

SERVICES AGREEMENT

UNIVERSAL BUILDING MAINTENANCE, LLC dba ALLIED UNIVERSAL JANITORIAL SERVICES

[Annual Custodial Services For Various City Facilities- RFP No. 1914]

On this ____ day of _____, 2019, the CITY OF RIVERSIDE, a California charter city and municipal corporation ("City"), and **UNIVERSAL BUILDING MAINTENANCE, LLC, a California limited liability company dba ALLIED UNIVERSAL JANITORIAL SERVICES** ("Contractor"), mutually agree as follows:

1. **Scope of Services.** Contractor shall furnish all labor, materials and equipment for and perform the work of **Annual Custodial Services For Various City Facilities – RFP No. 1914** ("Services"). Contractor shall perform the Services in accordance with the provisions and requirements of the Scope of Services attached hereto as Exhibit "A" and incorporated herein by reference.

2. **Term.** The initial term of the Agreement shall be from October 1, 2019 through June 30, 2022 with the option to extend for three (3) additional one (1) year terms not to exceed six (6) years based upon acceptable performance by the Company, acceptable fees and subject to the same terms and conditions of the Agreement.

Pricing is to remain firm for the initial contract through June 30, 2022. Should the option to renew for additional years be exercised, the City and Company may negotiate any and all price modifications.

3. **Compensation.** City shall pay Contractor for the performance of the Services during the initial term of this Agreement a Contract Price not to exceed **One Million Nine Hundred Two Thousand Three Hundred Twenty Nine Dollars and Seventy-Five Cents (\$1,902,329.75)**, unless an increase is agreed to by the parties. City shall pay Contractor for Services performed to City's satisfaction on a monthly basis in accordance with the provisions of the Compensation Schedule attached hereto as Exhibit "B" and incorporated herein by this reference. If the term of the Agreement is extended, Contractor's compensation for the extended term shall be mutually agreed upon in writing by the parties.

4. **General Compliance with Laws.** Contractor shall keep fully informed of federal, state and local laws and ordinances and regulations which in any manner affect those employed by Contractor, or in any way affect the performance of Services by Contractor pursuant to this Agreement. Contractor shall at all times observe and comply with all such laws, ordinances and regulations, and shall be solely responsible for any failure to comply with all applicable laws, ordinances and regulations.

5. **Business Tax Certificate.** As a condition of this Agreement, Contractor shall secure a business tax certificate to operate in the City of Riverside pursuant to Chapter 5.04 of the Riverside Municipal Code, and shall also secure any other licenses or permits which may be

required.

6. **Business Tax and Penalties.** Contractor acknowledges and agrees that with respect to any business tax or penalties thereon, utility charges, invoiced fee or other debt which is owed, or which becomes owed, by Contractor to City, City reserves the right to withhold and offset said amounts from any payments, refunds or reimbursements owed by City to Contractor under the Agreement. Notice of such withholding and offset shall promptly be given to Contractor by City in writing. In the event of a dispute as to the amount owed or whether such amount is owed to City, City will hold such disputed amount until either the appropriate appeal process has been completed or until the dispute has been resolved.

7. **Personnel.** Contractor shall furnish all personnel necessary to perform the Services and shall be responsible for their performance and compensation. The key personnel are listed in Exhibit "C," attached hereto and incorporated herein by reference. Contractor shall furnish qualified personnel to perform the Services.

8. **Assignment and Subcontracting.** Neither party shall assign any right, interest, or obligation in or under this Agreement to any other entity without prior written consent of the other party. In any event, no assignment shall be made unless the assignee expressly assumes the obligations of assignor under this Agreement, in a writing satisfactory to the parties. Contractor acknowledges that any assignment may, at the City's sole discretion, require City Manager and/or City Council approval. Contractor shall not subcontract any portion of the work required by this Agreement without prior written approval by the responsible City Contract Administrator. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement, including without limitation, the insurance obligations set forth in Section 11. The Contractor acknowledges and agrees that the City is an intended beneficiary of any work performed by any subcontractor for purposes of establishing a duty of care between any subcontractor and the City.

9. **Independent Contractor.** In the performance of this Agreement, Contractor, and Contractor's employees, subcontractors and agents, shall act in an independent capacity as independent contractors, and not as officers or employees of the City of Riverside. Contractor acknowledges and agrees that the City has no obligation to pay or withhold state or federal taxes or to provide workers' compensation or unemployment insurance to Contractor, or to Contractor's employees, subcontractors and agents. Contractor, as an independent contractor, shall be responsible for any and all taxes that apply to Contractor as an employer.

10. **Indemnification.** Contractor shall indemnify and hold harmless the City, and the City's employees, officers, managers, agents and council members from any liability, claim, damage or action whatsoever, arising out of the sole negligence or willful misconduct of Contractor, its officers, employees, subcontractors, agents or including but not limited to property damage, bodily injury, or death. Contractor shall defend, at its sole cost and expense, including but not limited to attorney fees, cost of investigation, defense and settlement or awards, the City and the City's employees, officers, managers, agents and council members in any such action or claim. With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at its sole cost, have the right to use counsel of its own choice and shall have the right to adjust, settle,

or compromise any such action or claim without the prior consent of City; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Contractor's indemnification of City. Contractor's obligations hereunder shall be satisfied when Contractor has provided to City the appropriate form of dismissal (or similar document) relieving the City from any liability for the action or claim involved. The specified insurance limits required in this Agreement shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless the City.

11. Insurance.

11.1 General Provisions. Prior to the City's execution of this Agreement, Contractor shall provide satisfactory evidence of, and shall thereafter maintain during the term of this Agreement, such insurance policies and coverages in the types, limits, forms and ratings required herein. The rating and required insurance policies and coverages may be modified in writing by the City's Risk Manager or City Attorney, or a designee, unless such modification is prohibited by law.

11.1.1 Limitations. These minimum amounts of coverage shall not constitute any limitation or cap on Contractor's indemnification obligations under Section 10 hereof.

11.1.2 Ratings. Any insurance policy or coverage provided by Contractor or subcontractors as required by this Agreement shall be deemed inadequate and a material breach of this Agreement, unless such policy or coverage is issued by insurance companies authorized to transact insurance business in the State of California with a policy holder's rating of A or higher and a Financial Class of VII or higher.

11.1.3 Cancellation. The policies shall not be canceled unless thirty (30) days' prior written notification of intended cancellation has been given to City by certified or registered mail, postage prepaid.

11.1.4 Adequacy. The City, its officers, employees and agents make no representation that the types or limits of insurance specified to be carried by Contractor pursuant to this Agreement are adequate to protect Contractor. If Contractor believes that any required insurance coverage is inadequate, Contractor will obtain such additional insurance coverage as Contractor deems adequate, at Contractor's sole expense.

11.2 Workers' Compensation Insurance. By executing this Agreement, Contractor certifies that Contractor is aware of and will comply with Section 3700 of the Labor Code of the State of California requiring every employer to be insured against liability for workers' compensation, or to undertake self-insurance before commencing any of the work. Contractor shall carry the insurance or provide for self-insurance required by California law to protect said Contractor from claims under the Workers' Compensation Act. Prior to City's execution of this Agreement, Contractor shall file with City either 1) a certificate of insurance showing that such insurance is in effect, or that Contractor is self-insured for such coverage, or 2) a certified statement that Contractor has no employees, and acknowledging that if Contractor does employ any person, the necessary certificate of insurance will immediately be filed with City. Any certificate filed with City shall

provide that City will be given ten (10) days' prior written notice before modification or cancellation thereof.

11.3 Commercial General Liability and Automobile Insurance. Prior to City's execution of this Agreement, Contractor shall obtain, and shall thereafter maintain during the term of this Agreement, commercial general liability insurance and automobile liability insurance as required to insure Contractor against damages for personal injury, including accidental death, as well as from claims for property damage, which may arise from or which may concern operations by anyone directly or indirectly employed by, connected with, or acting for or on behalf of Contractor. The City, and its officers, employees and agents, shall be named as additional insureds under the Contractor's insurance policies.

11.3.1 Contractor's commercial general liability insurance policy shall cover both bodily injury (including death) and property damage (including, but not limited to, premises operations liability, products-completed operations liability, independent contractor's liability, personal injury liability, and contractual liability) in an amount not less than \$1,000,000 per occurrence and a general aggregate limit in the amount of not less than \$2,000,000.

11.3.2 Contractor's automobile liability policy shall cover both bodily injury and property damage in an amount not less than \$1,000,000 per occurrence and an aggregate limit of not less than \$1,000,000. All of Contractor's automobile and/or commercial general liability insurance policies shall cover all vehicles used in connection with Contractor's performance of this Agreement, which vehicles shall include, but are not limited to, Contractor owned vehicles, Contractor leased vehicles, Contractor's employee vehicles, non-Contractor owned vehicles and hired vehicles.

11.3.3 Prior to City's execution of this Agreement, copies of insurance policies or original certificates along with additional insured endorsements acceptable to the City evidencing the coverage required by this Agreement, for both commercial general and automobile liability insurance, shall be filed with City and shall include the City and its officers, employees and agents, as additional insureds. Said policies shall be in the usual form of commercial general and automobile liability insurance policies, but shall include the following provisions:

It is agreed that the City of Riverside, and its officers, employees and agents, are added as additional insureds under this policy, solely for work done by and on behalf of the named insured for the City of Riverside.

11.3.4 The insurance policy or policies shall also comply with the following provisions:

a. If the policy is written on a claims made basis, the certificate should so specify and the policy must continue in force for one year after completion of the services. The retroactive date of coverage must also be listed.

b. The policy shall specify that the insurance provided by Contractor will be considered primary and not contributory to any other insurance available to the City and Endorsement No. CG 20010413 shall be provided to the City.

12. **Performance and Payment Bonds.** Prior to City's execution of this Agreement, Contractor shall furnish to the City two (2) duly executed surety bonds using the forms included within the Bidding Requirements, one (1) as security for the faithful performance of the Contract and one (1) as security for the payment of all persons performing labor and furnishing materials in connection with the Contract. Both bonds shall be in the amount of one hundred percent (100%) of the Contract Price and shall be subscribed by an Admitted Surety Insurer which is authorized to transact surety insurance business in the State of California with a policy holder's rating of A or higher and a Financial Class of VII or larger. Should any bond or surety become insufficient, Contractor shall furnish City a new bond within ten (10) days after receiving notice from City. No payments will be due or paid under the Contract until any and all bond deficiencies have been remedied. Contractor, by execution of this Agreement acknowledges that the bonds are not Contract Documents, but are separate obligations.

13. **Termination.** City shall have the right to terminate any or all of Contractor's Services and work covered by this Agreement at any time upon thirty (30) calendar days' written notice to Contractor. In the event of such termination, Contractor shall submit Contractor's final written statement of the amount of services provided as of the date of such termination for payment by the City.

Notwithstanding the foregoing, the City may terminate Contractor's performance of this Agreement upon five (5) calendar days' written notice if:

- (1) Contractor fails to promptly begin performance of the Services;
- (2) Contractor fails to perform the Services;
- (3) Contractor discontinues performance of the Services;
- (4) Contractor fails to make payment to employees in accordance with applicable law;
- (5) Contractor disregards laws, ordinances, or rules, regulations, or orders of a public authority having jurisdiction;
- (6) Contractor otherwise is guilty of breach of a provision of this Agreement;
- (7) Contractor becomes insolvent, is adjudicated bankrupt, or makes a general assignment for the benefit of creditors and fails to provide City with adequate assurances of Contractor's ability to satisfy its contractual obligations.

- (8) A receiver, trustee, or other judicial officer shall not have any right, title, or interest in or to this Agreement. Upon that person's appointment, City has, at its option and sole discretion, the right to immediately cancel the Agreement and declare it null and void.

14. **Non-Discrimination.** During Contractor's performance of this Agreement, Contractor shall not discriminate on the grounds of race, religious creed, color, national origin, ancestry, age, physical disability, mental disability, medical condition including the medical condition of Acquired Immune Deficiency Syndrome (AIDS) or any condition related thereto, marital status, gender, gender identity, genetic information, gender expression, sex or sexual orientation, military and veteran status, in the selection and retention of employees and subcontractors and the procurement of materials and equipment, except as provided in Section 12940 of the California Government Code. Further, Contractor agrees to conform to the requirements of the Americans with Disabilities Act in the performance of this Agreement.

15. **City's Right to Employ Other Consultants/Contractors.** City reserves the right to employ other Contractors in connection with the Services. If the City is required to employ another contractor to complete Contractor's work, due to the failure of the Contractor to perform, or due to the breach of any of the provisions of this Agreement, the City reserves the right to seek reimbursement from Contractor.

16. **Conflict of Interest.** Contractor, for itself and on behalf of the individuals listed in Exhibit "C", represents and warrants that by the execution of this Agreement, they have no interest, present or contemplated, affected by the above-described Services. Contractor further warrants that neither Contractor, nor the individuals listed in Exhibit "C" have any real property, business interests or income interests that will be affected by this project or, alternatively, that Contractor will file with the City an affidavit disclosing any such interest.

17. **Solicitation.** Contractor warrants that Contractor has not employed or retained any person or agency to solicit or secure this Agreement, nor has it entered into any agreement or understanding for a commission, percentage, brokerage, or contingent fee to be paid to secure this Agreement. For breach of this warranty, City shall have the right to terminate this Agreement without liability and pay Contractor only for the value of work Contractor has actually performed, or, in its sole discretion, to deduct from the Agreement price or otherwise recover from Contractor the full amount of such commission, percentage, brokerage or commission fee. The remedies specified in this section shall be in addition to and not in lieu of those remedies otherwise specified in this Agreement.

18. **Prevailing Wage.** If applicable, pursuant to Section 1771 of the California Labor Code, Contractors are required to pay the general prevailing rates of per diem wages, overtime and holiday wages as determined by the Director of the Department of Industrial Relations and implemented by Resolution No. 13346 of the City Council of the City of Riverside. The Director's determination of prevailing wage rates is available on-line at www.dir.ca.gov/dlsr/DPreWageDetermination.htm, and is referred to and made a part hereof as though fully set forth herein. California Labor Code Sections 1725.5 and 1771.1 requiring all general contractors and subcontractors to be registered with DIR. Registration can be

accomplished through the DIR website by using this link: <http://www.dir.ca.gov/Public-Works/PublicWorks.html>.

19. **Notices.** Service of any notices, bills, invoices or other documents required or permitted under this Agreement shall be sufficient if sent by one party to the other by United States mail, postage prepaid and addressed as follows:

To City

**City of Riverside
Attn: General Services Director
3900 Main Street
Riverside, CA 92522**

To Contractor

**Universal Building Maintenance LLC
dba Allied Universal Janitorial
Services
Attn: Joanna Velarde
P.O. Box 31001-2374
Pasadena, CA 91110-2374**

20. **Venue.** Any action at law or in equity brought by either of the parties hereto for the purpose of enforcing a right or rights provided for by this Agreement shall be tried in the Superior Court of California, County of Riverside and the parties hereby waive all provisions of law providing for a change of venue in such proceedings to any other county.

21. **Waiver.** No action or failure to act by the City shall constitute a waiver of any right or duty afforded City under this Agreement, nor shall any action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically provided in this Agreement or as may be agreed in writing.

22. **Severability.** Each provision, term, condition, covenant and/or restriction, in whole and in part, in this Agreement shall be considered severable. In the event any provision, term, condition, covenant and/or restriction, in whole and/or in part, in this Agreement is declared invalid, unconstitutional, or void for any reason, such provision or part thereof shall be severed from this Agreement and shall not affect any other provision, term, condition, covenant and/or restriction of this Agreement and the remainder of the Agreement shall continue in full force and effect.

23. **Amendments.** This Agreement may be modified or amended only by a written agreement and/or change order executed by the Contractor and City.

24. **Authority.** The individuals executing this Agreement and the instruments referenced herein on behalf of Contractor each represent and warrant that they have the legal power, right and actual authority to bind Contractor to the terms and conditions hereof and thereof.

25. **Entire Agreement.** This Agreement constitutes the final, complete, and exclusive statement of the terms of the agreement between the parties pertaining to the subject matter of this Agreement, and supersedes all prior and contemporaneous understandings or agreements of the parties. Neither party has been induced to enter into this Agreement by, and neither party is relying on, any representation or warranty outside those expressly set forth in this Agreement.

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed the day and year first above written.

CITY OF RIVERSIDE, a California
charter city and municipal corporation

By: _____
City Manager

Attest: _____
City Clerk

Certified as to Availability of Funds

By: _____
Chief Financial Officer

Approved as to Form:

By: _____
Ruthann Salera
Deputy City Attorney

UNIVERSAL BUILDING MAINTENANCE
a California limited liability company
dba ALLIED UNIVERSAL JANITORIAL
SERVICES

By: _____
MARK E. OLIVAS
[Printed Name]

PRESIDENT
[Title]

By: _____

[Printed Name]

[Title]

EXHIBIT "A"

SCOPE OF SERVICES

EXHIBIT A - Scope of Services

Proposers shall submit a detailed description of custodial services for the City of Riverside. The selected Company shall furnish all labor, insurance, supervision, training, and incidentals necessary to provide said service for locations listed below.

No	Facility	Address	Cleanable Sq. Footage	Restrooms	Frequency
1	CMO GTV	980 Dayton Road	1,800	1	2X
		Sub Total - A	1,800	1	
2	Corp Yard Breezeway Restrooms	8095 Lincoln Avenue	3,817	2	5X
3	Corp Yard CNG Facility	8095 Lincoln Avenue	3,817	2	3X
4	Corp Yard Emergency OPS Center	8095 Lincoln Avenue	10,445	4	3X
5	Corp Yard Guard Shack Restrooms	8095 Lincoln Avenue	148	2	3X
6	Corp Yard Main	8095 Lincoln Avenue	16,000	4	3X
7	Corp Yard Parks	8095 Lincoln Avenue	16,000	-	3X
8	Corp Yard Transit	8095 Lincoln Avenue	3,817	2	3X
9	Corp Yard Fire Maintenance	8095 Lincoln Avenue	920	1	2X
		Sub Total - B	54,964	17	
10	RAL Airport	6951 Flight Road	11,903	8	3X
		Sub Total - C	11,903	8	
11	DEV Hulen Place (DEV)	2880 Hulen Place	3,000	4	5X
		Sub Total - D	3,000	4	
12	FIR Fire Station #1	3401 University Avenue	6,760	12	3X
		Sub Total - E	6,760	12	
13	PW WQCP Management Facility	5950 Acorn Street	3,600	2	5X
14	PW WQCP Water Quality Control	5950 Acorn Street	33,662	4	5X
		Sub Total - F	37,262	6	
15	PW Central Parking	3751 Market Street	1,776	-	3X
16	PW Public Works	3750 Market Street	6,018	2	5X
17	PW SBCD/TRITECH	3752 Market Street	2,325	2	5X
		Sub Total - G	10,119	4	
18	LIB Arlanza Library	8267 Philbin Avenue	10,000	3	6X
19	LIB Arlington Library	9556 Magnolia Avenue	12,000	5	6X
20	LIB Casa Blanca Library	2985 Madison Street	9,000	4	6X
21	LIB Eastside Library	4033-C Chicago Avenue	10,000	2	6X
22	LIB La Sierra Library	4600 La Sierra Avenue	9,947	4	7X
23	LIB Main Library	3581 Mission Inn Avenue	37,000	6	7X
24	LIB Marcy Library	6927 Magnolia Avenue	9,000	6	6X
25	LIB Orange Terrace Library	20010-A Orange Ter Pkwy	13,026	3	6X
		Sub Total - H	109,973	33	
26	PAR Park & Recreation Admin.	6927 Magnolia Avenue	9,000	2	5X
		Sub Total - I	9,000	2	
27	MUS Municipal Museum	3580 Mission Inn Avenue	9,000	6	1X
		Sub Total - J	9,000	6	

Continued from Previous Page					
28	**CH City Hall **	3900 Main Street	110,000	18	3X
29	City Council Chambers	3900 Main Street	6,000	4	3X
		Sub Total - K	116,000	18	
29	RPU Casa Blanca CRC (PU)	3025 Madison Street	11,659	2	5X
30	RPU Gateway Bldg.	3534 14th Street	11,237	4	5X
31	RPU Orange Square (PU)	3901 Orange Street	33,000	4	6X
32	RPU POE Bldg. (PU)	3902 Mulberry Street	7,241	2	5X
33	RPU UOC Electric Substation	2911 Adams Street	1,000	2	5X
34	RPU UOC Main Bldg..	2911 Adams Street	33,400	6	5X
35	RPU UOC Men's Locker Room	2911 Adams Street	1,340	-	5X
36	RPU UOC Technicians Office Bldg.	2911 Adams Street	406	-	5X
37	RPU UOC Trailer (PU)	2911 Adams Street	1,000	2	5X
38	RPU UOC Water Meter Shop Bldg.	2911 Adams Street	446	-	5X
39	RPU UOC Water Ops Maint Ofc	2911 Adams Street	865	-	3X
		Sub Total - L	101,594	22	
40	RPU RERC and Clearwater Cogen	5901 Payton Avenue	9,000	5	3X
		Sub Total - M	9,000	5	
Grand Total			480,375	138	

1. Hours of Operation

The Contractor shall accomplish all custodial services required under this RFP between the hours of 8:00 p.m. and 5:00 a.m., Monday through Sunday including holidays, except as where noted in the Minimum Frequency Schedules (Exhibit "A" Facility Listings located on pages 13 and 14 of this document).

Exceptions may be made to normal work hours where incidence of use may be too great during the specified hours to allow for proper maintenance. The City may grant, on an individual basis, permission to perform maintenance at other hours.

Special notification listing exact dates for infrequent operations shall be furnished to the General Services Maintenance Supervisor at least five (5) days prior to performing these operations.

The City shall have the authority to suspend the work, wholly or in part, for such a period as may be deemed necessary due to renovation or construction, or to such other conditions as are considered unfavorable for the suitable performance of the work.

2. Proposed Cost

The monthly prices and lump sum amounts to be paid for the areas listed in the Compensation Schedules shall include full compensation for furnishing all labor, materials, supplies, cleaning supplies, trash bags, vehicles, equipment and incidentals necessary to complete the work under the Contract. This shall include the Contractor's costs involved with bonding, insurance, worker's

compensation, overhead, financing, mobilization, public convenience and safety, storage of equipment and materials, security against theft and vandalism, clean-up and all other items incidental to the work. The Contractor will invoice monthly and adhere to the order of the attached facility list.

3. Work to be Done by Contractor

A. General

The work to be done consists of complete and thorough custodial maintenance of the City's various facilities. Said custodial services shall include but not be limited to: libraries, lobbies; kitchens; restrooms; offices and classrooms; granite counters, ceramic tile, carpet and upholstery cleaning; cleaning and polishing drinking fountains and other metal surfaces; window washing; litter and debris removal; restocking restroom and kitchen soap and paper supplies; clean, sweep, dry mop, wet mop, strip, wax, sanitize, scrub and vacuum floors; clean, scrub and maintain walls; clean ceiling vents; remove cobwebs; clean window sills, windows, light fixtures, plumbing fixtures and window coverings; graffiti removal; and other maintenance required to maintain the facilities listed in the RFP. All facilities are to be cleaned and prepared for business by 5:00 a.m.

Cleaning Products, Paper Goods and Supplies. All cleaning products, supplies, and paper goods shall be Wexie products or City approved equal. No substitutions shall be made without the prior approval of the General Services Maintenance Supervisor. Contractor shall submit a list of all cleaning products and paper products prior to the start of work.

Toilet tissue, paper towels, seat covers, sanitary supplies, hand soap, and deodorizers shall be restocked daily unless otherwise specified in the Minimum Frequency Schedule.

Painted / Hard Surfaces and Fixtures. The Contractor shall thoroughly wash all interior painted surfaces with an approved cleaner, in accordance with the Minimum Frequency Schedules. Additionally, walls and counter surfaces shall be spot cleaned as needed to remove spills, finger marks, ink and pencil marks, and other dirty areas. Counter surfaces will be polished twice per week, or more often if necessary to maintain a clean surface area.

Mirrors, powder shelves, plumbing fixtures, light fixtures, and ceiling grates, etc., shall be cleaned and dusted in accordance with the Minimum Frequency Schedules. All increased cleaning schedules for specialty areas are included in the Minimum Frequency Schedules.

All stainless steel surfaces shall be cleaned and polished with an approved polish. All basins, counter tops, fixtures, toilet bowls, and urinals shall be cleaned with an approved germicidal detergent solution. All dispensers shall be cleaned and disinfected and refilled with approved solutions per the Minimum Frequency Schedule.

Floors. Restroom floors shall be thoroughly cleaned with an approved germicidal detergent solution. Floors shall be waxed and polished to maintain a high luster gloss finish. Special attention shall be paid during floor cleaning and waxing to remove grout stains and to prevent wax from becoming built up at the base of the fixtures and on baseboards. All non-skid mats shall be rinsed and disinfected daily.

Carpeted areas and rugs shall be thoroughly vacuumed daily and any staples, paperclips, etc., shall be removed from the floor. Carpet stains shall be spot cleaned with rug spotter at the time of detection. Carpeted surfaces shall be cleaned as needed to maintain a clean appearance. Doormats and chair mats shall be cleaned concurrently with vacuuming. Carpet cleaning methods shall be consistent with carpet manufacturer's recommendations or as otherwise approved by the General Services Maintenance Supervisor.

Hard surface floors shall be swept and/or dust mopped using dust control sweeping mops. Special attention shall be paid during floor cleaning and waxing to prevent wax from becoming built up on baseboards. All hard surface floors shall be stripped and waxed in accordance with the Minimum Frequency Schedule, or more often if necessary to maintain a high luster finish. All baseboards and molding strips shall be cleaned as needed to remove stains, spots and dust.

Special attention shall be paid during floor cleaning and waxing to remove grout stains and to prevent wax from becoming built up at the base of the fixtures and on baseboards. Floors (ceramic tile) will be machine scrubbed in accordance with the minimum frequency schedule to keep grout lines clean and free of stains.

Wood floors shall be maintained in accordance with the manufacturer's recommendations. Concrete floors shall be maintained in a manner consistent with composite flooring material.

Heel marks shall be removed from all floors upon detection.

Kitchens/Break Rooms

Floors shall be thoroughly cleaned with a germicidal detergent solution. Floors shall be waxed and polished to maintain a high luster gloss finish. Special attention shall be paid during floor cleaning and waxing to remove grout stains and to prevent wax from becoming built up at the base of the fixtures and on baseboards. Exterior surfaces of all appliances, including stove, refrigerator and microwave shall be cleaned daily. Inside of all stoves and ovens shall be thoroughly cleaned quarterly. Tables and chairs shall be cleaned quarterly. Sinks shall be thoroughly cleaned daily using an approved detergent.

Restrooms. The Contractor shall clean basins, fixtures, countertops, partitions, toilet bowls and urinals with an approved germicidal detergent solution each service day. Urinal holes will be scrubbed daily to keep them free from odors and scale build up. All restroom dispensers shall be disinfected and refilled daily. All paper and soap supplies shall be restocked as needed, including toilet tissue, hand soap, seat covers, sanitary supplies and deodorizers.

The Contractor shall wash and polish mirrors, powder shelves, bright work, etc., including flushometer, piping and toilet seat hinges, light fixtures, disposal bins and tops of stall partitions. Both sides of toilets shall be washed daily with an approved germicidal solution. The Contractor shall report any leaks or plugged drains to the General Services Maintenance Supervisor upon discovery.

Spit wads and other debris on ceilings and walls shall be removed daily. Walls and ceiling shall be cleaned as needed to maintain a clean surface.

All restroom drains shall receive an enzyme treatment weekly or more often if requested by the City. Enzyme product must be approved by City prior to use.

Deodorant aerosol cans shall be replaced as needed. All deodorant scents must be approved by the City prior to installation. Batteries for the deodorant dispensers shall be replaced as needed.

Please refer to page sixteen (16) for cleaning of restroom floors and adhere to the frequency schedule (Exhibit "A").

Doors, Switch Plates and Drinking Fountains. All doors, door frames, kick plates, door hardware, switch plates, and drinking fountains shall be cleaned on a daily basis to remove any spillage, smudge marks, and ink and pencil marks. Stainless steel and brass hardware shall be cleaned and polished as needed to maintain a shiny appearance and to prevent scale and rust from forming.

Drinking fountains shall be kept clean at all times. Every instance of damage and/or inoperable drinking fountains shall be reported to the General Services Maintenance Supervisor.

Trash Receptacles. The Contractor shall empty all trash receptacles and replace liners daily. All trashcan liners shall be replaced at Contractor's expense. Trashcans shall be wiped down to remove spills, smudges or ink/pencil marks as needed.

Windows, Glass Doors and Partitions. The Contractor shall clean all interior and exterior windows in accordance with the Minimum Frequency Schedule.

Finger marks, smudges, and spills shall be cleaned from all glass surfaces and mirrors at the time of detection. Cleaners shall be non-abrasive and special care shall be taken so that glass treatment (tinting) is not scratched, damaged or removed.

Dusting. The Contractor shall dust all exposed surfaces daily, including desks, filing cabinets, cabinets, tables and chairs, telephones, bookcases and other office equipment using specially treated dust cloths or feather dusters, with the exception of desks and tables covered with papers and other work materials. Desk or cabinet tops will be thoroughly cleaned when left cleared. High

dusting shall be performed twice monthly and shall include tops of doorframes, partitions, air vents, overhead shelves, special molding, and inside of florescent light coverings. All blinds shall be cleaned (dusted and washed) twice monthly. Vending machines shall be dusted on a weekly basis.

Office Furniture, Desks and File Cabinets. The Contractor shall empty all trash receptacles and replace liners daily. All trashcan liners shall be replaced at Contractor's expense. Trashcans shall be wiped down to remove spills, smudges or ink/pencil marks as needed.

- A. **Performance of the Work.** The Contractor shall furnish all labor, materials, supplies and equipment needed to complete the work required under the terms of the Contract Documents, except those materials specified to be furnished by the City.
- B. **Standard of Performance.** The Contractor shall submit satisfactory evidence of compliance with this RFP of such materials to be furnished and used in the work as the General Services Maintenance Supervisor may require. Materials incorporated in the work and not specifically covered in this RFP shall be the best of their kind.
- C. **Standard Operational Hours.** The Contractor shall schedule its operations so as not to interfere with the public's use of the Maintained Areas. Contractor shall conduct its operations so as to provide the maximum safety for the public and to offer the least possible obstruction and inconvenience to the public, or disruption to the peace and quiet of the area around which the services are performed.
- D. **Protection of Property.** All public and private property or improvements shall be safely guarded from damage or loss in connection with this Contract by the Contractor at all times. Should any facility, structure, or property be damaged during operations of the Contractor, it shall immediately notify the proper owners or authorities. The Contractor shall pay all damages and losses incurred.
- E. **Defective Work.** The Contractor shall redo at its own expense any part of the work that has been improperly executed, even though it has been included in the monthly estimates. If Contractor refuses or neglects to redo such defective work, prior to acceptance of the work, it may be performed by the City at the expense of the Contractor, plus 30% for overhead expenses, and Contractor's sureties shall be liable.
- F. **Communications Regarding the Work.** After award of the Contract, all communications regarding the work covered by this RFP shall be addressed and mailed, emailed, or hand delivered to:

Jason Bourbonnais
General Services Maintenance Supervisor
City of Riverside

8095 Lincoln Avenue
Riverside, California 92504
P: (951)-351-6255
E: Jbourbonnais@riversideca.gov

Any changes to the scope of service (addition/deletion/increase) requested by General Services or by service location contact must include a "Cost Analysis" (Exhibit "D") before the commencement of work. This work will not commence until approved in writing/email from the General Services Maintenance Supervisor and cc the General Services Contract Administrator.

- G. **Emergency Work.** In case of an emergency, that threatens loss or injury of property, and/or safety of life, the Contractor shall act, without previous instructions from the City, as the situation may warrant. Contractor shall notify the City of the emergency and the action taken immediately thereafter. Any compensation claimed by the Contractor, together with substantiating documents in regard to expense, shall be submitted to the General Services Maintenance Supervisor within fifteen (15) calendar days after the emergency. Compensation, if allowed, will be paid for as Extra Work.

If such emergency arises out of or is the result of operations by the Contractor, the cost of the corrective measures will be billed to the Contractor and deducted from Contractor's payment as provided in the Contract Documents. The performance of emergency work by City forces will not relieve the Contractor of any of its responsibilities, obligations, or liabilities under the Contract.

- H. **Extra Work.** Extra Work may include, but not be limited to, the following:

- 1) Extra Work may include, but not be limited to, the following:
 - Extra cleaning to prepare a site or following a special event.
 - Extra cleaning following construction and/or maintenance activities.
- 2) In the event the Contractor is required by the City and agrees to perform Extra Work the following will govern the work:
 - Extra work will not be initiated without written authorization.
 - An estimate of the costs and time for completion will be submitted for approval prior to work being done. The Contractor shall maintain records sufficient to distinguish the direct cost of other operations. Contractor shall furnish reports of Extra Work on forms furnished by the Contractor, itemizing all costs for labor, materials, and equipment rental. The report shall include hours worked.

- Work will be executed under the direction of the General Services Operations Superintendent or his/her designated representative on a time and materials basis or an agreed upon lump sum price depending on the nature of the work.
 - The Contractor shall be required to begin extra work promptly once authorization is obtained.
 - Labor costs will be billed at the rates listed in the Compensation Schedule. Contractor shall process a separate invoice requesting payment for approved Extra Work.
 - No work of any kind shall be considered as extra unless written authorization is issued by the City for said work before work commences. The City is not compelled to award all Extra Work to Contractor. In some instances, additional bids may be solicited from other vendors or the work may be completed by City staff.
4. **Extra Work.** Inspections. Contractor shall perform a weekly inspection of the complete Maintenance Areas. A written report shall be submitted to the City the business day following the Contractor's inspection. The written report shall include all items needing improvement and dates for corrective action.
- A. The inspection and administration costs indicated in this Article shall require a maximum of five (5) hours per week of City staff time. The cost of all time in excess of the 5-hour maximum incurred due to inadequate level of maintenance and/or poor administrative preparation on the part of the Contractor shall be deducted from the monthly payment. The cost of the City labor shall be as specified in Section 2.08 of this RFP plus cost for needed equipment. The City shall maintain an accurate log of inspection and administrative time, which will be available for review by the Contractor.
 - B. The cost for all time in excess of the stated criteria required due to inadequate level of maintenance and poor administrative preparation on the part of the Contractor, shall be deducted and forfeited from payments. The actual cost computation shall be made using the Inspector's costs including all direct and indirect administrative costs at the time costs are incurred.
 - C. The Project Manager shall meet on site with an authorized representative of the City on a weekly basis for a daytime walk-through inspection. Said meeting shall be at the convenience of the City. Any corrective work required as a result of an inspection, or any interim inspection by the City, shall be accomplished to the satisfaction of the City as follows:
 - D. The City will provide a written notice ("Punch List") to the Contractor to correct the

deficiencies within specified time frames. Said specified time frames shall be reasonable, as determined by the City. Should the Contractor fail to correct the deficiencies within said time frames, the City may perform the work utilizing City employees and/or contract labor. The cost for corrective measures will be deducted and forfeited from the payments to the Contractor by the City. Should it become necessary for the City to provide personnel to assist or complete a task as per the Contract Documents, the Contractor will be billed for all costs, plus a 30% administrative fee.

- E. Any action taken by the City pursuant to this Article shall not be construed as a penalty but as an adjustment of payment to the Contractor for the purpose of recovering the costs incurred by the City due to the failure of the Contractor to comply with the provisions of the Contract Documents. Materials furnished and work done under the Contract will be subject to rigid inspection. Work or material that does not conform to this RFP, although accepted through oversight, may be rejected at any stage of the work. Whenever the Contractor is permitted or directed to do work during regular City business hours or to vary the period during which work is carried on each day, it shall give the Building Services Supervisor due notice, so that inspection may be provided. Such work shall be done under regulations to be furnished in writing by the Building Services Supervisor.
- F. The City's authorized representative shall at all times have access to the work.
- G. Reasonable time frames for correcting deficiencies / Punch List items are as follows
 - Emergency service notification or attempted notification must be responded to within 2 hours. No further notification will be given.
 - Restroom and litter work is to be completed within 2 hours of notification. Areas impacted and affected by health and safety issues shall immediately be barricaded to inform the public and City personnel of potential dangers in that area. Repairs must be completed within one (1) working day. No further notification will be given.
 - All areas missed and not maintained shall be required to be addressed within (2) hours of notification. If the Contractor is not able to respond within the specified timeframe, the City may either hire another contractor or accomplish the work using City forces. All costs incurred by the City shall be deducted from the Contractor's monthly invoice.
 - All other issues will receive written notification ("Punch List") giving two (2) working days for completion. If the deficiency is not corrected within the required two-day period, any item which has not been corrected may be completed by the City or by other contractual services and actual costs will be charged to the Contractor

without further notification.

- H. Cost of Overtime Inspection. Overtime work performed at the option of, or for the convenience of the Contractor will be inspected by the City at the expense of the Contractor. For any such overtime beyond the regular 8-hour day and for any time worked on Saturday, Sunday, or holidays the charges will be as shown in the following schedule with the exception of administrative personnel:

Classification	Charge Per Hour
General Services Maintenance Supervisor	\$100.00
Project Manager	\$100.00
Administrative Analyst	\$100.00

3) Schedules.

A. Initial Schedules

- Within 48 hours after the Notice to Proceed has been given, and prior to the start of any work, the Contractor shall submit to the Building Maintenance Supervisor for approval three (3) copies of its proposed weekly schedule with sub-schedules of periodic activities. If the Building Maintenance Supervisor notifies the Contractor that the schedule is unacceptable, the Contractor shall submit a revised schedule within 48 hours thereafter.
- The schedules shall be in a form acceptable to the Building Maintenance Supervisor.
- The schedule shall also contain a list of all applicable tasks including the time and location of the task, and the labor force used to complete the task.

B. Revised Schedules

- After start of the work, the Contractor shall submit revised service schedules to the Building Maintenance Supervisor not later than the 1st and 15th day of each month thereafter until completion of the Contract.
- The revised schedules should show any significant changes in activities since submission of the previous schedule with revised projections of progress and upcoming seasonal periodic work.

C. Service Frequencies

- In no event shall the Contractor provide services less than those identified in the

contract (Exhibit "A"). However, increased service frequencies may be required at times to provide an acceptable level of service, to maintain the facilities in an acceptable condition. If additional frequencies are necessary, it shall be at no additional cost to City.

- If extensive use requires that the Contractor increase frequency schedules for an extended period of time, (three to four months) the Contractor may submit to the City a request for a Change Order. The issuance of a Change Order shall be at the sole discretion of the Building Maintenance Supervisor.

D. Maintenance Schedules and Reports. On the first weekday of each month, the Contractor shall submit the required monthly service schedule illustrating all areas listed in the contract and the expected day(s) of completion. No later than the fifth day of each month, the contractor shall submit a monthly report of work completed the previous month.

4) Contractor's Responsibilities for Losses or Liabilities

A. Risk of Loss: Except as otherwise provided in the Contract Documents and except as to the cost of repair or restoration of damage to the work caused by force majeure, the Contractor shall bear all losses resulting from the amount or character of the work, or from any unforeseen obstructions or difficulties which may be encountered, or from any encumbrances on the line of the work, or because the nature of the work is different from what is assumed. The Contractor shall bear the risk for any City equipment, material, or supplies with which it has been entrusted. "Force majeure" shall include, but not be limited to, declared or undeclared war, sabotage, insurrection, riot, or other acts of civil disobedience, labor disputes, fires, explosions, floods, earthquakes or other acts of God.

B. Materials and Facilities: The Contractor shall be responsible for materials and facilities as hereinafter provided and in the event of its failure to carry out said responsibilities, the same may be carried out by the City at the expense of the Contractor:

- The Contractor shall be responsible for any materials, equipment and/or supplies so furnished and for the care of all work until its completion and final acceptance. Contractor shall at its own expense replace damaged or lost materials and repair damaged parts of the work.
- The Contractor shall protect City facilities from damage resulting from its work. City facilities damaged by, or as a result of, the Contractor's work under this Contract shall be repaired or replaced, as directed by the General Services Maintenance Supervisor at the Contractor's expense.
- The Contractor shall remove from the vicinity of the completed work all rubbish, unused material, and other materials belonging or used under its direction during work.

- All damages that, in the City's opinion, are due to the Contractor's operations shall be repaired at the Contractor's expense.
- No facilities will be available for the storage of materials or supplies used in connection with the performance of the work.

5. Contractor Staff/Employees

- A. The Contractor shall provide sufficient personnel to perform all work in accordance with this RFP. At no time, will the Contractor allow its crew to be diminished in size or labor hours so as to not effectively complete the assigned maintenance tasks.
- B. A qualified, English-speaking foreman in the employ of the Contractor shall supervise all of the Contractor's maintenance personnel. At least one (1) member of each crew working at each site shall be able to communicate both orally and in writing in English and a crew shall consist of no less than two (2) employees. At no time, shall the Contractor provide less than two persons at each site.
- C. Contractor shall provide the names of each employee assigned to their regular work location/s and a current photo.
- D. Contractor shall require employees to wear a uniform identifying them as an employee of the Contractor while working in the City. This shall include proper work shoes and uniform clothing with a name badge and photo ID.
- E. If any person employed by the Contractor or any subcontractor shall fail or refuse to carry out the directions of the General Services Maintenance Supervisor, or is in the opinion of the General Services Maintenance Supervisor, incompetent, intemperate, or disorderly; or uses threatening or abusive language to any person on the work site; or is otherwise unsatisfactory, he/she shall be discharged from the project immediately, and shall not again be employed on the work except with the written consent of the General Services Maintenance Supervisor.
- F. The Contractor or Project Manager shall be available twenty-four (24) hours a day, seven (7) days a week to respond to all emergencies within two (2) hours of notification or attempted notification. If Contractor cannot be notified or does not respond in a timely manner, the City will respond and all costs will be charged to the Contractor.
- G. Contractor shall be required to assign a Project Manager capable of communicating in English, both orally and in writing. This individual will be the contact person for this project, and must be available to respond to inquiries, walk-throughs and inspections, as required. Project Manager shall be on site for a minimum of fifteen (15) hours per week. At least one member of any member of Contractor's crew at each maintenance site shall be able to read and speak English fluently.

- H. The Project Manager shall prepare and submit to the General Services Maintenance Supervisor, or designee, a weekly project report. A copy shall be included with the monthly billing statement. Said report shall indicate the overall condition of the Maintained Areas and shall list specifically any unusual or problem areas/situations. The report shall also include action to be taken by Contractor to rectify said situation and indicate the anticipated time frame for compliance.

6. Subcontractors

- A. All subcontracts, if any, shall contain a reference to the Contract between the City and the Contractor, and the terms of the Contract and all parts thereof shall be made part of each subcontract insofar as applicable to the work covered thereby.
- B. Nothing contained in this RFP shall be construed as creating any contractual relationship between any subcontractor and the City.
- C. The Contractor shall be considered the employer of any subcontractor, and as fully responsible to the City for the acts and omissions of persons employed by them as he/she is for the acts and omissions of persons directly employed by Contractor.
- D. The Contractor shall be responsible for the coordination of the subcontractors, and material suppliers engaged upon its work. It shall be Contractor's duty to see that all of its subcontractors commence their work at the proper time and carry it on with due diligence so that they do not delay or injure either the work or materials; and that all damage caused by them or their workers are remedied at Contractor's expense.
- E. The City will not undertake to settle differences between the Contractor and its subcontractors or between subcontractors.
- F. The Contractor shall utilize the services of specialty subcontractors, without additional expense to the City, on those parts of the work, which are specified to be performed by specialty Contractors.
- G. The Contractor shall at no time drive vehicles on turf for any reason.

7. Cooperation with Other Work Forces

- A. The City reserves the right to perform other work at or near the Maintenance Areas at any time by the use of its own forces or other contractors.
- B. Other contractors, utilities and/or public agencies and their contractors, and City personnel may be working in the vicinity during the Contract term. There may be some interference between these activities and the work completed under this RFP. The Contractor shall

cooperate and coordinate its work with that of other work forces to assure timely completion of work.

8. Safety

A. General

1. Contractor agrees to perform all work outlined in this RFP in such a manner as to meet all accepted standards for safe practices during maintenance operations and to safely maintain and operate all equipment, machines, and materials consequential or related to the work; and is solely responsible for complying at all times with all local, County, State, Federal, or other legal requirements including, but not limited to California Department of Food and Agriculture, OSHA Orders, Department of Transportation Drug and Alcohol testing provisions, NPDES rules, regulations and "Best Management Practices, Caltrans Traffic Control Manuals, and APWA Traffic Control Handbook, so as to protect all persons, including Contractor's employees, agents of the City, vendors, members of the public and others from foreseeable injury to themselves or damage to their property. Contractor shall inspect all hazards and potential hazards in Maintained Areas and is required to keep a log indicating the date inspected and action taken.
2. It shall be the Contractor's responsibility to inspect and identify any practices and conditions that render any portion of the Maintained Areas unsafe. The City shall be notified immediately of any unsafe condition that requires major correction. Contractor shall be responsible for making minor corrections so as to protect members of the public or others from injury. Contractor shall cooperate fully with City in the investigation of any accidental injury or death occurring in any of the Maintained Areas, including a complete written report thereof to the City within three (3) calendar days of the injury or death.
3. Prior to the start of any work under the Contract, **Contractor shall submit two copies** of their Injury Illness Prevention Plan as required by Senate Bill 198.

B. **Protection of Persons and Property.** Contractor's Responsibility: Notwithstanding any other provision of this RFP, the Contractor shall be solely and completely responsible for conditions of the Maintenance Areas, including safety of all persons and property, during performance of the work. This requirement will apply continuously and will not be limited to normal working hours. Safety and sanitary provisions shall conform to all applicable Federal, State, County, and local laws, regulations, ordinances, standards, and codes. Where any of these are in conflict, the more stringent requirement shall be followed.

C. **Protection from Hazards.** Contractor shall comply with all of the provisions of General Industry Safety Orders of the California Administrative Code. The Contractor shall submit to the Building Maintenance Supervisor a Safety Data Sheet (SDS) for each hazardous substance proposed to be used, ten (10) calendar days prior to the delivery of such materials to the job site or use of

such materials at a manufacturing plant where Building Maintenance Supervisor can perform an inspection. For materials that are to be tested in City laboratories, the MSDS shall be submitted with the sample(s). Hazardous substance is defined as any substance included in the list (Director's List) of hazardous substances prepared by the Director, California Department of Industrial Relations, pursuant to Labor Code Section 6382. Failure to submit an MSDS for any hazardous substance may result in actions as provided in Article 5, "SUSPENSION OR TERMINATION OF CONTRACT," of this RFP.

D. Differing Site Conditions

1. Before such conditions are disturbed, the Contractor shall promptly notify the General Services Maintenance Supervisor in writing of any material that the Contractor believes may be hazardous waste that is required by law to be removed.
2. The General Services Maintenance Supervisor will promptly investigate the conditions and if he/she finds that such conditions do materially differ, or do involve hazardous waste, and do cause an increase or decrease in the Contractor's cost of, or time required for, performance of any part of the work under the Contract, an equitable adjustment will be made, as determined by the General Services Maintenance Supervisor.
3. In the event of disagreement between the Contractor and the General Services Maintenance Supervisor whether the conditions do materially differ or whether a hazardous waste is involved or whether the conditions cause an increase or decrease in the Contractor's cost of, or time required for, performance of any part of the work, the Contractor shall not be excused from any completion date required by the Contract, but shall proceed with all work to be performed under the Contract.

9. Cleaning and Environmental Controls

- A. Contractor shall maintain areas in a clean and orderly condition, free of waste materials, debris, and rubbish. Contractor shall remove waste materials, debris, and rubbish from maintenance areas and dispose of all trash collected in the maintenance area at the Contractor's expense.
- B. The Contractor shall take appropriate action to ensure that no dust originates from the Maintenance Areas.
- C. Contractor shall ensure that all wash water and/or waste water is captured and properly disposed of. No wash water and/or waste water shall be allowed to enter the City's storm drain system or local waterways. The contractor shall employ appropriate Best Management Practices (BMPs) to ensure non-storm water runoff does not enter any City storm drains.
- D. Contractor is required to be pre-qualified and placed on the city's approved pressure washer list. This requires demonstration and review of the contractor's water recovery system and

work procedures.

- E. Any equipment or vehicles driven and/or operated within or adjacent to a street gutter, storm drain, runoff conveyance, or local waterways shall be checked by contractor and maintained daily to prevent leaks or spills of materials. Contractor shall ensure proper capture, containment, collection, and disposal of any leaks, spills, or material deposits onto any surface.
- F. No debris, soil, silt, sand, bark, slash, sawdust, rubbish, cement or concrete or washings thereof, oil or petroleum products, or any other materials shall be allowed to enter into or be placed where it may be washed by rainfall or runoff into City storm drains, runoff conveyances, or local waterways. When operations are completed, any excess materials or debris shall be removed from the work area.
- G. The Contractor shall comply with all litter and pollution laws. All Contractors, subcontractors and employees shall also obey these laws and it shall be the responsibility of the Contractor to ensure compliance.

10. Recycled, Reusable and Recyclable Products

The Contractor is encouraged to support the City of Riverside in recycling efforts. It is City policy that all City Divisions and Sections shall utilize recycled, reusable, and recyclable products to the maximum extent practicable. Preference will be given to recycled, reusable and recyclable products, over non-recycled, non-reusable and non-recyclable products, fitness and quality being equal, whenever available at no more than the total cost of non-recycled, non-reusable and non-recyclable products.

Contractors are encouraged to propose recycled, reusable and recyclable products for use by the City of Riverside. Those items should be clearly identified. The City of Riverside may require further information or documentation to ascertain the suitability/appropriateness of a proposed product.

All Contractors that provide goods, supplies, or equipment to the City that contain recycled material shall provide the following information, in writing, to the Building Maintenance Supervisor:

- A. The minimum, if not the exact, percentage of recycled material, both postconsumer waste and/or secondary waste (listed separately), in the goods, supplies, or equipment; and
- B. The quantity and total dollar amount of the goods, supplies or equipment provided to the

11. Materials Storage. No facilities will be available for the storage of materials or supplies used in connection with the performance of the work.

12. Replacement Parts and Supplies. Contractor shall maintain a stock of high usage items (including cleaning supplies and paper products) for repair or replacement. Costs for

repair/replacement items for Extra Work or damage repairs will be reimbursed to Contractor at Contractor's wholesale cost. Invoices showing actual cost paid by Contractor must be submitted with monthly billing statement.

13. Vehicle Limitation. The Contractor shall at no time drive vehicles on turf for any reason.

14. Traffic Control, Public Convenience and Safety. The Contractor shall conduct its operations so as to offer the least possible obstruction and inconvenience to the public, and shall have underway, no greater length or amount of work than can be prosecuted properly with due regard to the rights of the public. The Contractor shall furnish and maintain all signs to safely guide the public through the Maintenance Areas, and as directed by the Building Services Maintenance Supervisor.

15. Waiver. A waiver by City of any breach of any term, covenant, or condition contained in the Contract Documents shall not be deemed to be a waiver of any subsequent breach of the same or any other term, covenant, or condition contained therein, whether of the same or a different character. Contract Documents shall not be deemed to be a waiver of any subsequent breach of the same or any other term, covenant, or condition contained therein, whether of the same or a different character.

16. Data to Be Furnished By Contractor. The Contractor shall furnish the General Services Maintenance Supervisor with such information as it may desire respecting the progress and manner of the work, including all information necessary to determine its costs, such as the number of persons employed, their pay, the time during which they worked on site and other pertinent data. This may be requested at any time, and must be turned over to the City within five (5) days of request. Failure to comply with this provisions is a material breach of the Agreement and may result in its termination.

17. Signage

A. Contractor shall display a sign indicating Contractor's name and license number on both sides of all maintenance vehicles. Said sign shall be approved by the City.

B. Contractor shall not post advertising signs and banners within the Maintenance Areas. All signs used by the Contractor shall be kept "graffiti free" at all times.

C. Contractor shall remove all unauthorized signs and advertising within the Maintenance Areas. Contractor shall also be responsible for the removal of debris.

18. Contractor Customer Service Standards. The Contractor shall at all times represent the City in a professional, friendly, efficient and cost-effective manner, and will be required to comply with the requirements of the enclosed City of Riverside Contractor Service Standards Acknowledgment, which is hereby made a part of this RFP (Exhibit "G").

19. Frequency Schedule: Maintenance Days are Monday through Sunday, including holidays 8:00 p.m. to 5:00 a.m.

A. Daily Custodial Services

General Buildings / Facilities:

- Dust all desks, tables, chairs, filing cabinet tops, cabinets, telephones, bookcases and other office equipment using specially treated dust cloths or feather duster. Feather dust around computers and computer equipment.
- Empty and reline all wastebaskets and trashcans. Place trash in trash dumpsters. Wipe inside and outside of garbage cans and spray with disinfectant.
- Damp wipe glass top desks or counter areas.
- Remove fingerprints, smudges and spills from glass windows, doors and partitions, and mirrored walls.
- Remove smudges from doors, doorframes, handles, knobs, bars, woodwork and wall switches.
- Clean, polish and sanitize drinking fountains.
- Remove finger marks, ink marks and smudges from tabletops, walls and counters.
- Clean hard surface areas, partitions, doors (including glass doors) and walls, etc.
- Clean window sills and ledges.
- Clean baseboards and molding strips.
- Remove cobwebs.
- Restock paper towel and hand soap dispensers.
- Wash tables and chairs when necessary.
- Return all chairs to proper locations.
- Clean door thresholds/plates and door frames.
- Wipe down padded surfaces.
- Clean and polish stainless steel surfaces and fixtures.
- Remove graffiti from walls, fixtures and furniture. Notify City of any graffiti that cannot be removed with normal graffiti cleaning solutions.

Kitchens:

- Thoroughly germa-clean kitchen with approved disinfectant.
- Clean exterior surfaces of all appliances (i.e. microwaves, stoves, refrigerators, etc.)
- Clean sinks, counters, cabinets and fixtures. No cleaning of dishes, silverware, or coffeepots will be required.
- Spot clean doors and walls.
- Notify City of any leaks or plugged drains.

Restrooms:

- Clean restroom floors with germicidal detergent solution.
- Clean basins, countertops, fixtures, toilet bowls and urinals with germicidal detergent solution.
- Clean, disinfect and refill restroom dispensers. Restock toilet tissue, hand soap, seat covers, paper towels, sanitary supplies and deodorizers. Toilet tissue to be replaced when more than 1/2 of the roll is gone.
- Wash and polish mirrors, powder shelves, bright work, etc., including flushometer, piping and toilet seat hinges, light fixtures, disposal bins and tops of stall partitions.

- Wash both sides of toilet seats with germicidal solution.
- Spot clean restroom doors, walls and partitions.
- Notify City of any leaks or plugged drains.
- Remove all spit and paper wads from ceilings, walls, partitions, etc.
- Remove grout stains.

Floors:

- Sweep and/or dust mop all hard surfaces using dust control sweeping mops.
- Clean and vacuum floor mats. All non-skid mats shall be rinsed and disinfected.
- Wet mop hard surfaces and composite floors with an approved cleaner.
- Vacuum carpets and rugs COMPLETELY. Remove any staples, paper clips, etc., from carpets.
- Spot clean carpet stains with rug spotter.
- Use specially developed mops to dust mop wood floors.
- Remove any spillage on floors.
- Remove heel marks.
- Pour clean water in all floor drains to flush traps.

Weekly Custodial Services:

- Clean and dust vending machines.
- Buff all vinyl floors.
- Polish counter surfaces to maintain clean surface area.
 - All Library unsealed/finished ceramic tile and public restroom tiles will be machine scrubbed with germicidal/disinfectant. Staff restrooms will be machine scrubbed monthly or more often as needed.
 - All Library entryways with unsealed/finished ceramic tile will be machine scrubbed.
 - Corporate Yard and UOC unsealed/finished ceramic restroom floors will be machine scrubbed: men's and women's rooms.

Bi-Monthly Custodial Services (Two times per month):

- Polish all metal doorframes and kick plates.
- Vacuum all upholstered furniture, such as desk chairs and guest chairs, etc.
- Dust all blinds and window coverings.
- Clean interior windows and glass doors.
- Perform high dusting, such as tops of doorframes, partitions, air vents, overhead shelves, special molding etc.
- Clean inside/outside of florescent light covers.

Monthly Custodial Services (One time per month):

- Clean and machine polish all hard surface floors.

Quarterly Custodial Services (Four times per year):

- Strip, wax and machine polish hard surface floors.
- Clean inside of stoves and ovens.
- Clean tables and chairs.
 - City Hall - Degreasing of City Hall Café floor, including counter, table and beverage

area.

Twice Yearly (Two times per year):

- Clean exterior windows of all facilities including hard water deposits.
 - City Hall - Exterior windows for floors 3-7
 - City Hall - Interior and exterior lobby windows
 - City Hall - Stripping and scrubbing restroom floors

All upholstered furniture shall be vacuumed twice monthly. All upholstered furniture shall be cleaned twice per year. All spots shall be removed at the time of detection.

Thrice Yearly (Three times per year):

- All carpeted areas shall be thoroughly cleaned three times per year. All spots shall be removed at the time of detection.

All carpet /soft furnishing cleaning must be completely dry before the start of a business day (allow twenty-four [24-hrs] of dry time) and schedule Friday 8: 00 a.m. through Sunday 5:00 a.m.

Annually (One time per year):

- Deep clean all restrooms by steam cleaning grout on walls and floors.

20. Building Security

- All exterior doors are to remain locked at all times while cleaning crew is in the building. NO EXCEPTIONS.
- Secure all exterior and interior doors and windows. Turn off all but security night lighting.
- Reset alarms when leaving the buildings.

STATEMENT OF UNDERSTANDING AND APPROACH

Allied Universal is uniquely capable and personally committed to delivering exceptional quality service to exceed your expectations. Our team realizes that customer service and customer satisfaction are the number one priority. The "WOW" factor should be experienced at every point of contact, and the residents, guests, and employees of the City of Riverside should expect nothing less from their janitorial partner.

The Allied Universal team has thoroughly reviewed and analyzed the criteria required to clean the 40+ sites for the City of Riverside. Our team has a full understanding of the scope of work and the City's expectations. Our enclosed proposal has been customized to provide you with a blueprint to ensure an unparalleled level of service.

OPERATING PLAN

Allied Universal's operators and managers are dedicated to the successful implementation of our transition plan and ongoing quality inspections. Customer service is our number one priority and by preparing to start an account, our team plans and coordinates with multiple internal departments, facility management teams, General Services Department, Libraries Department, and all other stakeholders to ensure that on Day One, all service delivery is smooth and seamless.

The first step in a successful operation is preparing. Allied Universal's team dedicates significant manpower and resources during the transition period, typically 30 days prior to start of contract, to review the following: contract language, setting up billing and invoicing correctly, confirming any specific ongoing above-standard service, confirming status of current employees, uniforms, ordering equipment and supplies, and meeting with all stakeholders to review expectations and identify pain-points in service delivery.

The team will be assigned responsibilities, and a spread sheet with tasks will be tailored for each site included in the RFP (Please see Transition Chart). The transition team leader will maintain this spread sheet and will be held accountable for ensuring all transition tasks are completed and nothing is missed during this busy time. Start and completion dates, deliverables and every resource we require will be maintained and shared weekly with the General Services Department to ensure that everyone is in the loop with the progress of the transition.

The transition team will consist of personnel from the following departments:

- Operations Team
- Risk Management & Safety
- Training (FLS, Cleaning, Emergency Response)
- Human Resources
- Administration (Billing, payroll, purchasing)

Once everything is in place and we are ready to start, we visit all of the locations (only with the assistance/permission of the City's Facilities Department) to go over their specific needs and details for cleaning each individual building. By meeting with all stakeholders before we actually start service, we avoid the service issues that you may encounter when switching janitorial

providers. We feel this is one of the most important pieces of the process to ensure a seamless transition.



Transition Chart Cleaning Smart & Saving Our Environment

ID	TASK NAME	OWNER	COMPLETE NO LATER THAN
Job Start / Transition Guide			
1	Transition Team Leader Assignment		
2	Verbal Award		
3	Letter of Intent		
4	Assign Transition Team Leader		
Customer Meetings			
1	Establish series of transition meetings (weekly - what day)		
2	Establish vacancy by floor / stacking plan		
3	Define building security procedures		
4	Provide Allied Universal emergency contact numbers		
5	Define client emergency contacts information		
6	Define Allied Universal emergency and drill responsibilities		
7	Review current key structure for appropriateness (grand masters)		
8	Get access, alarm and pass code info		
9	Define key tenants and their needs		
10	Ask for history of liability claims on site		
11	Discuss staffing changes (if appropriate)		
12	Review staging / opening days schedules		
13	Discuss specifications		
Management Hiring			
1	Permanent Site Management		
2	Non-job costed		
3	Job costed		
4	Salaried Managers		
5	Complete Employment Applications		
6	Interview incumbent on-site management staff		
7	Recruit additional candidates (as necessary and if necessary)		
8	Make hire decision based on application process		
9	Offer Letters to salaried employees		
10	Process all management payroll documentation		
11	Finalized Pre-hire Authorization		
12	Management Payroll Application Form		
13	Confidentiality and non-solicitation agreement		
14	Employee confidential drug screening-injury evaluation		
15	Employee New Hire Checklist		
16	Employee New Hire Form (Management)		
17	Driver Enrollment Form		
18	Employee Handbook for Management Payroll Employees		
19	Employee Background Checks		
20	Corvel (California Only)		
21	Business Cards		
22	Access Request Forms		
23	Cell Phone		
24	Car Allowance / Vehicle		

Uniforms		
1	Determine quantities by size and type	
2	Send uniform order by job to Team Leader	
3	Consolidate Orders and place by Vendor	
Equipment Ordering		
1	Verify actual equipment needs	
2	Place equipment order with Team Leader	
3	Consolidate orders and place by vendor	
4	Delivery Schedule Approval	
5	Meet with vendor to create delivery schedules	
6	Provide vendor with job number and delivery information	
7	Confirm equipment assembly	
Miscellaneous Ordering		
1	IT / Communications if computer on site	
2	Computer ordered	
3	Cell Phones	
4	Site land phone line	
5	Small tools / chemicals / sundries (determine quantities and type)	
Accounting / Labor Management System - Internal		
1	Provide Operations with Project and Job Number	
2	Legal Review Notes	
3	RFP and Response	
4	Signed Contract	
5	Copy of Certificate of Insurance	
6	Copy of letter of intent & all customer correspondence relating to contract award	
7	Capital Expense Copies	
8	Estimated 1st month health and welfare costs	
9	Estimated 1st months job start costs	
10	Verify Job Numbers are active	
11	Verify New Employees are active	
12	Create schedule based on Job Master Form - current occupancy	
13	Update Labor Management system with corrections	
Supervision - Transition use only		
1	Determine implementation needs	
2	Establish start team by Sites	
3	President Approval	
4	Determine travel / lodging requirements for supervisors if necessary	
5	Additional General Staffing - Transition use only	
6	Determine and request additional startup man hours if necessary	
7	Determine end date for additional startup man hours if necessary	

Current Hourly Staffing			
1	Contact Incumbent for approval to meet with crew		
2	Advise Customer for arrangements to meet with crew		
3	Allied Universal introduction to incumbent crew		
4	Measure employees for uniforms		
5	Deliver Application Packet		
6	Background check forms		
7	Employee New Hire Form (Service Worker)		
8	I-9 Form		
9	Work Rules (English / Spanish)		
10	Verification of Applicant Data		
11	Completed Hire Packages to Santa Ana Corporate Office		
12	Review pay stubs for rate upon job start		
13	Confirm actuals against Union provided data		
14	Submit backgrounds to Merit Pro/Reviews upon return		
15	Approve adverse action - background check		
16	Determine additional staff necessary		
17	Enter into Win-Team		
Green Cleaning Training			
1	Establish Management Training Schedule		
2	Create and review materials (hourly and management)		
3	Approve training materials		
4	Complete management training (by Region)		
5	Hourly Training		
Safety and Training			
1	Verify Video Safety Training Complete		
2	Determine Specialized Training needs		
3	Verify cleaning training video reviewed		
4	Schedule on-site training		
5	Schedule equipment training		
6	Determine safety equipment order		
7	Review and approve safety equipment order		
8	Conduct site safety inspection		
9	Conduct Fire / Life Safety Training		
Site Specific Information			
1	Station / Work Assignment - CURRENT		
2	Define Work Stations		
3	Define Start / Stop times - Day and Night		
4	Define Break Areas		
5	Define day personnel duties and schedule		
6	Define trash handling procedures		
7	Site Vehicles / Golf Carts - CURRENT		
Post Transition Task and Action Items			
1	Identify Property Manager contact and tenant contacts by bldg.		
2	Verify correct cleanable square feet - current vacancy		
3	Define correct labor by bldg.		
4	Create operational internal budget		
5	Identify all Optional Services by tenant by bldg.		
6	Submit all Optional Service agreements to CA		
7	Define by bldg. special entry requirements - alarms - key cards etc.		
8	Identify special equipment requirements		
Approved By Property Manager: _____			

Allied Universal has already identified Jose Urias as the main point of contact for the City of Riverside. If awarded the City of Riverside, Mr. Urias, along with the entire senior management team, will be extremely involved in all aspects of the transition process, including meeting directly with the facilities department and any other City department heads to ensure all items listed on the transition checklist are completed by its respective due date.

Mr. Urias will also be directly responsible for ongoing weekly/monthly quality assurance inspections through CleanTelligent, a cloud-based inspection system, which provides inspections via smartphone or tablet with the building-specific scope of work. Completed inspection along with rating scores will be emailed to the building managers upon completion along with any pictures or notes. This direct communication allows Allied Universal's managers to be the "Eyes and Ears" of the building, noting if lights are out or if restroom fixture/sinks are leaking. If applicable, this information can also be uploaded into a work order system to expedite communication to engineering or other departments. Inspections will be performed both during the day and at night to ensure service delivery and consistency throughout the week.

Allied Universal is also proud to be an International Sanitary Supply Association (ISSA) Cleaning Industry Management Standard (CIMS) Green Building Certified company, confirming that all management, equipment, training, and supplies that we utilize in cleaning a building meet Green Building standards.

PERIODIC SCHEDULES

If the contract were to commence on July 1st, we recommend that all periodic work begin at the start of July. All weekly periodic work will be performed at each building by the Utility/Waxer(s) throughout the week. All monthly work will be performed at the beginning of the month, typically the first week and/or weekend of the month, if approved by facilities management. This would include all tasks listed as monthly frequency.

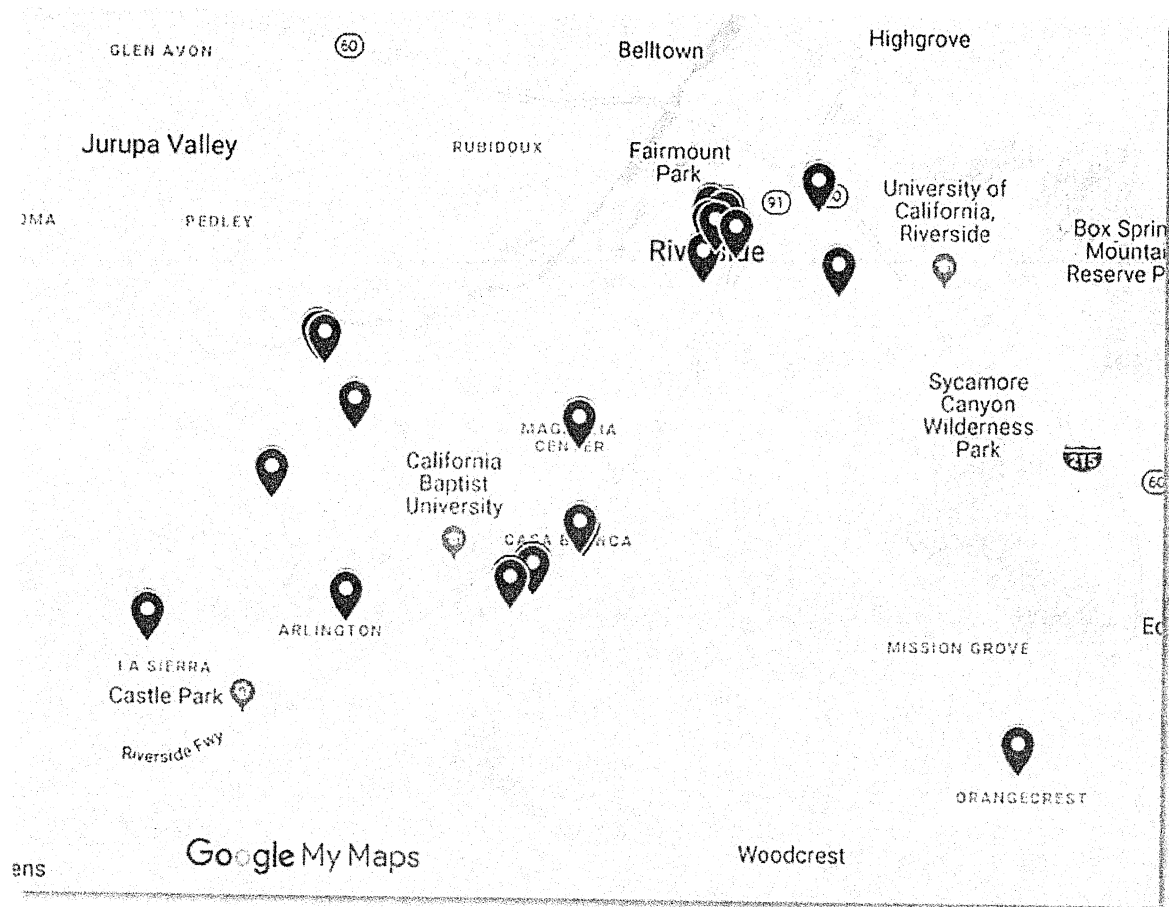
Quarterly work will begin the 3rd week in July and be scheduled for the following times:

- 3rd week/weekend in August
- 3rd week/weekend in November
- 3rd week/weekend in February
- 3rd week/weekend in May

All semi-annual work will be scheduled for the 4th week/weekend in November, if not sooner depending on the current condition/service level at each building. Annual work, if applicable, will be scheduled for the 4th week/weekend in November as well.

All labor requirements and/or costs for periodic work have been combined into the monthly pricing sheets that are detailed within the pricing section. Unless items are above the scope of work, Allied Universal will not submit separate billing for periodic work completed at the properties. If work was completed outside the scope of work, invoices will be sent either at the end of the month the work was performed, or the first of the next month. All invoices are net 30 days.

Site Location Map



Personnel

Due to the geographic size of the 40+ locations included in the RFP, Allied Universal will create crews that will work as a team to complete the nightly tasks included in the scope of work. Allied Universal plans to hire the equivalent of approx. thirteen (13) full time employees to complete the nightly tasks required, and additional floor care specialists to complete the weekly, monthly, quarterly, and semi-annual periodic tasks. Since not all locations receive service each night, the total personnel per night will fluctuate based on the service frequencies.

EXHIBIT "B"
COMPENSATION

No	Job Site	Address	Zip	Frequency per Wk	Pro Rata 9-Mth Amount	Base Cost Year 2	Base Cost Year 3
1	CMO GTV	980 Dalton Road	92501	2X	\$ 2,239.34	\$ 3,150.46	\$ 3,330.26
	CMO GTV	Sub Total - A			\$ 2,239.34	\$ 3,150.46	\$ 3,330.26
	Corp Yard Breezeway Restrooms	8095 Lincoln Avenue	92504	5X	\$ 9,297.82	\$ 13,243.82	\$ 14,109.85
	Corp Yard CNG Facility	8095 Lincoln Avenue	92504	3X	\$ 2,987.54	\$ 4,180.03	\$ 4,395.98
	Corp Yard Emergency OPS Center (EOC)	8095 Lincoln Avenue	92504	3X	\$ 7,767.17	\$ 10,894.32	\$ 11,485.27
	Corp Yard Guard Shack Restrooms	8095 Lincoln Avenue	92504	3X	\$ 462.00	\$ 635.97	\$ 656.69
	Corp Yard Main	8095 Lincoln Avenue	92504	3X	\$ 11,773.02	\$ 16,521.64	\$ 17,426.88
	Corp Yard Parks	8095 Lincoln Avenue	92504	3X	\$ 11,773.02	\$ 16,521.64	\$ 17,426.88
	Corp Yard Transit	8095 Lincoln Avenue	92504	3X	\$ 2,987.54	\$ 4,180.03	\$ 4,395.98
	Corp Yard Fire Maintenance	8095 Lincoln Avenue	92504	2X	\$ 759.24	\$ 1,045.33	\$ 1,082.99
	Corpyard	Sub Total - B			\$ 47,807.36	\$ 67,222.77	\$ 70,980.53
	RAL Airport	6951 Flight Road	92504	3X	\$ 9,045.28	\$ 12,696.85	\$ 13,393.57
	Airport	Sub Total - C			\$ 9,045.28	\$ 12,696.85	\$ 13,393.57
	DEV Hulen Place (DEV)	2880 Hulen Place	92507	5X	\$ 3,306.16	\$ 4,656.62	\$ 4,920.19
	DEV Hulen Place (DEV)	Sub Total - D			\$ 3,306.16	\$ 4,656.62	\$ 4,920.19
12	FIR Fire Station #1	3401 University Avenue	92501	3X	\$ 5,882.35	\$ 8,270.69	\$ 8,732.46
	FIR Fire Station #1	Sub Total - E			\$ 5,882.35	\$ 8,270.69	\$ 8,732.46
13	PW WQCP Management Facility	5950 Acorn Street	92504	5X	\$ 3,920.40	\$ 5,525.27	\$ 5,841.57
14	PW WQCP Water Quality Control Plant	5950 Acorn Street	92504	5X	\$ 34,695.50	\$ 49,047.84	\$ 52,005.36
	PW WQCP	Sub Total - F			\$ 38,615.90	\$ 54,573.11	\$ 57,846.92
15	PW Central Parking	3787 University Avenue	92501	3X	\$ 2,959.01	\$ 4,184.99	\$ 4,433.63
16	PW Public Works	3750 Market Street	92501	5X	\$ 6,395.75	\$ 9,025.96	\$ 9,554.69
17	PW SBCD/TRITECH	3752 Market Street	92501	5X	\$ 2,615.15	\$ 3,679.38	\$ 3,883.65
	PW Parking Services	Sub Total - G			\$ 11,969.92	\$ 16,890.33	\$ 17,871.97
18	LIB Arlanza Library	8267 Philbin Avenue	92503	6X	\$ 10,466.83	\$ 14,783.76	\$ 15,662.35
19	LIB Arlington Library	9556 Magnolia Avenue	92503	6X	\$ 14,335.22	\$ 20,294.91	\$ 21,536.91
20	LIB Casa Blanca Library	2985 Madison Street	92504	6X	\$ 9,443.64	\$ 13,336.71	\$ 14,127.45
21	LIB Eastside Library	4033-C Chicago Avenue	92507	6X	\$ 10,466.83	\$ 14,783.76	\$ 15,662.35
22	LIB La Sierra Library	4600 La Sierra Avenue	92505	7X	\$ 11,666.73	\$ 16,508.88	\$ 17,512.47
23	LIB Main Library	3581 Mission Inn Avenue	92501	7X	\$ 59,135.08	\$ 84,080.50	\$ 89,501.46
24	LIB Marcy Library	6927 Magnolia Avenue	92506	6X	\$ 11,721.18	\$ 16,608.05	\$ 17,633.39
25	LIB Orange Terrace Library	20010-A Orange Terr Pkw	92508	6X	\$ 13,562.98	\$ 19,162.51	\$ 20,306.96
	Libraries	Sub Total - H			\$ 140,798.48	\$ 199,559.07	\$ 211,943.34
26	PAR Park & Recreation Admin. Marcy 2nd	6927 Magnolia Avenue	92506	5X	\$ 8,308.91	\$ 11,706.43	\$ 12,379.86
	Parks	Sub Total - I			\$ 8,308.91	\$ 11,706.43	\$ 12,379.86
27	MUS Municipal Museum	3580 Mission Inn Avenue	92501	1X	\$ 4,349.48	\$ 6,016.61	\$ 6,279.46
	Museum	Sub Total - J			\$ 4,349.48	\$ 6,016.61	\$ 6,279.46
28	**CH City Hall**	3900 Main Street	92522	3X	\$ 81,654.05	\$ 114,754.00	\$ 121,192.58
29	City Council Chambers	3900 Main Street	92522	3X	\$ 5,247.44	\$ 7,376.08	\$ 7,785.93
	City Hall	Sub Total - K			\$ 86,901.49	\$ 122,130.08	\$ 128,978.51
30	RPU Casa Blanca CRC (PU)	3025 Madison Street	92504	5X	\$ 12,170.57	\$ 17,192.77	\$ 18,217.12
31	RPU Gateway Building	3534 14th Street	92501	5X	\$ 11,738.55	\$ 16,581.82	\$ 17,569.09
32	RPU Orange Square (PU)	3901 Orange Street	92501	6X	\$ 39,010.61	\$ 55,262.65	\$ 58,678.16
33	RPU POE Bldg.. (PU)	3902 Mulberry Street	92507	5X	\$ 8,259.00	\$ 11,674.47	\$ 12,373.58
34	RPU UOC Electric Substation	2911 Adams Street	92504	5X	\$ 1,258.72	\$ 1,761.10	\$ 1,848.95
35	RPU UOC Main Bldg..	2911 Adams Street	92504	5X	\$ 40,770.93	\$ 57,779.73	\$ 61,367.23
36	RPU UOC Men's Locker Room Bldg. B	2911 Adams Street	92504	5X	\$ 3,514.12	\$ 4,992.78	\$ 5,306.85
37	RPU UOC Technicians Office Bldg. B	2911 Adams Street	92504	5X	\$ 650.63	\$ 901.13	\$ 936.80
38	RPU UOC Trailer (PU)	2911 Adams Street	92504	5X	\$ 1,258.72	\$ 1,761.10	\$ 1,848.95
39	RPU UOC Water Meter Shop Bldg. B	2911 Adams Street	92504	5X	\$ 691.58	\$ 959.04	\$ 998.22
40	RPU UOC Water Ops Maint Ofc Bldg. B	2911 Adams Street	92504	5X	\$ 1,120.52	\$ 1,565.65	\$ 1,641.65
	RPU	Sub Total - L			\$ 120,443.95	\$ 170,432.21	\$ 180,786.60
41	RPU RERC and Clearwater Cogen	5901 Payton Avenue	92504	3X	\$ 7,182.26	\$ 10,086.92	\$ 10,643.04
	RPU Cogen	Sub Total - M			\$ 7,182.26	\$ 10,086.92	\$ 10,643.04
	Total Lump Sum Amount				\$ 486,850.89	\$ 687,392.15	\$ 728,086.71
						Total Contract-9 mths	\$1,902,329.75

Deductive Alternates Price				Base Cost Year 2	Base Cost Year 3
Alternate deductive cost if the City provides cleaning products and paper goods				\$ 45,448.33	\$ 46,029.17
ADDITIONAL / SUBTRACTING ITEMS					
Additional areas/facilities, per square foot	\$1.33 per				
Additional stripping, waxing and sealing floors, per square foot	\$0.18 per				
Additional window washing, per hour	\$18.00				
Additional cleaning (sweeping, mopping, dusting, kitchen and restroom), per square	\$0.10 per				
Additional carpet and upholstery cleaning, per square foot	0.15 per				
Emergency services, per hour	\$25.00				
Additional labor, per person per hour (day porter)	\$18.00				
Additional labor, per person per hour (custodian)	\$18.00				
Additional Supervisor, per person per hour	\$22.50				

EXHIBIT "C"
KEY PERSONNEL

COMPANY PERSONNEL

We attribute our continued success to the ongoing development and retention of our management teams. This aspect sets us apart from our competition. All of our managers and supervisors have several years of experience within the building maintenance industry and have a reputation for providing outstanding customer service.



Mark Olivas - President

Mr. Olivas has been in the janitorial industry for over 17 years and is very familiar with all aspects of the West Coast market. His vast experiences in the industry have provided him with the knowledge to overcome any cleaning issue, labor management problem, and safety matter that may affect the janitorial industry. He served as the Managing Director for OneSource and managed over 120 million square feet and revenues in excess of \$160 million a year. The industry has changed in large part because of the initiative and creative imagination that Mr. Olivas has delivered to the industry. Mr. Olivas' hands on management style and inter personal relationships have made Allied Universal Janitorial Services an organization that attracts the top management talent in the market.

Mr. Olivas started his career in the janitorial industry after serving in the US Army for over 8 years as a Non Commissioned Officer. In 1991, Mark completed his commitment to the Army and began working as an area supervisor for Commercial Building Maintenance in the City of Commerce. Mr. Olivas then became one of the youngest Operations Managers in Los Angeles and was also one of the youngest Branch Managers to work for ISS after the acquisition of Commercial Building Maintenance. Several years later Mark was promoted to Senior Branch Manager and then Vice President of OneSource. Mark educated himself in all facets of the janitorial business and soon found his role as Managing Director for the West Coast of the 2nd largest janitorial company in the United States.

Mark is very well regarded within the industry because of his ground level experience and the personal attention he paid to everyone that he has partnered within the high rise market, office park complex, business improvement district and industrial office environments. Mark understands the value of commitment to customer service and serving his employees. Mark is an active member of BOMA, IREM and sat on the Associate Leadership Council for BOMA in Los Angeles.



Rafael Sorto - Regional Vice President – Orange County

Rafael Sorto has been in the janitorial industry for more than 30 years. During his tenure he has acquired unsurpassed knowledge and experience in all aspects of the service industry. Truly beginning his career from the ground floor, Mr. Sorto learned the business as a day porter and was soon discovered as a true talent in the market place. Through education and experience, Mr. Sorto has held positions such as Area Manager, Operations Manager, Project Manager, District Manager, Director of Operations, Senior District Manager and Vice President of Operations.

Mr. Sorto was employed by ISS/OneSource for over 20 years and was involved in the acquisitions of Benco, Flagship Doral, Commercial Cleaning, Ogden Allied and UBM. He then moved to DMS Facility Services in 2000 as Vice-President of Operations for the Orange County and Inland Empire Areas. Mr. Sorto has a great rapport with the union's leadership and has been involved in all of the contract negotiations for Orange County. Mr. Sorto is an active member of BOMA, IREM, and IFMA. He has served on the board of Casita de San Jose, Assistant Coach of Basketball (NJB), as well as Scoutmaster for the Boy Scouts of America. Mr. Sorto holds degrees in Information Systems, Paralegal Studies and Spanish.



Ramon Acosta – Branch Manager

With 20 years of experience in the janitorial industry, Ramon Acosta has proven to go above and beyond earning him building of the year and outstanding client reviews. Ramon first began as a night project manager at Park Place in Orange County, managing 2.2 million sq. ft. and supervising over 65 employees. Years later, Ramon began his journey with the Irvine Company for six years, eventually becoming a project manager at the Staples Center in Los Angeles for two years.

Mr. Acosta joined Allied Universal Janitorial Services in 2008, as an Account Executive, managing over 10 buildings, totaling approx. 2.5 million square feet throughout Orange County. Ramon was recently promoted to Branch Manager, where he assists Rafael Sorto by managing the Inland Empire and North Orange County projects. Ramon continues to build great partnerships with both clients and fellow employees in his new role.



Jose Urias – Account Executive

Mr. Urias started his career in the janitorial industry with ISS over 30 years ago. Jose was a Project Manager for Koll Center in Newport Beach, CA, overseeing 1.5 million sf of Class "A" office. After seven years in that position, Jose accepted a position with OneSource as the Project Manager for Metro Center in Costa Mesa. Jose then took a position at DMS Facility Services as the Project Manager for Norwalk Government Center in 2000. At the time, Jose managed a crew of 14 night cleaners and four day porters.

In 2008, Mr. Urias joined Allied Universal Janitorial Services as an Account Executive for the Inland Empire branch. Jose's long career in the janitorial industry gives him the knowledge and experience to provide creative cleaning solutions to all of his clients' needs. He is able to work alongside both property and facility managers to ensure that service delivery exceeds his clients' expectations.



Joanna Velarde- Business Development Manager

Ms. Velarde is a graduate of the University of Southern California with a degree in Communication with an emphasis in Business Administration. She began her career in the real estate industry at the California Apartment Association Greater Inland Empire as their Events and Education Manager, where she spearheaded the digital marketing, educational platform, event planning and strategic partnerships for the non-profit organization for over 4 years.

After the chapter closed, Ms. Velarde join United Paving Company as their Marketing Manager, developing their online marketing content, social media, driving client relationships and producing branded events. Ms. Velarde then furthered her career at HARBRO Emergency Services as their Account Manager for the Inland Empire, where she spent nearly 5 years leading sales and business development efforts for the region. During her tenure, she ranked consistently in the top 5% in sales company wide, and was awarded Employee of the Year in 2016.

Ms. Velarde joined Allied Universal Janitorial Services in 2019 as their Business Development Manager, spearheading the expansion of the brand and the business for the Inland Empire. A natural connector with a passion for cultivating long term relationships, Joanna has built a solid reputation on authenticity, advocacy and genuine connection with her clients. Joanna is a member of IREM IE, CAA IE and a Board Member for BOMA IE. She has been awarded IREM IE Friend of the Year, BOMA IE Industry Partner of the Year, and BOMA IE President's Award twice.

ADDITIONAL SUPPORT STAFF

◆	Ryan Valencia	Vacancy Specialist
◆	Judi Kincaid	Sr. Billing Specialist
◆	Paula Malone	VP of Human Resources
◆	Doris Gil	Director, Human Resources
◆	Lorena Vasquez	Regional Human Resources Manager
◆	Patricia De Leon	Health & Safety, Supervisor
◆	Julie Havel	Director, Safety Programs
◆	Jeff Quinn	Director of Risk Management