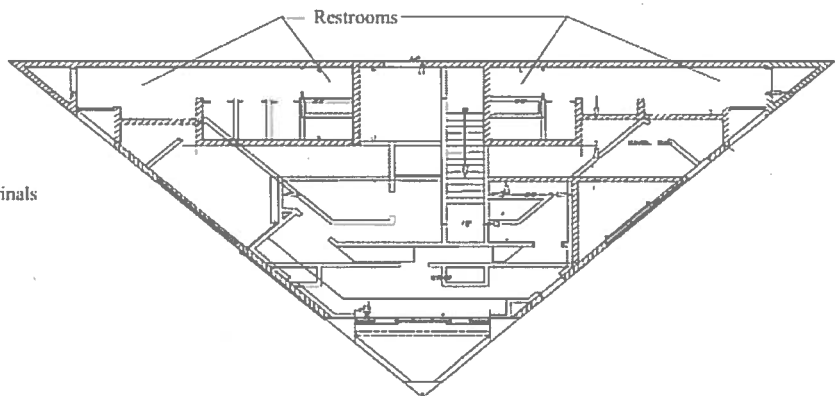
Monday through Sunday

Holidays: Closed at 5PM Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day

Special Instructions: The sweeping and removal of the trash around the restrooms is in the scope of this contract
Field and Parking Lot are not in the scope of this contract



4 Restrooms
8 Toilets
2 Waterless Urinals
6 Sinks



Marine Sports Complex Restrooms

638 Sq ft All other Areas (NIC)



Mira Costa Tennis Restrooms

701 S. Peck Avenue

Summer Cleaning Schedule:

8:00 p.m. to 7:00 a.m. Mon.- Sun.,
last week of June through Labor Day.

Off Season Cleaning Schedule:

3:00 p.m. to 4:00 p.m. Monday through Friday;
Labor Day through 3rd week of June,
excluding 4 weeks in December and January

Holidays: Closed at 5PM Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day

Special Cleaning Instructions: This facility is not currently in the scope of the contract. Provide separate line item in the event it is added.

(No facility diagram was available)



Pier Comfort Station & Roundhouse Manhattan Beach Blvd at the Strand

Daily Porter Hours Required:

Continuous, 8:00 a.m. to 4:30 p.m.
Monday through Sunday

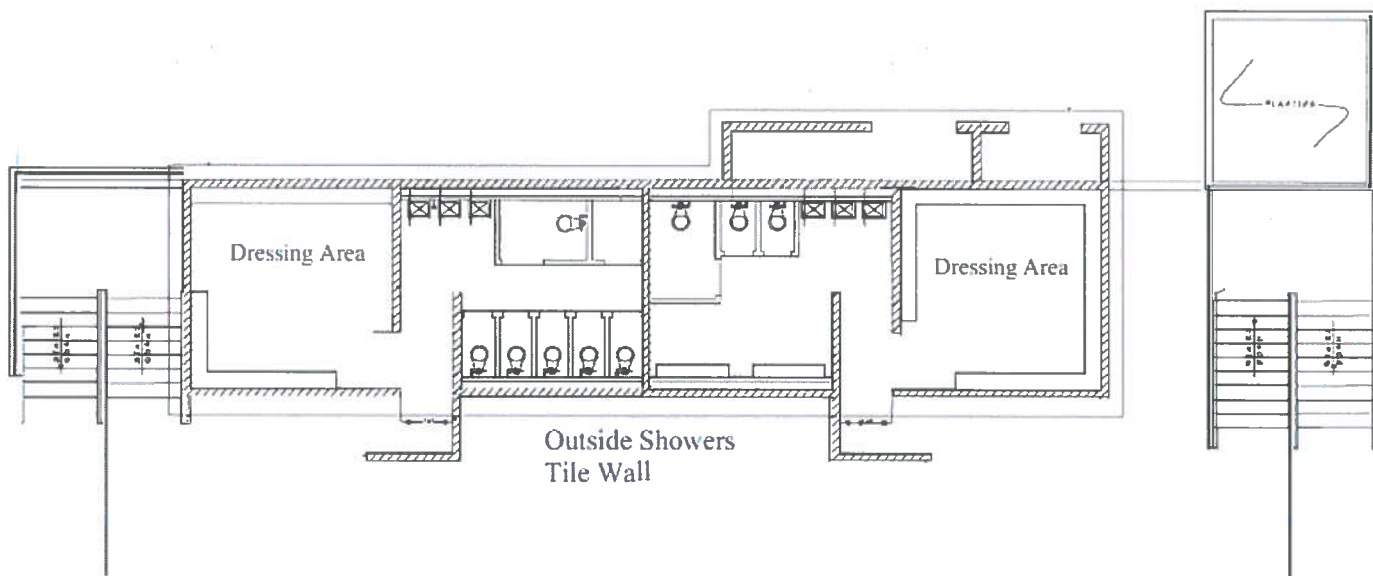
Restroom Cleaning Schedule:

10:00 p.m. to 5:00 a.m.
Monday through Sunday

Holidays: None

Special Instructions: Hosing down inside the restrooms is not allowed as a means of daily cleaning, a mop and bucket with the proper approved cleaning agents is required.

Care must be taken to preserve the mosaic tile wall at the showers when cleaning. The regular use of acids are not allowed to remove water spots and algae.



Pier Comfort Station

1,240 Sq ft
9 Toilets
2 - 6' Long SS Urinals
6 Sinks

Roundhouse Restrooms (not shown)

240 Sq ft
2 Toilets
2 Sinks
240 Sq ft
2 Toilets
2 Sinks



Polliwog Park Restrooms

1402 Peck Avenue

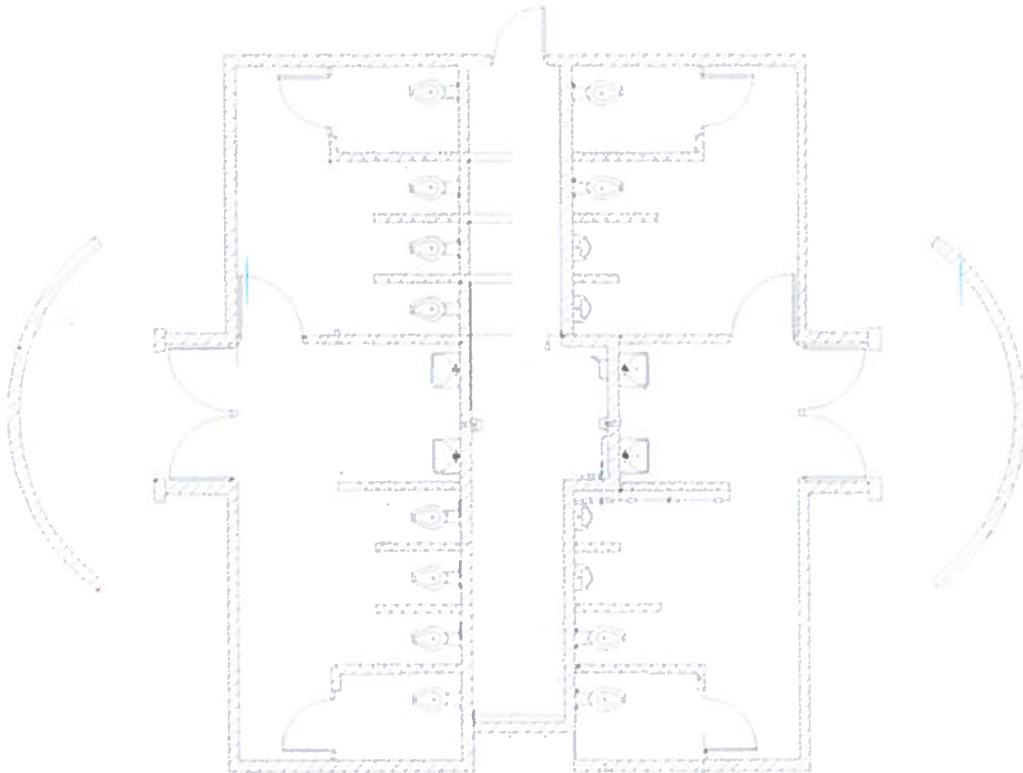
Restroom Cleaning Schedule:

10:00 p.m. to 6:00 a.m.

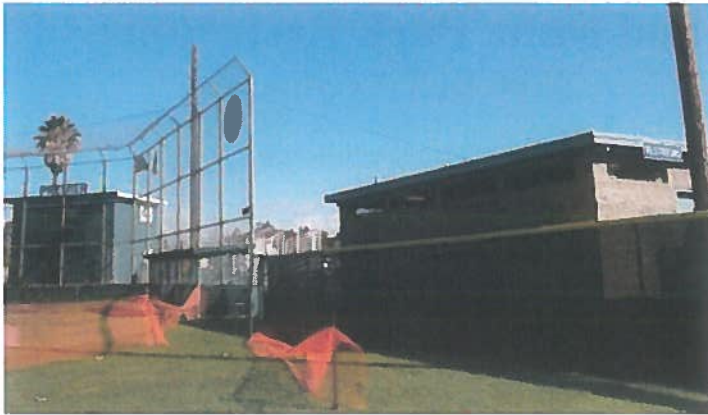
Monday through Sunday

Holidays: Closed at 5PM Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day

Special Instructions:



Polliwog Park Restrooms
1,4711 Sq ft
12 Toilets
4 Waterless Urinals
4 Sinks



Premier Field Restrooms

1402 Peck Avenue

Restroom Cleaning Schedule:

10:00 p.m. to 6:00 a.m.
Monday through Sunday

Holidays: Closed at 5PM Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day

Special Instructions:



Premier Field Restrooms
288 Sq ft
4 Toilets
2 Sinks



Sand Dune Park Restrooms

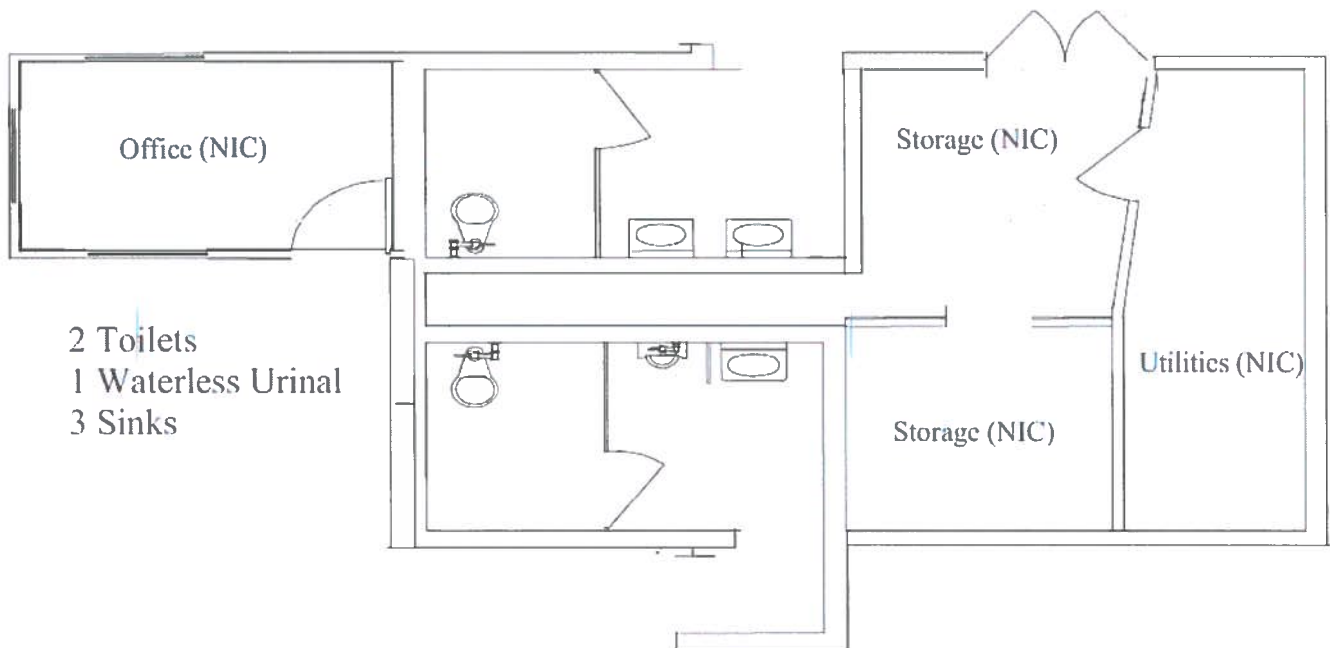
3800 Bell Avenue

Restroom Cleaning Schedule:

10:00 p.m. to 6:00 a.m.
Monday through Sunday

Holidays: Close at 5PM on Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve

Special Instructions:



Sand Dune Park
Restrooms Only
172 Sq ft

EXHIBIT B



A COMPANY BUILT TO SERVE



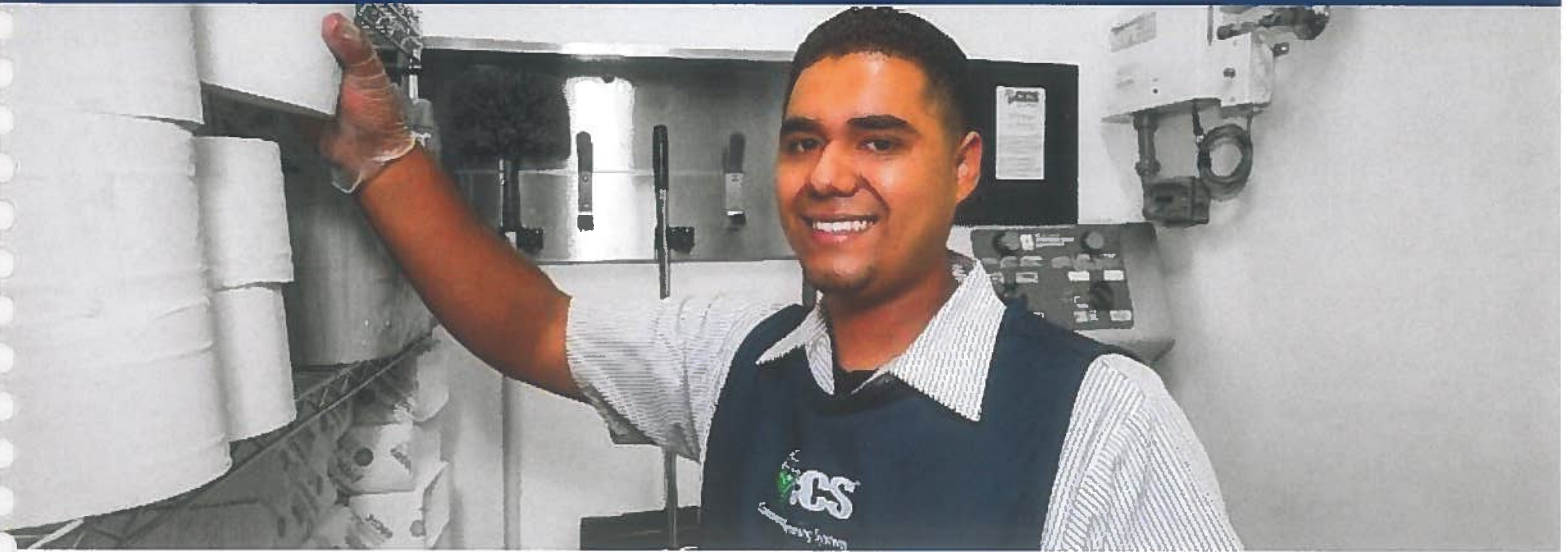
AT YOUR SERVICE

Your commercial cleaning partner should provide you with more than clean rooms, corridors and counters. Their focus and commitment to excellence should mirror yours. You value your employees and their ideas, your workspace, and your organization's culture—so should the partner you rely on. That's a connection that can be challenging to find—it's one CCS is committed to delivering.



COMMERCIAL CLEANING SYSTEMS

JANITORIAL SERVICE PROPOSAL



PRESENTED TO

**City of Manhattan Beach | Proposal for Janitorial Services
RFP#1129-18 Janitorial Services**

JULY 20, 2017

PRESENTED BY

BORIS MELNIKOV

BUSINESS DEVELOPMENT MANAGER

COMMERCIAL CLEANING SYSTEMS



SEPTEMBER 21, 2007

City of Manhattan Beach
Public Works Department
1400 Highland Avenue
Manhattan Beach, CA 90266

Dear City of Manhattan Beach:

Thank you for the opportunity to provide a commercial cleaning proposal for your property at 1400 Highland Avenue in Manhattan Beach. We appreciate your trust and look forward to engaging in a long-term partnership with you and your team.

Commercial Cleaning Systems shares your team's passion and commitment to excellence and value for your tenants. As reflected in our proposal, CCS' customer-centric culture is focused on working hard, providing a high level of service, and taking pride and responsibility for our work. Importantly, we continually seek to not only meet but exceed your expectations. For us, that process starts with listening. Our goal is to be the best janitorial service provider—and the best vendor partner in the business community.

CCS has read and reviewed addenda

This proposal shall remain valid for a 120-days period from September 21, 2017

Please contact me with any questions at 714.920.1165 or by email at bmelnikov@commercialcleaningsystems.com. We look forward to connecting with you after you have an opportunity to review the enclosed proposal.

Sincerely,

DANA HOLLADAY
SENIOR VICE PRESIDENT

BORIS MELNIKOV
BUSINESS DEVELOPMENT MANAGER

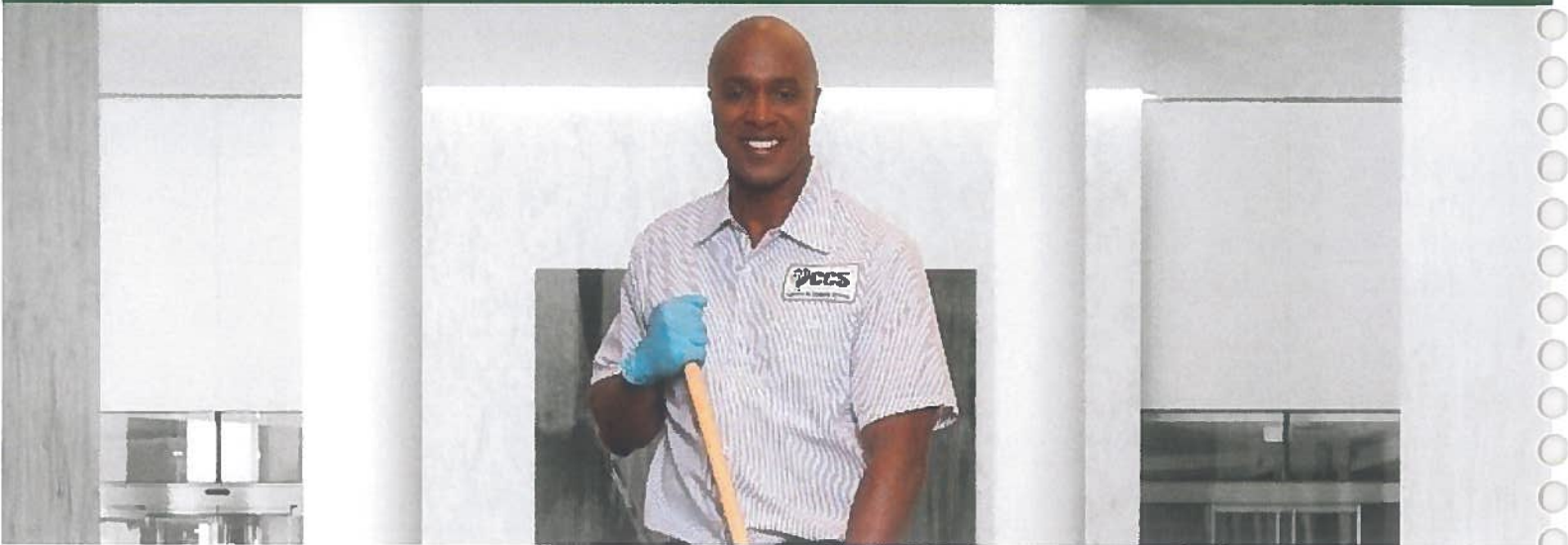
TABLE OF CONTENTS

JANITORIAL SERVICE PROPOSAL

PROFILE	4-6
Overview	
What Matters Most	
Scope of Work Required	
EXPERIENCE	7-10
Related Experience	
State, Local Regulations and Labor Laws	
QUALIFICATIONS	11-18
Certifications & Licenses	
Industry Standards	
Differentiators	
Recruitment Efforts	
METHODOLOGY AND WORK PLAN	19-21
Work Plan	
Transition Plan	
QUALITY CONTROL PLAN	22-28
Supervision and Quality	
Staffing	
The Communication Process	
Quality and Control Form	
TRAINING PROGRAMS	29-32
Employees Training	
Team Training and Development	
Safety and Quality	
EMPLOYEES BENEFITS	33
Benefits	
BIODEGRADABLE CLEANING PRODUCTS	35
Biodegradable Products	
REFERENCES	36
COST PROPOSAL	37

COMPANY PROFILE

THE RIGHT CLEANING PARTNER



A mix of factors determine whether a custodial cleaning partner is the right fit. And while we know every customer's requirements are unique, we also know there are some overarching factors that come into play.

- Does the team have the bandwidth to serve my needs day to day?
- Have all the team members been vetted and trained?
- Are team members employees or contract workers?
- What's my back up if a cleaning team member calls in sick?
- How is the evening crew managed?
- What's the team's specialized expertise for handling delicate equipment or situations?
- Is the environment and green cleaning part of their everyday thinking and approach?
- Can I rely on them for add-on services (think moving clean up, carpet cleaning and specialized waste disposal)?
- What are their billing practices?
- Will they deliver superior service and demonstrate value at a reasonable cost?
- How will they ensure a seamless transition from my current custodial service?

No doubt, your checklist likely includes even more—and we're ready to respond. Our goal is to arm you with the information you need to get a sense of who CCS is and how we work.

COMPANY PROFILE

A COMPANY BUILT TO SERVE

Commercial Cleaning Systems' (CCS) work touches more than a million individuals. For medical teams and their patients, office workers, students and more, we ensure millions of square feet of manufacturing facilities, labs, classrooms, boardrooms, offices, meeting rooms and outdoor patios are clean and ready for a productive day (or night) of work.

The business of cleaning involves a level of trust and commitment that goes well beyond a quick handshake and to do list. Few jobs take you so close and so deep into an organization on a daily basis. At the same time, we've come to expect the things we rely on every day—water, electricity, cleaning—to simply be there. Often, it's only when something out of the ordinary occurs, that we take notice.

For the vast majority, cleaning fits into this box. We want it done (and done right) with little fanfare. Yet for those responsible for selecting and securing custodial cleaning services, the box isn't always so tidy. The process of finding that right partner is a balance of many factors. Reliability, reputation and cost are just the starting point.

CCS's goal is to help you make that right decision easier. By delivering extraordinary service and job performance, our work will make you and your team members' workday better. To achieve that, we start with the right people—recruiting, employing and training a team that takes pride in its own work. That means pride in both the process and, of course, the outcome.

Warm, responsive and above all, reliable are core traits we look for when hiring team members. Then we empower that team with the equipment, training and technology to work efficiently and productively. We're also aware our own culture—what we value, how we communicate, what we do each day—factors into the mix. In fact, we know there are dozens of tangible and intangible ingredients that determine whether a cleaning company is the right fit for your unique needs.

In this proposal, we touch on those factors and what customers characterize as the CCS difference. It's what we call our "Built to Serve" promise. As you review our materials and check our references, we hope you come to the same conclusion: We're ready to put our difference to work—we're ready to serve.

COMPANY PROFILE

A TEAM THAT DELIVERS

Based in Denver, Colorado, CCS was founded in 1988 as a sole proprietorship via the purchase of four small janitorial building contracts. Over the next three decades, with the mission of being the best, CCS has grown to be the largest provider of janitorial services in Colorado.

In 2007, CCS opened an office in Southern California expanding commercial cleaning capabilities and presence in California. In 2008, we expanded in the Southwest and established a foothold to become the best janitorial operator in the Arizona market.

Today, we employ thousands nationwide ensuring our team has the bandwidth and reliability needed to scale and cover any cleaning assignment, every day. With operations in five states, we are led by a management ownership group with a proven operational background in the commercial janitorial industry. We purchase all of our own equipment and will not require any outside financing for capital equipment to service your account. Our management principles of safety first and re-investing within our people and company align well with your organization.

We've included our team bios in the addendum of this proposal and encourage you to review the proven leadership and industry experience that CCS team members bring to the relationship.

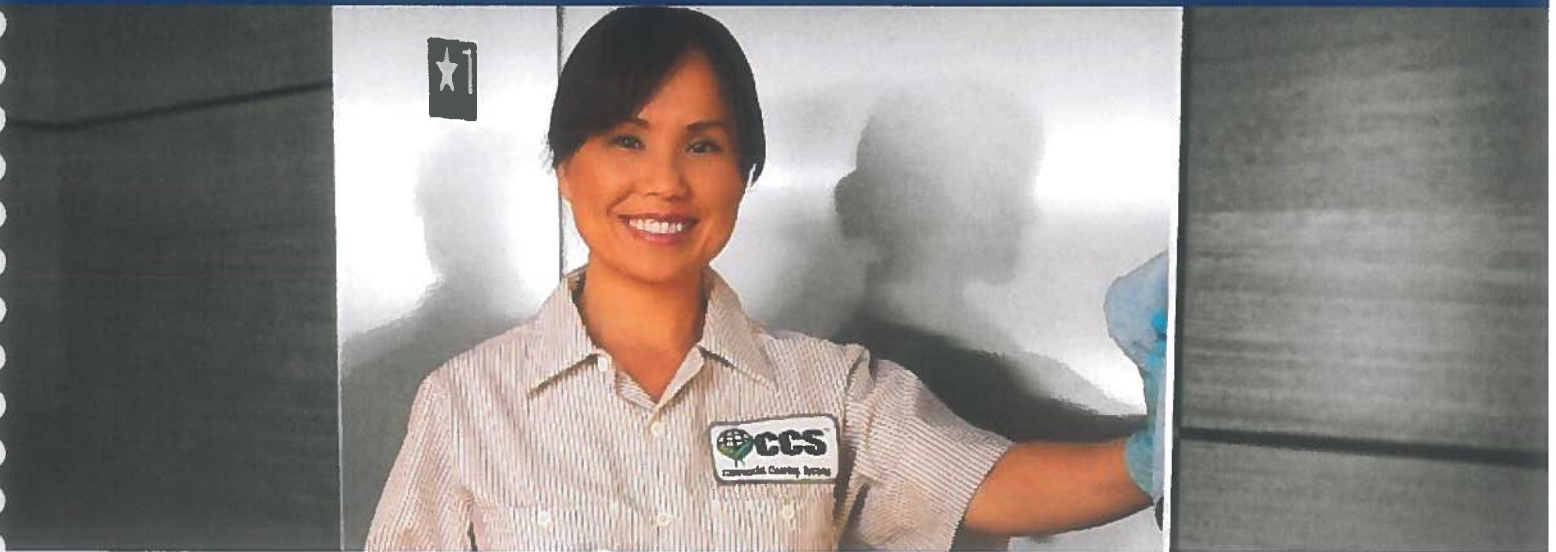


BUILT TO SERVE

By combining the “best of the best” in all locations, CCS has quietly emerged as a regional company with a reputation for delivering quality services, with a focus on high-level customer service and superior cleaning. We’ve built a strong reputation in the building service industry by sustaining long-term relationships and expanding service delivery to loyal customers. By focusing on continuous improvement and a customer-based culture, CCS looks forward to a long future of providing the best janitorial service in the industry.

EXPERIENCE

OVERVIEW



CCS is a dedicated, full service janitorial company specializing in a range of building types including single and multi-tenant, corporate campuses, medical, industrial, retail, research and development, educational and public/government facilities.

We're proud thousands of companies and organizations nationwide rely on us as their cleaning partner. In addition to core janitorial services, we also provide specialty services to customers on an as needed basis, including carpet cleaning, flood restoration, hard floor maintenance, window cleaning and exterior power washing.

EXPERIENCE

RELATED EXPERIENCE

Government Service Experience

Commercial Cleaning Systems understands the specialized cleaning needs of government entities. Our wealth of experience in cleaning government facilities is extensive and brings the support and best practices of cleaning government facilities to the doorsteps of our customers.

Our experience in the Government Sector is great and here in California, our government client list is growing. CCS currently partners with other city, state and federal government entities such as: the city of Santa Ana CA, the City of Fullerton CA, the City of Fontana, Mesa Water District and OmniTrans (Just to name a few!).

From service structure to quality assurance, our government clients chose CCS because we bring a lower total cost of ownership to their janitorial service needs. Our experience encompasses cleaning the following types of government facilities (to name a few):

- City Buildings (Civic Centers, Municipal Buildings, offices, etc.)
- Courthouse Facilities
- Parks facilities
- Recreational Centers (including gyms, aerobic centers, tennis/racquetball courts, etc.)
- City, State, Municipality and other Government Complexes
- Libraries
- Transit Systems (including offices and Transit Centers)
- Utility Services

EXPERIENCE

RELATED EXPERIENCE

CCS is a dedicated, full service janitorial company specializing in a range of building types including single and multi-tenant, corporate campuses, medical, industrial, retail, research and development, educational and public/government facilities.

Commercial Cleaning Systems offers a range of services to our customers. We customize our program to meet your specific needs, and have the experience to execute with in-house employees. You can be confident that you will receive the same consistent and quality performance that our customers have come to expect from our traditional janitorial services.

SERVICE TYPES INCLUDE:

- *Construction cleanup*
- *Day porter service*
- *Day cleaning*
- *Flood and carpet restoration*
- *Power washing*
- *Window cleaning*
- *Hard floor care*
- *Upholstery cleaning*
- *Assistance with APPA custodial assessments & Trash Audits*
- *Special projects*
- *Assistance with LEED certification*

WE SERVICE THE FOLLOWING INDUSTRIES AND BUILDING TYPES:

- *Single and multi-tenant office buildings*
- *Corporate campus*
- *Medical office buildings*
- *Clinical outpatient*
- *Manufacturing, warehousing, and distribution*
- *Cleanrooms/controlled access*
- *Retail*
- *Educational*
- *Public/government*
- *Research and development*

EXPERIENCE

STATE AND LOCAL REGULATIONS AND LABOR LAWS

Commercial Cleaning Systems is in full compliance with all State, local and government labor laws.

We adhere to SB22, the Janitorial Displacement Act and make every effort to retain the current janitorial employees when we assume the contract at a new facility.

We are also in full compliance of all minimum wage requirements and State mandated sick and vacation pay.

QUALIFICATIONS

CERTIFICATIONS, LICENSES, INDUSTRY STANDARDS

Staying ahead of changes in the cleaning industry—from new products to new regulations—is a commitment we make to both our employees and customers. CCS invests in ongoing partnerships and affiliations with the Janitorial Services industry, as well as industry groups and associations our customers' value.

A strong percentage of our employees are active members in industry associations. CCS invests a significant amount of financial and leadership support to these associations. Our BDMs in each market serve on committees for these organizations and help further their missions.



QUALIFICATIONS

CERTIFICATIONS, LICENSES, INDUSTRY STANDARDS

Additionally, CCS is near completion of our CIMS certification. CIMS provides facility managers and purchasers with a powerful, pre-qualification tool that is both free and easy-to-use. CIMS certification increases the odds of outsourcing success, offers a level of assurance that a cleaning organization's management systems and operations are structured to deliver consistently high-quality service, and identifies a true commitment to meeting one's expectations.

A few key points of the CIM certification are:

- Certification to the Cleaning Industry Management Standard (CIMS) is used to determine which contractors are deemed responsible and have demonstrated compliance to an independent assessor
- CIMS-certified contractors are professional organizations that have proven that their management systems and operational procedures are structured to deliver consistent, quality janitorial and maintenance services
- Benchmarking
- CIMS-GB certification contractor is a direct compliance option for the LEED Green Cleaning Policy prerequisite
- Satisfy safety and health regulations
- Strongly supported by International Facility Management Association (IFMA)

For more information on CIMS, please visit "Why Select a Certified Company?" at

<http://www.issa.com/certification-standards/cleaning-industry-management-standard-cims/why-select-a-certified-company.html#.WbGnh-TrtaR>

QUALIFICATIONS

CERTIFICATIONS, LICENSES, INDUSTRY STANDARDS



CCS is recognized in the industry for our green cleaning practices. What started out years ago to reduce occupational hazards and liabilities for both our customers and employees has developed into a comprehensive program and become our standard practice.

With the completion of numerous LEED projects, we continue to refine and expand our sustainable service offerings to stay ahead of the evolving sustainable performance standards. While many service providers use Green Seal Certified products, we have been working in LEED Certified buildings using our comprehensive program to ensure that each project can obtain/maintain the maximum number of points available via our products and processes. Our program incorporates all aspects of sustainable cleaning operations to include equipment, procurement, training, staffing, documentation and procedures. With most our certification projects, we have serviced the property prior to certification. CCS knows all aspects of the process, and what to do along the way.

Since there are various levels of LEED Certification, as well as variations depending upon when a building is certified, we recommend reviewing specifics of your situation to ensure our program is customized to your needs. While every project may not seek LEED Certification, our track record provides you with the confidence that CCS knows what needs to be accomplished to meet your sustainability goals.



QUALIFICATIONS

CERTIFICATIONS, LICENSES, INDUSTRY STANDARDS

With our Green Cleaning Program, CCS takes traditional cleaning beyond appearances with procedures designed to make each customer's occupancy the safest, healthiest and cleanest environment possible.

Using environmentally friendly, less-toxic products is just one step in the process of setting up and implementing a successful green cleaning program. How the janitorial staff uses cleaning products and equipment also impacts the program's success.

CCS employs our Green Cleaning Program throughout our company to achieve:

- A healthier environment for all occupants in the building
- Reduced absenteeism and higher productivity in the workplace
- The ability for our customers to earn LEED-EB credits toward building certification
- Favorable public relations to tenants and the general public for property owners and managers
- Compliance with governmental requirements
- A reduction in building maintenance and repairs
- A lower impact on the natural environment

Landlords and property owners are supported with best practices and certification programs that position the property with an attractive occupancy package for existing and prospective tenants.

In addition to traditional janitorial processes, Commercial Cleaning Systems' Green Cleaning Program addresses training and procedures specific to the following areas:

- Entryway maintenance and documentation
- Powered floor care equipment use, maintenance and documentation
- Dusting and mopping
- Hard floor care maintenance and documentation
- Carpet floor care maintenance and documentation
- Food areas
- Indoor plants
- Solution dilution, use, spill containment, recycling and disposal
- Trash collection and recycling procedure
- Reduction in solid waste
- Vulnerable populations, communication and procedure
- Hand sanitizing and proper hand hygiene
- Documentation and reporting required for LEED Certification

QUALIFICATIONS

DIFFERENTIATORS

TEAMWORK THAT DELIVERS

At the center of every standout service business is its people—the team performing the work. Ensuring that team has the resources it needs to succeed is critical. At CCS, our team focus begins with hiring the right service-minded individuals, then arming them with the support to succeed.

From training to technology, human resource policies, professional attire, benefits and promotions, a host of workforce elements come into play. Our local management and communications model ensures your needs are met and our thousands of employees have the resources they need.

Our team mindset extends beyond CCS to the way we work with you. We view ourselves as partners, as teammates, and know our work can add to your success and peace of mind. By tapping the latest technology and communications devices, for example, our team stays in touch with each other, and with you.

A SENSE OF OWNERSHIP

A key differentiator of our team is that they are ours. As full-time hires (versus contract staff) team members at every level know they are part of our success. We do not subcontract ensuring uniform and consistent quality. For managers, that connection is made even stronger via ownership rights—and returns.

We also believe ownership translates to responsibility to own your own success and outcomes. It's a mindset that requires a commitment to follow through, to solve a problem that's been presented (or even better, anticipate and tackle an issue before it occurs.) It's a way of thinking and working that we encourage and reward.



*In **Built to Last**, best-selling author Jim Collins chronicles companies that have grown and endured based on core principles of leadership. We champion those core tenets—and beyond. We do that by infusing a “**Built to Serve**” philosophy in all we do.*

QUALIFICATIONS

DIFFERENTIATORS

A TRUSTED PARTNER

We believe trust and respect is earned—each and every day. Key to every trusted relationship are candid and open dialogue and a commitment to do as you say; in short, to deliver on what's promised. It also means anticipating issues and delivering what's needed before being asked. It's these intangibles that add up to a big difference. It's true in your workplace with your colleagues, and it's true for CCS.

Here are just some of the ways we work that have helped us deliver value to our customers and build long-standing, trusted relationships.

OPEN COMMUNICATIONS. We strive for this every day, not just at the start of a client contract. Throughout an engagement, we'll meet with you periodically to ensure a complete understanding of your goals and objectives—and then we'll deliver timely communication of schedules and other updates. and shift changes.

WORKFLOW OPTIMIZATION. Flexibility and a willingness to adapt based on real-world happenings (like changing weather or changes to your workplace requirements) is part of the way we work. We conduct periodic check-ins between onsite teams and managers as well as flex scheduling to ensure urgent items are handled quickly, without abandoning routine tasks.

COMMITMENT TO EXCELLENCE. After three decades of service, we know listening—followed by action—is a powerful combination. We have an absolute commitment to understand what's important to you and then deliver on those expectations. This commitment starts with a thorough understanding of your specific cleaning requirements or regimens, budgets and operating costs—and extends to the way our team interfaces with you day to day and executes on the work.

COMMUNICATION IS KEY



**Request
from customer**



**Contact
account manager**



**CCS Internal:
Work scheduling**



**CCS Internal:
Work complete**



**CCS confirms
Completion with customer**

QUALIFICATIONS AND BACKGROUND

DIFFERENTIATORS

While cost is always a consideration, the lowest cost provider is not always the best fit. Sometimes the trade-off for paying less is simply too high—too many unknowns, too many frustrations.

We believe strongly in delivering great work backed by great service. It's why we focus on expectations, not just requirements. It's a promise businesses like the Four Seasons and Apple have embraced and elevated. Why can't that same approach happen within the custodial cleaning arena? We believe it can—and does. It's a customer-first commitment we live every day, in every interaction, with every customer. It includes ensuring the services we're contracted to perform are what you truly need, not simply what's on a set menu. It's why we work with you to develop a custodial program specific to your needs and, every step along the way find ways to deliver high quality service.

We start by listening, not talking (and certainly not selling.) We want to understand your challenges (and pain points)—what's needed, what's working, what's not, what's on your wish list. We want to get a true sense of your priorities, a feel for the way you work, and what's expected. We pride ourselves on not just responding to what you've requested, but anticipating and delivering solutions that prompt you to smile and say—"Wow, CCS. Well done." It's a way of working that will prompt you to redefine your definition of what a cleaning services partner can—and should—be.

EXPERIENCE MATTERS

Our business is commercial cleaning. For close to three decades, CCS has worked with over thousands of customers in a wide range of industries and geographies providing us with a deep understanding of the daily services customers value, as well as those "on demand" offerings that are needed periodically from a trusted resource. From flood and restoration cleaning to medical disinfection, remodel and renovation prep—there is a host of services CCS can provide at a moment's notice. For customers, that means "yes" is just a call, text or email away.

We also provide services to assist in achieving all levels of LEED certification. We have worked with a mix of customers on LEED projects, experience that helps ensure your sustainability goals are met.

We believe in continued improvement—of using metrics (including customer feedback) to carefully review how we work and the value we deliver. It's a growth mindset that many of our customers have as well. We believe it's the foundation of a great company and sustained relationships.

QUALIFICATIONS

RECRUITMENT EFFORTS

We conduct employment history checks, criminal background and additional checks per the requirements of the contract prior to placing an employee at a facility.

CCS ensures all new employees comply with the security requirements. As required, employees will sign a security briefing statement.

Our pre-employment/new hire orientation prepares janitorial staff members to be ready for on-the-job training when they arrive to their job assignment. In addition to company policy and procedures, our staff learns the fundamentals of their job responsibilities, including:

- The role, physical demands and job duties of janitors
- Green Cleaning Program procedures
- Rules of conduct
- Payroll guidelines
- Sexual harassment and EEOC policies
- Building security rules and procedures
- Reporting work injuries
- Safety policy and guidelines
- Hazardous Communication Program
- Personal Protective Equipment Program
- Color coding of microfiber cleaning cloths
- Care of company property and equipment
- Trash removal procedures
- Protection and safeguarding confidential information
- Reasons for immediate termination

Upon completion of the pre-employment/new hire orientation review, each employee receives:

- A briefing of on-the-job training assignment
- Contact information for their supervisor and directions to the job site



"ONBOARDING" **HIRING PROCESS**

1. Application
2. Interview
3. Job Offer
4. Acceptance
5. Administrative
6. Training

METHODOLOGY AND WORK PLAN

WORK PLAN

STAGE 1: RECRUIT AND HIRE KEY EMPLOYEES

CCS funnels all recruitment and hiring through our Human Resources Department. HR Personnel meet with Business Development and Operations to identify the proper personnel for the contract including the number of staff, shift times, experience level, and skillset.

This information is utilized to create job descriptions and postings for each available position. HR opens the application process for these specific positions. At the end of the open application period, all candidates are carefully considered and the best-qualified individuals are sent forward to an interview process for input from the direct site supervisor. This mitigates potential personality conflicts as well as sets proper manager expectations. Once the right candidate(s) is identified, HR moves forward with a contingent offer of employment pending:

- **Integrity Testing Results (Pass/Fail)**
- **Background Checks/Employment Verification**
- **Drug Testing**
- **Safety Exam Results**

If the candidate passes through each of the above, they will receive a formal offer of employment and move into the next stage for CCS orientation and training.

STAGE 2: TRAINING AND ORIENTATION

Once all candidates are hired, they will begin the CCS Orientation and Training process. At this stage, the Supervisor and Quality and Safety Manager will have already reviewed the contract specific requirements with Business Development and will oversee that any supplementary training is provided including but not limited to:

- **Secure areas**
- **Emergency/High Traffic response**
- **Proactive reporting back to supervisors**
- **Blood borne pathogen cleanup (as required)**
- **Proper equipment inspection, reporting, handling**

They are also responsible for overseeing the on-the-job training and will work along side the crews until they approve the team member fully comprehends the contract scope and is approved to work alone.

STAGE 3: WORK PLAN

We've designed a program that combines the benefits of team cleaning and zone cleaning; there will be defined teams within each building but they will work as a team. Team cleaning allows individuals to become specialist within their area of cleaning responsibilities. One team will include someone responsible for trash and dusting, another for vacuuming, and another for restrooms, etc. This ensures every area is receiving a thorough cleaning each night and adds an additional Quality Assurance level. Should the Quality and Safety Manager notice areas of potential deficiencies, he and the supervisors can identify which team member may need additional training or support.

METHODOLOGY AND WORK PLAN

WORK PLAN

STAGE 4: CONTRACT START

The CCS transition plan is designed so that the operational team who will be working directly at your facilities will have multiple opportunities to walk the buildings, review scope, and ask questions prior to the contract start. This information is used to refine the work plan and detail which individuals will be working together in the various buildings to maximize strengths and communication.

All supplies will be staged in the closets prior to the start so we are able to focus on cleaning details the first day of operations. In addition to the designated personnel for this contract, CCS will surge in additional supervisory and crew support on the first few days of the contract start. This allows us to ensure each individual has adequate supervisory resources to complete their job and ask any questions about the areas they are responsible for. We will allocate additional crew support that have the proper security credentials to focus on areas where the building may be below Manhattan Beach and CCS standards.

We make certain that all Manhattan Beach tenants and visitors will feel the CCS impact once we start a contract. We find we have higher building standards than many companies and wish to bring our facilities up to par as soon as we take over.

STAGE 5: ONGOING OPERATIONS

The Account Manager & the Day Shift Supervisor will serve as the hub for all contract related items on an ongoing basis. This means:

- **A minimum of 1 visit weekly to each location by Account Manager**
- Day Shift Supervisor will have all employees report to him each day as well as inspect work
- Reviewing scope and submitting necessary reports to Manhattan Beach including but not limited to safety audits, quality audits, KPI tracking, communication log, staffing/security changes or reports, equipment maintenance, floor/periodic tasks completion and schedules, additional work requested/authorized for billing, and any other reports that are of assistance to the Manhattan Beach Management Team.

Hours not spent directly performing quality and safety audits will be used to schedule periodic cleaning tasks and ensure completion. This includes important items like window washing, floor work, blind cleaning, etc. They will also conduct monthly safety and training meetings to keep staff up-to date on new policies and ensure we are implementing the most advanced and sustainable standards throughout our operation.

The Account Manager will also be the liaison to CCS HQ to implement Employee Appreciation Events, handle all HR items including benefits and payroll, and to sit down at least monthly with CCS administrative staff to review the operation and look for areas where we can add more value to our program for Manhattan Beach.

Finally, the Account Manager will set a formal meeting at least monthly with each facility contact to review quality of work, major tasks throughout the month, and other communications relevant to the contract.

While the Account Manager & Day Shift Supervisor serve as the primary contact for the program, CCS is structured so that our entire team (field and administrative) stayed involved and up to date on program operations so that we can serve as the best vendor partner possible to Manhattan Beach.

METHODOLOGY AND WORK PLAN

TRANSITION PLAN

The transition from one commercial cleaning service contractor to another can be disruptive to owners, managers, employees and tenants—but it **does not have to be**. Commercial Cleaning Systems provides the systems, processes and focus to ensure a seamless transition at your location. We commit the time, effort and resources needed to understand your needs and orchestrate a seamless transition. Our dedicated CCS Transition Team plans, communicates, organizes and executes the following phases with you:

TRANSITION PLAN

<div>1</div> <div>PHASE 1 TRANSITION KICK-OFF MEETING</div>	<ol style="list-style-type: none">1. Review administrative items/details<ul style="list-style-type: none">▪ Finalize pricing▪ Contract preparation▪ Certificate of Insurance requirements▪ Billing information▪ Emergency contact information2. Schedule building/facility walkthrough with CCS transition team
<div>2</div> <div>PHASE 2 BUILDING / FACILITY TOUR</div>	<ol style="list-style-type: none">1. CCS Transition Team tours buildings/facilities and obtains necessary information to develop a full janitorial work plan:<ul style="list-style-type: none">▪ Special tenant requirements▪ Areas not to clean▪ Secured areas▪ Alarm systems2. CCS Transition Team develops a custom work plan and orders necessary equipment and supplies3. Recruitment and hiring of existing staff and new staff
<div>3</div> <div>PHASE 3 INTERNAL CCS TRANSITION MEETING</div>	<ol style="list-style-type: none">1. CCS Transition Team meets with operational team assigned to building/facility to finalize all details of the transition:<ul style="list-style-type: none">▪ Staffing▪ Night work plan, shifts and assignments▪ Day porter shifts and schedules▪ Training plan▪ Key and access card set-up▪ Supply orders for chemicals, equipment and consumable supplies▪ Delivery instructions to the building/facility
<div>4</div> <div>PHASE 4 FIRST DAY OF SERVICE</div>	<ol style="list-style-type: none">1. If unable to deliver prior to first day, all equipment and supplies are delivered to the building and properly stocked in designated storage areas by the CCS Transition Team2. All day porters greeted by the Day Porter Manager to answer any questions and ensure all have necessary equipment, supplies and tools3. All nighttime staff greeted by CCS Transition Team and nighttime management/supervision staff to answer any questions and ensure all have the necessary equipment, supplies and tools

QUALITY CONTROL PLAN

OVERVIEW



While the people part of our work is critical, we also know the management and supervision of the work process provides CCS customers with tremendous value. In the cleaning business, it's not uncommon for facilities or buildings that are not effectively supervised to become isolated and disconnected; our supervision and communication infrastructure doesn't allow that to happen. Our team approach, checks and balances and open communication within CCS and our clients are key steps for fostering strong connections and quality. We've learned that both significant and even small, seemingly easy measures add up to a big difference.

We ensure full compliance with the requirements of the contract. Our management team is committed to job quality and customer satisfaction.

QUALITY CONTROL PLAN

SUPERVISION AND QUALITY CONTROL

No surprise, for CCS quality control goes beyond the basics. We believe clear, timely communications is the key to responsive service—and pride ourselves in providing quick completion of all requests. We have a software-based communication log system that assures our nightly managers are informed of special requests and building issues.

This log is compiled daily and distributed to our managers by the Communication Coordinator in our office each evening. This software and its use by our Communication Coordinator ensures all special requests are responded to immediately. When a customer expressed a desire for added night coverage, for example, we promptly invest in our night operations to ensure that we have the resources to handle floor care, floods, carpet maintenance, special cleaning requests and to provide the highest level of supervision and quality control in the industry.

The performance of these requests and issues are double checked nightly by the Area Manager who ensures a smooth transition and reports any follow-up requests to the Account Managers and Communication Manager in our office early the next day before building operations begin. The Account Manager then follows up to ensure sure all requests were completed.

In addition, CCS day porter management staff conducts inspections during their visits with the day staff. These inspections provide another set of “eyes and ears” to assist in the continuous improvement process. Each account management team member also conducts formal and informal inspections based on the needs of the building. All items noted during these inspections are immediately communicated to the night staff for immediate attention.

Our three-fold approach to quality control and communications is designed to ensure timely exchange and responsiveness by all team members.



BUILDING SUPERVISOR (DAY & NIGHT SUPERVISOR)

Real-time supervision of the employees on the job and communications with the Area Manager. Assists the crew with duties and inspects for quality and completeness of work.

AREA MANAGER & DAY PORTER MANAGER

Ensures work is accomplished and Building Supervisor is performing his/her duties. Visits the site nightly or daily (depending on shift) and serves as liaison between CCS employees and the account management team.

SENIOR AREA MANAGER
Oversees performance and quality of the work. The Director of Operations manages and supports the Area Manager.

QUALITY CONTROL PLAN

STAFFING

BACKUP STAFFING, SPECIAL REQUESTS & EMERGENCY SERVICES

Nothing is more frustrating than a no-show cleaning staff. From our founding days, we realized this and put solutions in place to avoid the issue.

During times of employee illnesses or when extra staffing is needed based on client special requests (like an office move), CCS has the employee base needed to provide all our buildings additional staffing without having to reassign or pull from the building's regular team. In times of worker shortages, creative staffing solutions are needed to maintain exceptional service levels.

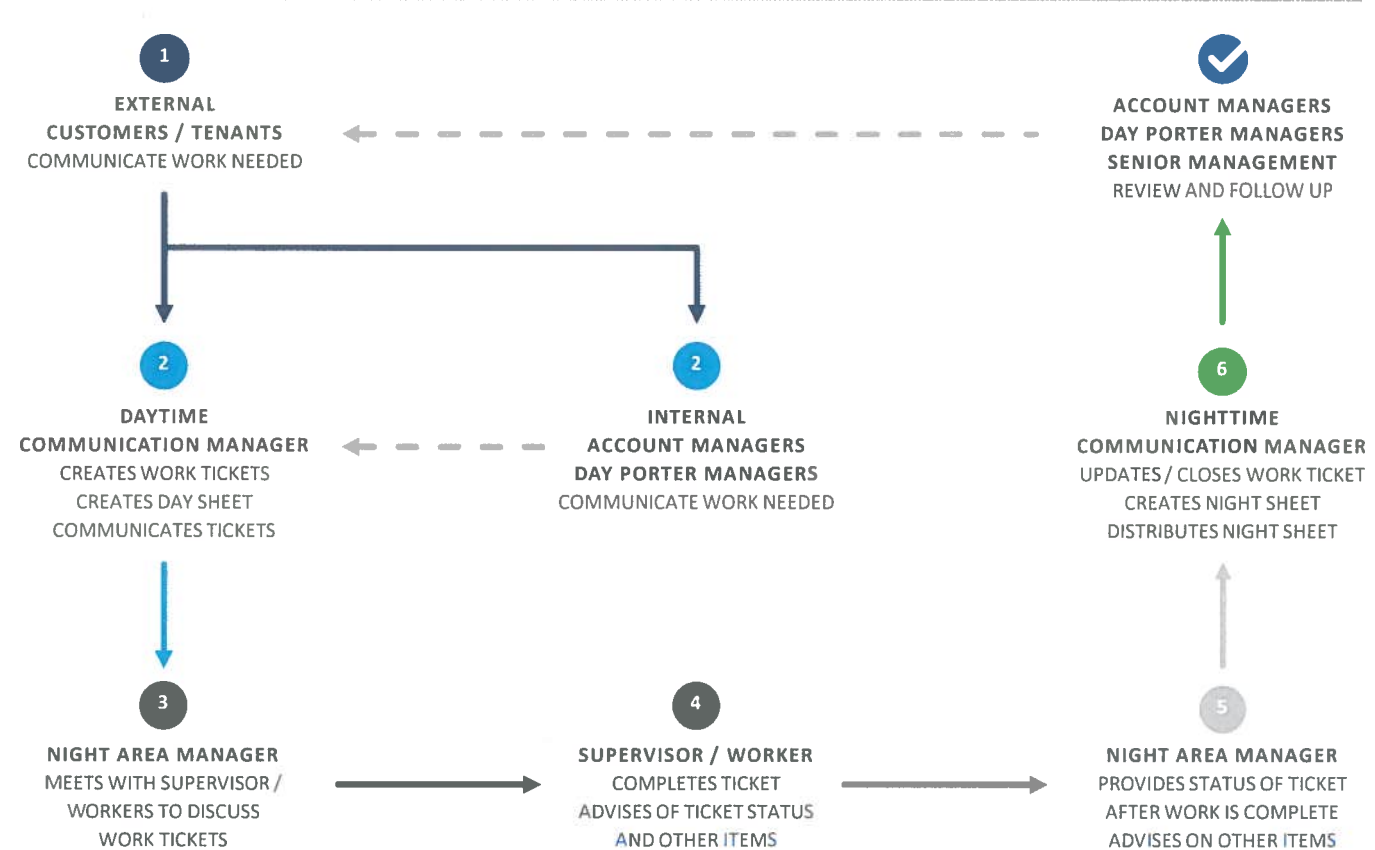
Our dedicated pool of "floater" employees work for CCS during day and evening hours—and are available on-demand as needed if scheduled staffing issues arise. Trained, motivated employees and at-the-ready, these team members tackle assigned jobs wherever they are needed. Each Area Manager has a specific source of floater employees they can call upon to provide additional staffing. This allows us to respond to urgent situations and other tasks as needed.

QUALITY CONTROL PLAN

THE COMMUNICATION PROCESS

Clear, timely and open communications is key to every great relationship. Part of our responsibility is to manage the communication process for our customers. From communicating your requests to our team members on the front line, to completing the circle and ensuring you know the item has been completed. Ensuring this process is seamless and consistent helps give you peace of mind. Although we would like to think our buildings sleep quietly through the night, things tend to happen—and those things need to be shared and addressed with a sense of urgency. Outlined below is an overview of the way we communicate—from the initial request through to resolution and follow up with you, we are committed to addressing and following up on every detail.

THE COMMUNICATION PROCESS



All communications through phone, e-mail and internal work order system

QUALITY CONTROL PLAN

COMMUNICATION LOGS

24/7 COVERAGE

CCS believes that communication is critical to the way we work—both with you and with our own team. We pride ourselves on providing quick completion of all requests. To assist, we have a software-based communication log systems that ensures our nightly managers are informed of special requests and building issues.

Logs are compiled daily and distributed to our managers by a Communications Manager in our office each evening. Execution and follow up on the requests and issues are double checked nightly by the Area Manager who reports any open or follow-up items to your Account Manager and Communication Manager in our office early the next morning, before your building operations begin. The seamless handoff ensures items are not overlooked and that you are aware of what's been completed, and what may be open (and why). Your Account Manager follows up with you and your team to ensure all requests are completed.

In addition, the CCS Day Porter management staff conducts inspections during visits with the day staff. These inspections provide another “eye” to assist in our continuous improvement process. If we see an issue, we’ll be proactive and address it and let you know. Your CCS account management team will also conduct formal and informal inspections based on the needs of the building. All items noted during these inspections are immediately communicated to the night staff for immediate attention.

NIGHTLY COMMUNICATION LOGS

TICKET #6747902 JOB #10270	TASK DESCRIPTION STAFF NOTIFICATION	TICKET INFORMATION NOTIFY STAFF: SUPPLIES WERE DROPPED OFF AND PLACED IN OFFICE. PLEASE STORE IN A NEAT AND ORDERLY FASHION. COMPLETION NOTES PERSONALLY INSPECTED AND CONFIRMED. LEAD JANITOR, JOSE M., RECEIVED SUPPLIES AND ORGANIZED IN STORAGE CLOSET.
CUSTOMER ID ABC PROPERTY MGMT	STATUS COMPLETE	
ACCOUNT MANAGER ENRIQUE ALVAREZ	COMPLETION DATE 2/13/17	
JOB SUPERVISOR LILIANA VELAZCO		

QUALITY CONTROL PLAN

QUALITY AND CONTROL FORM

Below is an example of a customizable, electronic Quality Control Form. Our Account Managers use these forms when conducting formal and informal inspections in your buildings.

QUALITY ASSURANCE INSPECTION FORM									
BUILDING:					FLOORS:				
DATE:					AREAS:				
INSPECTORS:									
CATEGORY		RATING OPTIONS: 3 = Good; 2 = Satisfactory; 1 = Sub-Standard - DO NOT LEAVE BLANK							
Office Areas		Rating 1 - 3							
Carpets, Open Areas									
Carpets, Edges & Corners									
High Dusting									
Low Dusting									
VCT Flooring									
Light Lenses									
Vents									
Kitchen Areas									
Sidelight Glass									
Walls									
Wastebaskets									
Furniture									
Total:	0	0.0%							
Common Areas, Corridors & Elevator Lobbies									
Door Frames									
Entrance Glass									
Floors									
Baseboards									
Carpets									
Lights									
Fire Ext. & Cabinet									
Signage									
High/Low Dusting									
Walls									
Vents									
Total:	0	0.0%							

QUALITY CONTROL PLAN

QUALITY CONTROL FORM

Continued...

Restrooms			
Mirrors			
Sinks			
Toilets			
Urinals			
Dispensers			
Chrome			
Stocking			
Floors			
Light Fixtures			
Vents			
Walls			
Total:	0	0.0%	

Stairs, Elevators, Escalators & Freight Elevator			
Walk-Off Mat/Area Rug			
Elevator Tracks & Doors			
Railings			
Floors			
Walls			
Total:	0	0.0%	

Janitor & Utility Closet			
Equipment			
Floors			
Walls			
Sinks			
Doors			
MSDS Book			
Electrical Cords			
Required Posters			
Total:	0	0.0%	

Overall Score:	0	of	141	SIGNATURES
Percentage	0.0%			Building Representative #1: _____
				Building Representative #2: _____
				CCS Representative: _____

TRAINING PROGRAMS

OVERVIEW



CCS maintains a stable workforce at each of our facilities. We do not subcontract services—a key point of difference that sets us apart in the custodial cleaning and janitorial industry. We use our own hourly paid employees to manage and clean our customers' facilities.

We've found the best way to build our team is via referrals from our existing, high performing employees. Careful screening prior to hiring is done by the Human Resources Manager to ensure that the person hired for the job is qualified and has the traits to stay with the job.

TRAINING PROGRAMS

EMPLOYEE TRAINING

Our top priority is to provide qualified, well-trained employees to every customer location. We know that training leads to improved employee satisfaction, productivity, motivation and morale. Training also increases our workflow efficiencies and reduces CCS' direct labor costs, providing you with quality service at a competitive price.

Our training program for new-hires, supervisors and managers is more extensive and complete than other companies in our industry.

Following the orientation period, new employees are teamed up with an experienced member of the janitorial staff from their assigned location. Under the guidance of the building supervisor and area manager, the new employee receives direct guidance from the experienced janitor in the building with the goal of moving towards working independently. The building supervisor and area manager monitors the new employee's progress and decides when it is appropriate for the new employee to work independently.

On-the-job training is site-specific and customized based on the complexity of each job assignment. A checklist is utilized to assist with reviewing all necessary topics as part of the assignment. Checklist items include:

- Communication procedures
- Site-specific building rules and regulations—i.e. security, key control
- Proper wearing of uniform and display of I.D. badge
- Location and use of Safety Data Sheets (S.D.S.)
- Emergency Evacuation Procedures and Hazardous Communication Program
- Review of building work plan and specific work assignment to include all tenant preferences
- Energy and water conservation
- Trash collection and recycle program
- Guidelines for dusting, mopping and vacuuming
- Guidelines for cleaning of kitchens/break room areas and restrooms
- Reporting of maintenance issues
- Security – securing of doors, operation of access control systems and alarm systems, securing/safeguarding keys and access cards
- Discuss proper lifting procedures and working safely
- Immediately report any unsafe conditions to supervisor
- Proper use of cleaning solution dilution center and mixing procedures

Upon completion of the training process, new CCS employees are assigned their position in the building and work in conjunction with the other janitorial staff members at the same location.

TRAINING PROGRAMS

TEAM TRAINING AND DEVELOPMENT

CCS is dedicated to an ongoing training program that constantly improves the skill sets of all workers and ensures that they are exposed to best practices and the latest techniques/equipment. Our assigned training coordinator for each branch office conducts monthly training for all our nighttime/daytime area management staff members. Subsequently, these staff members provide the training to the building supervisors and workers. The following is a list of monthly training topics to include, but not limited to:

- Illness and Injury Prevention Program
- Hazard Communications Program
- Anti-Harassment Policy and Procedure
- Zero Tolerance Drug and Alcohol Policy
- Company Rules, Policies, and Procedures
- Safety Data Sheets (S.D.S.)
- Cleaning Techniques
- Emergency Preparedness and Safety Issues
- Communication Procedures
- Finishes and Hard Floor Maintenance
- Carpet Maintenance
- Hand Hygiene, Hand and Skin Protection
- Cleaning Solutions Handling, Storage, Disposal & Recycling
- Dilution Control and Spill Management
- Blood borne Pathogens – Emergency Spill Clean-up Procedures
- Workplace Violence Awareness
- Safe lifting and Preventing back injuries
- Slips, Trips, Falls and Hazards
- Workers' Comp and Medical Insurance Fraud
- Ladder Safety/Electrical Safety
- Equipment Maintenance and Documentation
- Personal Ergonomics / Repetitive motion
- Accident Investigation and Reporting
- Drug and Alcohol Policies

As part of these monthly training meetings, we engage our key suppliers to assist in sharing updates on products and advocating proper technique and product usage.

We also use a case study approach, providing real world scenarios and walkthroughs of solutions to difficult cleaning scenarios. These team discussions and open information exchanges are led by management staff and allow field crews to share experiences, ideas and solutions—in short, to take ownership.

TRAINING PROGRAMS

SAFETY & QUALITY

SAFETY TRAINING & POLICY

CCS understands the critical nature of ensuring a safe workforce for our customers, as safety-related injuries impact both our team and our customers. We view safety as a critical component of everything we do—without exception.

The CCS Injury and Illness Prevention Program is a 40+-page guide we created to keep our team informed and aware of ways to work smarter and safer. It's comprehensive and serves as a valuable reference guide for all team members.

During team trainings, we use the guide to help illustrate and inform our team members about common risks—and proactive ways to minimize them. We also provide employees with access to customized CCS safety training videos through an online portal and easy to access training documentation of these trainings through our integrated mobile application. This system allows us to confirm which employees have and have not received specific monthly trainings through the application, ensuring each employee is thoroughly trained.

If an issue were to occur, the guide provides clear, step-by-step responses for our team members to follow. Reading these in advance and reviewing them together via training and role-playing has proven to be an effective way to ensure our team is alert and aware.

QUALITY ASSURANCE

Our efforts around quality assurance reflect our commitment to exceed our clients' expectations. Some ways we set and exceed include:

- Create checklists, like building inspections or surveys, with flexible templates
- Add response options, such as yes/no or a rating scale
- Define quality standards for each item
- Collect responses through web or mobile apps
- See results instantly and resolve deficiencies
- Share results with employees
- Use reporting tools to analyze trends

Our Work Ticket Entering mobile application plays a key role in orchestrating in-the-field responses, including work tickets and completion tracking. Using the mobile app, team members can take a picture of the issue or item to be resolved, then continue to monitor progress on resolving the task. Once the item has been successfully addressed, a task completed update is available keeping all on the CCS and client team informed. An eye for detail backed by a reliable and utilized communications system is the perfect checks and balances for staying on top of small and large details.



SAFETY FIRST

Preventing Slips, Trips & Falls

Slips, trips and falls are a leading cause of occupational injuries or illnesses involving days away from work each year, according to data from the Bureau of Labor Statistics. OSHA's Walking-Working Surfaces Standard (1910.22(a)) states that all workplaces should be "kept clean and orderly and in a sanitary condition." The rule includes passageways, storerooms and service rooms. Floors should be clean and dry. Drainage should be present where "wet processes are used."

EMPLOYEES BENEFITS

BENEFITS

Health Insurance/Minimum Wage Requirements:

CCS does and will continue to comply with all state and federal labor regulations. Should any employee working under this contract become eligible for mandated health benefits in accordance with the Affordable Care Act, any associated costs will be passed along to the customer as a separate line item with no markup. Should any employee working under this contract become eligible for increased wages to comply with the State of CA minimum wage regulation, pricing may adjust accordingly.

BIODEGRADABLE CLEANING PRODUCTS

BIODEGRADABLE PRODUCTS

Below is a list of Biodegradable and Green products that CCS can order and use for the City of Manhattan Beach. We are open to discussion of new products if the below does not satisfy your requirements. Please also refer to our section on Green Cleaning.

<u>ITEM NUMBER</u>	<u>ITEM DESCRIPTION</u>
BSL-H243306N	24x33 6mic PERF LINER-NATURAL 20/50
BSL-H303710N	30x37 10mic PERF LINER-NATURAL 20/25
BSL-H404816N	40x48 16mic PERF LINER-NATURAL 10/25
GJ-1807-04	HAND SOAP-PINK 4/1
GJ-1812-04	WHITE LOTION SOAP-COCONUT 4x1 GALLONS
GP-18280	PREFERENCE TP 2PLY 80/550
GP-19375	COMPACT EPA CORELESS TP 2PLY 36/1M
GP-20389	PREF EPA M-FOLD TOWEL-WHITE 16/250
GP-33587	BIGFOLD EPA PREMIUM TOWEL-WHITE 10/220
GP-42712	ENMOTION GENTLE FOAM SOAP 2/1200ml
GP-89430	8IN ENMOTION EPA ROLL TOWEL-WHITE 6/700
HOS-DS5000	1/2 FOLD TOILET SEAT COVER 5000/CS
HOS-KL	KRAFT WAXED SANI LINER 500
HOS-MT4	MAXITHIN MAXI PADS 250
HOS-T500	TAMPAX TAMPONS 500
KC-21340	SURPASS EPA FACIAL TISSUE-WHITE 30/100

REFERENCES

REFERENCES

Below are loyal, longtime CCS customers. All services provided corollate to OCTA since they are all janitorial contracts for municipalities. We encourage you to contact them to discuss our team, services—and value we deliver.



CITY OF SANTA ANA, SEPT. 2009 - PRESENT

John Aguilar

Facilities & Fleet Maintenance Manager

20 Civic Center Plaza, M-11 Santa Ana, CA 92701

O: (714) 647-5008 C: (714) 809-9645

Janitorial to various city facilities



CITY OF FULLERTON, NOV. 2014 - PRESENT

Nadia Cook

Senior Administrative Analyst

Public Works, 303 W. Commonwealth Ave., Fullerton, CA 92832

(714) 738-2807

Day Porter services, general night cleaning services, hard floor care, carpet care and special event staffing.



ORANGE COUNTY FAIR GROUNDS AUG. 2002 - PRESENT

Jerry Eldridge

Director of Facilities

88 Fair Dr., Costa Mesa, CA 92626

(714) 474-5983

Reoccurring event services and office janitorial



CITY OF LA MESA , AUG. 2012 - PRESENT

Mr. Scott Munzenmaier

Purchasing Officer

8139 Allison Ave. , La Mesa, Ca . 91942

(619) 667-1113

Day and night janitorial services



OMNITRANS , SEPT. 2013 - PRESENT

Mark Montgomery

Facilities Manager

1700 West Fifth Street, San Bernardino, Ca. 92411

(951) 379-7171

Night Janitorial Services to multiple administrative offices and public transportation areas

COST PROPOSAL

PRICING AND NOTES

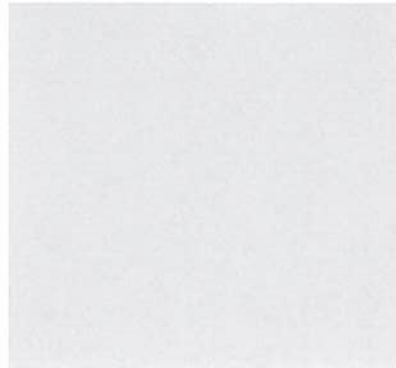
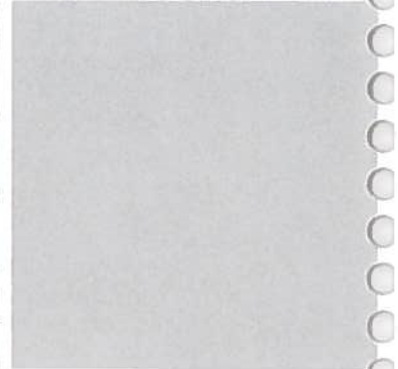
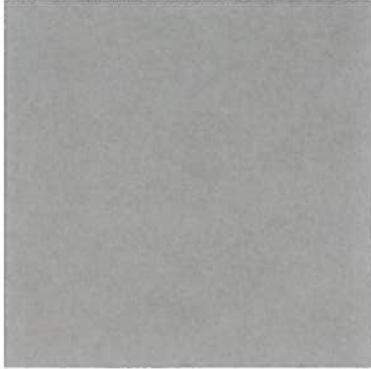
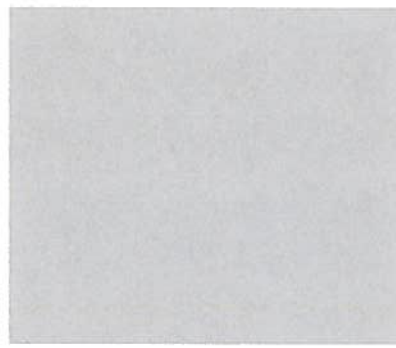
City of Manhattan Beach - Janitorial RFP Cost Sheet

			2018	2019	2020	2021
Location	Frequency	Monthly hours	Monthly Cost	Monthly Cost	Monthly Cost	Monthly Cost
City Hall Annex	M-Su	30.45	\$ 655.79	\$ 706.87	\$ 757.98	\$ 809.07
City Hall - Night Service	M-F	48.94	\$ 2,141.11	\$ 2,307.90	\$ 2,474.76	\$ 2,641.56
Police and Fire Facility - Day Porter Service	M-F	348	\$ 7,621.89	\$ 8,215.64	\$ 8,809.63	\$ 9,403.39
Police and Fire Facility - Day Porter Service	Sat - Sun	69.6	\$ 1,652.26	\$ 1,780.97	\$ 1,909.73	\$ 2,038.45
Public Works Yard Facilities - Night Service	M-F	76.13	\$ 1,578.04	\$ 1,700.97	\$ 1,823.95	\$ 1,946.88
Begg Pool Locker Rooms - Night Service	M-Su	65.25	\$ 1,406.59	\$ 1,516.16	\$ 1,625.78	\$ 1,735.36
Joslyn Community Center - Night Service	M-Su	60.90	\$ 1,356.05	\$ 1,461.68	\$ 1,567.36	\$ 1,673.00
Day Porter - Joslyn, Live Oak Tennis & Restroom, Live Oak Rec Hall, Scout House	M-F	174.00	\$ 4,576.80	\$ 4,933.33	\$ 5,290.01	\$ 5,646.56
Live Oak Park Tennis Office & RR - Night Service, M-Thur, Sat	M-Th, Sat	60.90	\$ 1,283.97	\$ 1,383.99	\$ 1,484.05	\$ 1,584.08
Live Oak Park Ceramic Studio, Nights, M-F	M-F	32.63	\$ 705.27	\$ 760.22	\$ 815.18	\$ 870.12
Live Oak Park Recreation Hall - Night Service	M-Su	38.06	\$ 837.60	\$ 902.85	\$ 968.13	\$ 1,033.38
Live Oak Park Scout House - Night Service	Sun - Fri	32.63	\$ 711.75	\$ 767.20	\$ 822.67	\$ 878.12
Manhattan Beach Arts Center - Night Service	M-Su	45.68	\$ 1,019.04	\$ 1,098.42	\$ 1,177.83	\$ 1,257.22
Manhattan Beach Heights Community Center - Night Service	M-Su	68.51	\$ 1,518.96	\$ 1,637.29	\$ 1,755.66	\$ 1,873.99
Manhattan Village Park Soccer Field Restrooms - Night Service	M-Su	38.06	\$ 799.65	\$ 861.94	\$ 924.26	\$ 986.55
Marine Avenue Park Center - Regular Season - Night Service	Fri-Sun	26.1	\$ 595.40	\$ 641.78	\$ 688.18	\$ 734.57
Marine Ave Park - Off Season - Night Service	M-Su	60.9	\$ 1,270.88	\$ 1,369.88	\$ 1,468.92	\$ 1,567.93
Marine Sports Complex Field Restrooms - Night Service	M-Su	38.06	\$ 801.89	\$ 864.36	\$ 926.85	\$ 989.32
Mira Costa Tennis Restrooms - Night Service	M-Su	32.625	\$ 679.10	\$ 732.00	\$ 784.92	\$ 837.83
Pier Comfort Station & Roundhouse - Night Service	M-Su	91.35	\$ 1,921.05	\$ 2,070.70	\$ 2,220.42	\$ 2,370.07
Pier Comfort Station & Roundhouse - Day Porter Service - Labor to Memorial, Mon-Sun 1 person	M-Su	243.60	\$ 5,623.95	\$ 6,062.05	\$ 6,500.34	\$ 6,938.46
Pier Comfort Station & Roundhouse - Day Porter Service - Memorial to Labor. Mon-Sun, 2 people (1 male, 1 female)	M-Su	426.30	\$ 9,830.85	\$ 10,596.67	\$ 11,362.81	\$ 12,128.67
Polliwog Park Restrooms - Night Service	M-Su	30.45	\$ 652.92	\$ 703.79	\$ 754.67	\$ 805.54
Premier Field Restrooms - Night Service	M-Su	30.45	\$ 638.86	\$ 688.63	\$ 738.42	\$ 788.19
Sand Dune Park Restrooms - Night Service	M-Su	30.45	\$ 637.48	\$ 687.14	\$ 736.82	\$ 786.48

Monthly Contract Total 2200.02 \$ 50,517.15 \$ 54,452.43 \$ 58,389.34 \$ 62,324.78



READY TO SERVE



COMMERCIALCLEANINGSYSTEMS.COM

Commercial Cleaning Systems - Summary of Pricing*

			2018	2019	2020
Location	Frequency	Monthly hours	Monthly Cost	Monthly Cost	Monthly Cost
City Hall Annex	M-Su	30.45	\$ 655.79	\$ 706.87	\$ 757.98
City Hall - Night Service	M-F	48.94	\$ 2,141.11	\$ 2,307.90	\$ 2,474.76
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MONTHLY TOTAL			\$ 50,517.15	\$ 54,452.43	\$ 58,389.34

*Monthly services vary based on the City's seasonal requirements listed above. Services will not be provided all twelve months of the year at the City facilities that do not require year-round services.