

BID NUMBER ITB LB 18-082

**TO: CITY OF LONG BEACH
CITY CLERK
ATTN: Sokunthea Kol
333 West Ocean Boulevard, Lobby Level
Long Beach, California 90802**



INVITATION TO BID

CITYWIDE CUSTODIAL SERVICES

CONTRACT NO. 35089

1. COMPLETE CONTRACT:

This Invitation to Bid, together with THE NOTICE INVITING BIDS, the entire Bid (including Specifications), or any items(s) thereof, the signature page, Instructions to Bidders, General Conditions, Special Conditions, Bid Section, Addendums, and when required, CONTRACTOR'S BOND shall become the Contract upon its acceptance by the City Manager or designee on behalf of the City of Long Beach, Contractor will be provided with a copy of the executed Contract. All materials or services provided by the Contractor shall comply with the City Charter, and all applicable Federal, State and City Laws.

2. SERVICES TO BE PROVIDED BY THE CONTRACTOR:

Contractor shall upon acceptance of this Bid by the City, furnish the goods and services herein specified according to the terms and conditions set forth herein.

3. AMOUNT TO BE PAID:

The City shall pay Contractor for the goods or services as described in the section entitled "PAYMENT" in the Instructions to Bidders.

4. CHOICE OF ALTERNATE PROVISIONS; OPTIONS; NOTIFICATION:

When alternative provisions are requested, or options are offered, Contractor will be notified as to which provision, or option, is being accepted at the same time that he is notified that he is the successful Bidder.

5. DECLARATION OF NON-COLLUSION:

The undersigned certifies or declares under penalty of perjury that this Bid is genuine and not sham or collusive, or made in the interest or on behalf of any person or entity not herein named; that the Bidder has not directly or indirectly induced or solicited any other Bidder to submit a sham bid, or any other person or entity to refrain from bidding, and that the Bidder has not in any manner sought by collusion to secure to himself any advantage over other Bidders.

BIDDER MUST COMPLETE AND SIGN BELOW:

(Signature of Corporate Officers or persons authorized to sign bids and contracts on behalf of the Contractor – refer to page 2 Instructions Concerning Signatures.)

EXECUTED AT: Tustin, California **ON THE** 12th **DAY OF** July, **20** 18
CITY STATE MONTH

COMPANY NAME: ABM Industry Groups, LLC **TIN:** [REDACTED]
(TAX ID NUMBER)

STREET ADDRESS: 14201 Franklin Avenue **CITY:** Tustin **STATE:** CA **ZIP:** 92780

PHONE: 949-585-5900 **FAX:** 949-585-5994

S/ [Signature] **Vice President of Operations**
(SIGNATURE) (TITLE)

Curtis Van Buskirk curtis.vanbuskirk@abm.com
(PRINT NAME) (EMAIL ADDRESS)

S/ _____ **(TITLE)**
(SIGNATURE)

(PRINT NAME) (EMAIL ADDRESS)

**ALL SIGNATURES MUST BE NOTARIZED FOR ALL COMPANIES LOCATED OUTSIDE THE STATE OF CALIFORNIA.
NO OUT-OF-STATE BID WILL BE CONSIDERED UNLESS A NOTARIAL ACKNOWLEDGMENT IS ATTACHED.
NOTARIES ARE NOT REQUIRED FOR CALIFORNIA BIDDERS.**

IN WITNESS WHEREOF the City of Long Beach has caused this contract to be executed as required by law as of the date stated below.

THE CITY OF LONG BEACH
BY [Signature]
Director of Financial Management

10/30/18
Date

APPROVED AS TO FORM 10-29, 2018
CHARLES PARKIN
CITY ATTORNEY
[Signature]
Deputy

The City of Long Beach is committed to provide maximum opportunities for Disadvantaged, Minority, Women and Long Beach Business Enterprises (DBEs, MBEs, WBEs and Local) to compete successfully in supplying our needs for products and services.

The following information is submitted regarding the Bidder:

Legal Form of Bidder:
 Corporation State of _____
 Partnership State of _____
 General Limited
 Joint Venture
 Individual DBA ABM Janitorial Services
 Limited Liability Company State of Delaware

Composition of Ownership (more than 51% of ownership of the organization): **OPTIONAL**
 Ethnic (Check one):
 Black Asian Other Non-white
 Hispanic American Indian Caucasian
 Non-ethnic Factors of Ownership (check all that apply):
 Male Yes - Physically Challenged Under 65
 Female No - Physically Challenged Over 65
 Is the firm certified as a Disadvantaged Business: Yes No
 Has firm previously been certified as a minority-owned and/or woman-owned business enterprise by any other agency?
 Yes No
 Name of certifying agency: _____

Not Applicable: ABM is a publicly-traded company. NYSE: ABM

INSTRUCTIONS CONCERNING SIGNATURES

Please use the proper notary form, which applies to your type of organization on all Bid documents, attachments and bonds requiring a signature by officers of your company.

NOTE: FAILURE TO COMPLY MAY RESULT IN DISQUALIFICATION OF YOUR BID.

INDIVIDUAL (Doing Business As)

- a. The only acceptable signature is the owner of the company. (Only one signature is required.)
- b. The owner's signature must be notarized if the company is located outside of the state of California.

PARTNERSHIP

- a. The only acceptable signature(s) is/are that of the general partner or partners.
- b. Signature(s) must be notarized if the partnership is located outside of the state of California.

CORPORATION

- a. Two (2) officers of the corporation must sign.
- b. Each signature must be notarized if the corporation is located outside of the state of California.

OR

- a. The signature of one officer or the signature of person other than an officer is acceptable if the Bid is accompanied by a certified corporate resolution granting authority to said person to execute contracts on behalf of the corporation.
- b. Signature(s) must be notarized if the corporation is located outside of the state of California.

LIMITED LIABILITY COMPANY

- a. The signature on the Bid must be a member or, if the Articles provide for a manager, must be the manager. (Only one signature is required.)
- b. Signature must be notarized if the company is located outside of the state of California.

THIS INFORMATION IS AVAILABLE IN AN ALTERNATIVE FORMAT BY CONTACTING 562-570-6200.

INSTRUCTIONS TO BIDDERS

1. PREPARATION OF BID:

The preparation of the Bid, including visits to the Site prior to submittal of the Bid, shall be at the expense of Bidder. All prices and notations must be typewritten or written in ink. Any markings in pencil shall not form part of the Bid and shall be disregarded by the City. Any changes or corrections in the Bid must be initialed in ink by the person signing the Bid. Bidder shall state brand name or make of each item bid. If not bidding on item as described, the manufacturer's name and catalog number of the substitute must be given. Bidder shall also attach specifications and furnish other data to establish the suitability of the substitute. Bidder shall quote separately on each item. Bidder shall quote his lowest price and best delivery date as no changes are permitted after the bid opening. Cash discounts offered for payment within fourteen (14) days or less will not be considered when evaluating bids. No telephonic, telegraphic or fax Bids are acceptable.

NOTE: ALL PAGES OF THE INVITATION TO BID MUST BE RETURNED.

2. EXAMINATION OF BID:

Bidder is responsible for examining the Invitation to Bid and submitting its Bid complete and in conformance with these instructions.

3. CONDITIONS OF WORK:

Bidder shall carefully examine the Site to become fully informed regarding all existing and expected conditions and matters, which could affect performance, cost or time of the Work.

4. DISCREPANCIES IN BID DOCUMENTS:

If Bidder finds discrepancies in or omissions from the Invitation to Bid, if the intent of the Invitation is not clear, or if provisions of the Specifications restrict Bidder from bidding, he may request in writing that the deficiency(s) be modified. Such request must be received by the City Purchasing Agent at least five (5) working days before bid opening date. Bidders will be notified by Addendum of any approved changes in the Invitation to Bid.

5. ORAL STATEMENTS:

The City of Long Beach shall not be bound by oral statements made by any employee or agent concerning this Invitation to Bid. If Bidder requires specific information, Bidder must request it in writing and obtain a reply in writing from the City.

6. BRAND NAMES AND SPECIFICATIONS:

The detailed specifications and/or brand names stated are descriptive only and indicate quality, design and construction of items required. **Offers will be considered to supply articles substantially the same as those described herein but with minor variations. Bidders must describe variations in the Bid.** Substitute items must be equal in quality, utility and performance. **The phrase "or approved equal" throughout the specifications means that the City in its sole and absolute discretion shall make the final determination whether or not the substitute items are equal.**

7. AWARD:

Bid shall be subject to acceptance by the City for a period of three (3) months unless a lesser period is prescribed in the quotation by Bidder. The City reserves the right to award all items to one Bidder, or to award separate items or groups of items to various Bidders, or to increase or decrease the quantities of any item. Bidder may submit alternate prices or name a Lump sum or discount conditional on two or more items being awarded to him.

The City's purchases of goods and services are based on the City's actual needs and requirements. The City is obligated under this contract/purchase order to purchase and pay for only those goods and services that the City needs and requires, and that the City actually orders and receives. Any dollar amount identified as a "not to exceed:" amount in any City document is not a guaranteed payment amount to any contractor or service provider. Furthermore, the City may determine that its needs and requirements may be met by City labor or by a second contractor or service provider, even after an award is made to one contractor or service provider. An award is not a promise or guarantee of exclusivity.

Bidders are cautioned that comments and statements, whether oral or written, made by City employees regarding the validity of Bids, the waiver of deviations from Specifications, the possibility or probability of an award being made to a particular Bidder, and other similar matters are NOT binding on the City. Bidders should not order materials, obtain financing or take other actions based on such comments and statements. Only authorization of a Contract by the City Council or issuance of a Purchase Order is conclusive and binding on the City with respect to this Bid and its resulting Contract or Purchase Order. However, prior to authorization by the City Council or issuance of the Purchase Order, Bidders may rely on: (1) approval of an "equal" or "substitute" item which will be issued in writing, and (2) written notice of intent to award by the City Council, which is often issued prior to the authorization by the City Council so that a Bidder can order materials that have a long lead time.

8. PAYMENT:

Payment terms are NET/30 unless Bidder otherwise quotes. All Cash Discounts shall be taken and computed from the date of delivery or completion and acceptance of the material, or from date of receipt of invoice, whichever occurs last. Invoices must be submitted as specified at the time of shipping authorization. Partial payments may be made by the City on delivery & acceptance of goods and on receipt of goods and on receipt of Contractor's invoice.

In the event the Contract to be awarded hereunder, including specifications and other documents incorporated therein by reference, provides for the withholding of moneys by the City to ensure performance of such Contract, Contractor may deposit with the City, as a substitute for said withheld moneys, securities listed in Section 16430 of the California Government Code or bank or savings and loan certificates of deposit, or both, equivalent to the amount withheld, provided Contractor requests permission to make such substitution and bears all expenses in connection therewith.

9. SAFETY APPROVAL:

Where required by City Regulations, any items delivered must carry Underwriters Laboratories Approval or City of Long Beach City Safety Officer approval. Failure to so comply will be cause to reject Bid. Also, any equipment must conform with the Safety Orders of the California Division of Industrial Safety and OSHA regulations.

10. BUSINESS LICENSE:

The Long Beach Municipal Code (LBMC) requires all businesses operating in the City of Long Beach to pay a business license tax. In some cases the City may require a regulatory permit and/or evidence of a State or Federal license. Prior to issuing a business license, certain business types will require the business license application and/or business location to be reviewed by the Development Services, Fire, Health, and/or Police Departments. For more information, go to www.longbeach.gov/finance/business_license.

ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of _____)

On _____ before me, _____
(insert name and title of the officer)

personally appeared _____,
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature _____ (Seal)

OPTIONAL

Though the data below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent reattachment of this form.

CAPACITY CLAIMED BY SIGNER

- INDIVIDUAL
 - CORPORATE OFFICER
-
- TITLE(S)
- PARTNER(S) LIMITED
 - GENERAL
 - ATTORNEY-IN-FACT
 - TRUSTEE(S)
 - GUARDIAN/CONSERVATOR
 - OTHER:
-
-

DESCRIPTION OF ATTACHED DOCUMENT

TITLE OR TYPE OF DOCUMENT

NUMBER OF PAGES

DATE OF DOCUMENT

SIGNER(S) OTHER THAN NAMED ABOVE

SIGNER IS REPRESENTING:
NAME OF PERSON(S) OR ENTITY(IES):

INSTRUCTIONS TO BIDDERS

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In the event the Contract to be awarded hereunder, including specifications and other documents incorporated therein by reference, provides for the withholding of moneys by the City to ensure performance of such Contract, Contractor may deposit with the City, as a substitute for said withheld moneys, securities listed in Section 16430 of the California Government Code or bank or savings and loan certificates of deposit, or both, equivalent to the amount withheld, provided Contractor requests permission to make such substitution and bears all expenses in connection therewith.

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INSTRUCTIONS TO BIDDERS

11. PUBLIC WORK AND PREVAILING WAGES:

The Contractor to whom the contract is awarded, along with its subcontractors, shall pay not less than the general prevailing rate of per diem, holiday and overtime wages established by the Department of Industrial Relations (DIR) of the State of California for the locality in which the public work is to be performed for each craft, classification or type of worker needed to execute the contract. Refer to the California DIR's website, <http://www.dir.ca.gov/dlsr> for such prevailing wages and additional information.

The Director of Public Works of the City by and on behalf of the City Council has obtained from the Director of the Department of Industrial Relations of the State of California the general prevailing rate of per diem wages and the general prevailing rate of holiday and overtime work in the locality in which the public work is to be performed for each craft, classifications or type of workers needed to execute the Contract, and the same is on file with the City Engineer, 9th floor, City Hall, 333 W. Ocean Boulevard, Long Beach, California 90802. It shall be mandatory upon the Contractor to whom the Contract is awarded, and his Subcontractors to pay not less than the said prevailing rate of wages to all workers employed by Contractor or said Subcontractors in the execution of the Contract.

12. RIGHT TO REJECT:

The City reserves the right to reject at any time any or all Bids, or parts thereof, and to waive any variances, technicalities and informalities which do not impair the quality, utility, durability or performance of the items.

13. SAMPLES:

Samples of items when requested or required must be furnished to the City free of expense to the City and, if not destroyed by tests, will upon request be returned at Bidder's expense.

14. PRICES:

Prices shall be in accordance with those extended to other governmental agencies. In case of error in extension of prices, unit price will govern. All prices must be firm for the Contract term unless the City specifically provides for adjustment.

15. CITY'S POLICY FOR MINORITY AND WOMEN-OWNED BUSINESSES:

The City of Long Beach is committed to providing maximum opportunities for Disadvantaged, Minority, Women and Long Beach Business Enterprises (DBEs, MBEs, WBEs and Local) to compete successfully in supplying our needs for products and services.

SUBCONTRACTORS

To assist the City in maintaining records of its Minority and Women Outreach Program, Bidder is requested to provide the following information. Answers are optional, and failure to answer will not disqualify Bid. If additional space is required, Bidder shall attach a separate sheet.

The following Minority- or Woman-owned subcontractors are to be utilized to provide equipment, material, supplies and/or services for this Contract requirement:

Company Name: NONE - ABM will self-perform all services

Address: _____

Commodity/Service Provided: _____

Circle appropriate designation: MBE WBE

Ethnic Factors of Ownership: (more than 51%)

Black	()	American Indian	()
Hispanic	()	Other Non-white	()
Asian	()	Caucasian	()

Certified by: _____

Valid thru: _____

Dollar value of participation: \$ _____

16. BID SUBMITTAL AND WITHDRAWAL OF BIDS:

Electronic Bids shall be submitted via the City's secure online bidding system. All required sections of the Bid must be submitted via the website. Bidder is solely responsible for "on time" submission of their electronic bid. The Bid Management System will not accept late bids and no exceptions shall be made. Bidders will receive an e-bid confirmation number with a time stamp from the Bid Management System indicating their bid was submitted successfully. The City will only receive those bids that were transmitted successfully.

Pricing shall be submitted electronically on the Line Items tab and all pages of the bid document shall be uploaded as a general attachment.

Bids may be withdrawn at any time prior to the bid due date via the Bid Management System.

In addition to the electronic submission, bidders shall submit the following original document(s) with wet signature(s) in a sealed envelope to the address shown below:

1. Original bid cover page
2. A notarized California All-Purpose Acknowledgement Form (for companies located outside the State of California)

SUBMIT TO:
CITY OF LONG BEACH
CITY CLERK – ATTN: Sokunthea Kol (Soey)
333 W OCEAN BLVD/PLAZA LEVEL
LONG BEACH CA 90802

BID DUE DATE: July 24, 2018
TIME: 11:00 a.m.

17. BID OPENING PROCEDURES:

All bids are publicly opened and will be posted on the City's online system at the date and time noted on the Invitation to Bid.

Bid results are posted on the City's online system as soon as they have been reviewed for responsiveness. Bids are awarded to the lowest responsible and responsive bidder meeting the City's specifications. Bid results will not be given out via telephone, City email, or facsimile.

CAUTION: Only the City Council has authority to make an award, and a contract is not in effect until the City Council makes an award and contract documents (including insurance and bonds) are signed, submitted and approved.

Bid protest procedures may be obtained from the Buyer. Protests must be submitted within five (5) business days following the electronic notification of intent to award.

INSTRUCTIONS TO BIDDERS

18. INTER-AGENCY PARTICIPATION:

IF OTHER AGENCIES EXPRESS AN INTEREST IN PARTICIPATING IN THIS BID, WOULD YOU SUPPLY THE SAME ITEMS.

YES NO

(If yes, any agency electing to participate in this Bid will order its own requirements without regard to the City of Long Beach. The City of Long Beach assumes no liability or payment guarantee on any units sold to participating agencies.)

19. AMERICANS WITH DISABILITIES ACT:

Contractor shall have and be allocated the sole responsibility to comply with the Americans with Disabilities Act of 1990 ("ADA") with respect to performance hereunder and contractor shall defend, indemnify and hold the City, its officials and employees harmless from and against any and all claims of failure to comply with or violation of the ADA as said claim relates to this Contract.

20. EQUAL BENEFITS ORDINANCE:

Bidders/Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of Long Beach Municipal Code section 2.73 et seq., the Equal Benefits Ordinance. Bidders/Proposers shall refer to Attachment/Appendix for further information regarding the requirements of the Ordinance.

All Bidders/Proposers shall complete and return, with their bid/proposal, the Equal Benefits Ordinance Compliance form contained in the Attachment/Appendix. Unless otherwise specified in this procurement package, Bidders/Proposers do not need to submit supporting documentation verifying with their bids/proposals. However, supporting documentation verifying that the benefits are provided equally shall be required if the Bidder/Proposer that is selected for award of a contract.

CONTRACT – GENERAL CONDITIONS

1. Acceptance of the offer contained in this Contract is expressly limited to the terms and conditions of such offer as herein stated.
2. No charges for taxes, transportation, boxing, packaging, crating or returnable containers will be allowed and paid by the City unless separately stated hereon. All sales, use, excise or similar taxes to be paid by the City must be itemized separately hereon and on invoices. The City is exempt from payment of Federal Excise Tax under Certificate No. 95-73 0502K and none shall be charged to the City.
3. The City's obligation to pay the sum herein stated for any one fiscal year shall be contingent upon the City Council of the City appropriating the necessary funds for such payment by the City in each fiscal year during the term of this Contract. For the purposes of this section a fiscal year commences on October 1 of the year and continues through September 30 of the following year. In the event that the City Council of the City fails to appropriate the necessary funds for any fiscal year, then, and in that event, the Contract will terminate at no additional cost or obligation to the City.
4. Contractor shall deliver the materials, equipment, supplies or services, or cause the work to be performed, within the time and in the manner specified in the Contract. Times and dates stated herein are of the essence. If at any time Contractor has reason to believe that deliveries will not be made as scheduled, written notice setting forth the cause of the anticipated delay shall be given immediately to the City. Deliveries must be prepaid. C.O.D. shipments will not be accepted.
5. The City reserves the right at any time to make changes in drawings and specifications, in methods of shipment and packaging and in place of delivery as to any articles covered by this Contract. In such event there will be made an equitable adjustment in price and time of performance mutually satisfactory to Contractor and the City; but any claim by Contractor for such an adjustment must be made within thirty (30) days of such change.
6. Contractor warrants that the goods, machinery or equipment delivered or the work performed hereunder shall conform to the specifications, drawings, samples or other description specified by the City and shall be fit and sufficient for the purpose intended, merchantable, of good material and workmanship, in good working order and free from defect or faulty workmanship for a period of ninety (90) days. When defective goods, machinery, or equipment or faulty workmanship is discovered which requires repair or replacement pursuant to this warranty, Contractor shall provide all labor, materials, parts and equipment to correct such defect at no expense to the City.
7. Contractor shall indemnify, protect and hold harmless City, its Boards, Commissions, and their officials, employees and agents ("Indemnified Parties"), from and against any and all liability, claims, demands, damage, loss, obligations, causes of action, proceedings, awards, fines, judgments, penalties, costs and expenses, including attorneys' fees, court costs, expert and witness fees, and other costs and fees of litigation, arising or alleged to have arisen, in whole or in part, out of or in connection with (1) Contractor's breach or failure to comply with any of its obligations contained in this Contract, including any obligations arising from the Contractor's compliance with or failure to comply with applicable laws, including all applicable federal and state labor requirements including, without limitation, the requirements of California Labor Code section 1770 et seq. or (2) negligent or willful acts, errors, omissions or misrepresentations committed by Contractor, its officers, employees, agents, subcontractors, or anyone under Contractor's control, in the performance of work or services under this Contract (collectively "Claims" or individually "Claim").

In addition to Contractor's duty to indemnify, Contractor shall have a separate and wholly independent duty to defend Indemnified Parties at Contractor's expense by legal counsel approved by City, from and against all Claims, and shall continue this defense until the Claims are resolved, whether by settlement, judgment or otherwise. No finding or judgment of negligence, fault, breach, or the like on the part of Contractor shall be required for the duty to defend to arise. City shall notify Contractor of any Claim, shall tender the defense of the Claim to Contractor, and shall assist Contractor, as may be reasonably requested, in the defense.

If a court of competent jurisdiction determines that a Claim was caused by the sole negligence or willful misconduct of Indemnified Parties, Contractor's costs of defense and indemnity shall be (1) reimbursed in full if the court determines sole negligence by the Indemnified Parties, or (2) reduced by the percentage of willful misconduct attributed by the court to the Indemnified Parties.

If the Contractor elects to use subcontractors, Contractor agrees to require its subcontractors to indemnify Indemnified Parties and to provide insurance coverage to the same extent as Contractor. The provisions of this Section shall survive the expiration or termination of this Contract.
8. The City reserves the right to terminate this Contract at any time in whole or in part even though Contractor is not in default hereunder. In such event there will be made an equitable adjustment of the terms that is mutually satisfactory to the City and Contractor. Upon receipt of any notice of such termination, Contractor shall, unless such notice otherwise directs, immediately discontinue all work on the Contract and deliver, if and as directed, to the City all completed and partially completed articles, work in process and materials purchased or acquired for performance of the Contract. The provisions of this section shall not limit or affect the right of the City to terminate this Contract immediately upon written notice of breach.

CONTRACT – GENERAL CONDITIONS

9. The City reserves the right to cancel this Contract or any part thereof and reject delivery of goods if delivery is not undertaken and completed when specified and in accordance with specifications. Contractor shall be charged for any direct losses, but not any consequential damages, sustained by the City by reason of such delay or failure, excepting losses caused by a delay for reasons beyond Contractor's reasonable control. Direct losses shall include any costs to the city in excess of the Contract price of obtaining goods from other sources similar to those cancelled or rejected hereunder.
10. The City shall pay to Contractor the price(s) specified in the Contract on delivery of the materials, equipment, supplies or services and acceptance thereof by the City Manager or his designee, or upon completion of the work to be performed and accepted thereof, as specified in the Contract. Defective articles or articles not in accordance with the City's specifications shall be held for Contractor's instructions at Contractor's risk, and if Contractor so directs will be returned at Contractor's expense.
11. No return or exchange of material, equipment or supplies shall be permitted without written approval of the City Purchasing Agent.
12. All royalties for patents, or changes for the use of patents, which may be involved in any article to be furnished under this Contract shall be included in the Contract price.
13. In cases where a price subject to escalation has been agreed upon, the price escalation shall be shown as a separate item on the invoice. Unless an escalator clause has been shown as a specific part of this Contract Contractor shall not be entitled to reimbursement for costs incurred due to escalation.
14. All materials, supplies and equipment provided under this Contract shall be in full compliance with the Safety Orders and Regulations of the Division of Industrial Safety of the State of California, Title 8, California Code of Regulations (CAL/OSHA) and all applicable OSHA regulations as well as all other applicable California Code of Regulations. Contractor shall indemnify and hold the City, its officials, and employees harmless for, of and from any and all loss, including but not limited to fines, penalties and corrective measures, the City may sustain by reason of Contractor's failure to comply with said laws, rules and regulations in connection with the performance of this Contract.
15. Contractor shall keep confidential and not disclose to others or use in any way to the detriment of the City confidential business or technical information that the City may disclose in conjunction with this Contract or Contractor may learn as a result of performing this Contract.
16. This Contract shall not be assigned in whole or in part, nor any duties delegated without the City's prior written approval.
17. The remedies herein reserved shall be cumulative and additional to any other remedies at law or in equity. The waiver of any breach of this Contract shall not be held to be a waiver of any other or subsequent breach. The City's failure to object to provisions contained in any communication from Contractor shall not be deemed an acceptance of such provisions or a waiver of the provisions of this Contract.
18. This Contract shall not be amended or modified, except by written agreement signed by the parties and expressly referring to this Contract.
19. Contractor shall indemnify, hold harmless and defend the City, its officials and employees from any damage, claim, loss, cost, liability, cause of action or expense, including reasonable attorney's fees, whether or not reduced to judgment, arising from any infringement or claimed infringement of any patent, trademark or copyright, or misappropriation of confidential information or trade secrets of any third party and based on the manufacture, sale or use of goods, machinery or equipment supplied hereunder.
20. Contractor shall furnish further itemization and breakdown of the Contract price when requested by the City.
21. Contractor, in the performance of any work or the furnishing of any labor under this Contract, shall be considered as an independent contractor. Contractor, his agents and employees shall not be considered as employees of the City.
22. Contractor and subcontractor(s) shall not discriminate against any person in the performance of this Contract and shall comply with applicable federal, state and city equal employment opportunity laws, ordinances, rules and regulations. Contractor and subcontractor(s) shall not discriminate against any employee or applicant for employment or against any subcontractor on the basis of race, color, religion, national origin, sex, sexual orientation, AIDS, HIV status, age, disability, or handicap, subject to federal and state laws, rules and regulations.
23. Contractor shall comply with all applicable federal, state and local laws pertaining to the subject matter hereof.
24. Contractor shall submit samples of all documents that Contractor may require the City to execute to complete this transaction. By accepting these samples as part of the bid or by awarding the Contract to a Contractor who has submitted said samples, the City

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does not agree to the terms stated in said samples. This Invitation to Bid and Contractor's bid shall take priority over said samples and this Invitation and Contractor's bid shall become the Contract between the City and the Contractor.

- 25. All quantities stated herein are only ESTIMATES. The City reserves the right to increase or decrease these estimated quantities based on its actual needs and funds available.
- 26. The City reserves the right to exercise, at its option, an increase in expenditures by ten (10) percent annually, but the City does not guarantee such an increase.
- 27. Contractor shall cooperate with the City in all matters relating to taxation and the collection of taxes, particularly with respect to the self-accrual of use tax. Contractor shall cooperate as follows: (i) for all leases and purchases of materials, equipment, supplies or other tangible personal property totaling over \$100,000 shipped from outside California, a qualified Contractor shall complete and submit to the appropriate governmental entity the form in Appendix "A" attached hereto; and (ii) for construction contracts and subcontracts totaling \$5,000,000 or more, Contractor shall obtain a sub-permit from the California Board of Equalization for the Work site. "Qualified" means that the Contractor purchased at least \$500,000 in tangible personal property that was subject to sales or use tax in the previous calendar year.

In completing the form and obtaining the permit(s), Contractor shall use the address of the Work site as its business address and may use any address for its mailing address. Copies of the form and permit(s) shall also be delivered to the Purchasing Agent. The form must be submitted and the permit(s) obtained as soon as Contractor receives a notice of award. Contractor shall not order any materials or equipment over \$100,000 from vendors outside California until the form is submitted and the permit(s) obtained and, if Contractor does so, it shall be a material breach of the Agreement. In addition, Contractor shall make all purchases from its Long Beach sales office and the Long Beach sales office of its vendors if those vendors have a Long Beach office and all purchases made by Contractor under this Agreement which are subject to use tax of \$500,000 or more shall be allocated to the City of Long Beach. Contractor shall require the same form and permit(s) from its subcontractors.

Contractor shall not be entitled to and by signing this Contract waives any claim or damages for delay against City if Contractor does not timely submit these forms to the appropriate governmental entity. Contractor may contact Julissa Jose-Murray at 562-570-6869 for assistance with the form.

- 28. The California Integrated Waste Management Act (Public Resources Code, Sec. 40000 et seq.) requires governmental entities to achieve fifty (50) percent diversion of waste. In conjunction with the City's Integrated Resources Bureau, the City is currently developing an Environmentally Preferable Product (EPP) procurement plan. These guidelines enable the City Purchasing Agent to greatly expand procurement programs by moving beyond a singular consideration of "recycled-content". EPP procurement facilitates the purchase of products that qualify within a broad range of "environmentally preferable" criteria, such as: minimal packaging; energy savings; non-toxic; manufactured from sustainably-harvested materials. Contractor shall monitor products that fall within the EPP guidelines and document all criteria that qualifies the product as an EPP. Documentation from the manufacturer will be acceptable and may be required during the term of the Contract.
- 29. This Contract shall be construed in accordance with the laws of the State of California, and the venue for any legal actions brought by any party with respect to this Agreement shall be the County of Los Angeles, State of California for state actions and the Central District of California for any federal actions.
- 30. This Contract shall be construed in accordance with the laws of the State of California, and the venue for any legal actions brought by any party with respect to this Agreement shall be the County of Los Angeles, State of California for state actions and the Central District of California for any federal actions.
- 31. **NOTICE TO BIDDERS REGARDING THE PUBLIC RECORDS ACT:**
Responses to this Invitation to Bid become the exclusive property of the City of Long Beach. All Bids submitted in response to this Invitation to Bid are a matter of public record and shall be regarded as public records. Exceptions will be only those elements in each Bid that are defined by the Bidder as business or trade secrets and are marked as "Trade Secrets", "Confidential" or "Proprietary".

The City shall not be liable or responsible in any way for disclosure of any records not marked as "Trade Secrets", "Confidential" or "Proprietary". The City shall not be liable or responsible in any way for disclosure of any records so marked if disclosure is deemed to be required by law or by a court order.
- 32. **NOTE: FAILURE TO COMPLY WITH THESE ADDITIONAL CONDITIONS WILL DISQUALIFY A BIDDER. NOTICE OF INTENTION TO APPLY FOR WAIVER OF ALL OR A PORTION OF THESE INSURANCE REQUIREMENTS MUST BE IN COMPLIANCE WITH CITY OF LONG BEACH ADMINISTRATIVE REGULATION 8-27 (AR 8-27). NOTE THAT COMPLIANCE WITH THE CITY'S INDEMNIFICATION IS MANDATORY FOR A RESPONSIVE BIDDER.**

CONTRACT – GENERAL CONDITIONS

THE FOLLOWING ADDITIONAL CONDITIONS APPLY TO ALL BIDS:

INSURANCE: As a condition precedent to the effectiveness of this Contract, Contractor shall procure and maintain at its expense, until completion of performance and acceptance by City, from an insurer admitted (licensed) in the State of California with a current financial responsibility rating of A (Excellent) or better and a current financial size category (FSC) of V (capital surplus and conditional surplus funds of greater than \$10 million) or greater rating as reported by A.M. Best Company or equivalent, unless waived in writing by City's Risk Manager, or non-admitted in the State of California with a current financial responsibility rating of A (Excellent) or better and a current financial size category (FSC) of VIII (capital surplus and conditional surplus funds of greater than \$100 million) or greater rating as reported by A.M. Best Company or equivalent, unless waived in writing by City's Risk Manager.

- (a) Commercial general liability insurance equivalent in coverage scope to ISO CG 00 01 10 93 naming **the City of Long Beach, and its boards, officials, employees, and agents** as additional insureds on a form equivalent in coverage scope to ISO CG 20 10 11 85 from and against claims, demands, causes of action, expenses, costs, or liability for injury to or death of persons, or damage to or loss of property arising out activities performed by or on behalf of the Contractor in an amount not less than One Million Dollars (US \$1,000,000) per occurrence and Two Million Dollars (US \$2,000,000) in general aggregate.
- (b) Workers' compensation coverage as required by the Labor Code of the State of California and Employer's liability insurance with minimum limits of One Million Dollars (US \$1,000,000) per accident or occupational illness. The policy shall be endorsed with a waiver of the insurer's right of subrogation against **the City of Long Beach, and its boards, officials, employees, and agents**.
- (c) Commercial automobile liability insurance equivalent in coverage scope to ISO CA 00 01 06 92 in an amount not less than Five Hundred Thousand Dollars (US \$500,000) combined single limit (CSL) covering Symbol 1 ("all autos").
- (d) Commercial crime insurance equivalent in coverage scope to ISO CR 00 23 in an amount not less than One Hundred Thousand Dollars (US \$100,000) with a CR 04 Client's Property endorsement naming the City of Long Beach as loss payee.

Any self-insurance program or self-insurance retention must be approved separately in writing by the City's Risk Manager or designate and shall protect the **City of Long Beach, and its boards, officials, employees, and agents** in the same manner and to the same extent as they would have been protected had the policy or policies not contained retention provisions. Each insurance policy shall be endorsed to state that coverage shall not be suspended, voided, or canceled by either party except after thirty (30) days prior written notice to the City of Long Beach, and shall be primary and not contributing to any other insurance or self-insurance maintained by the City of Long Beach.

Any subcontractors of all tiers which Contractor may use in the performance of this Contract shall be required to maintain insurance in compliance with the provisions of this section. The additional insured endorsement form number applicable to subcontractors with respect to the general liability insurance shall be the ISO CG 20 26 11 85 form or its equivalent.

Contractor shall deliver to the City of Long Beach certificates of insurance and original endorsements for approval as to sufficiency and form prior to the start of performance hereunder. The certificates and endorsements for each insurance policy shall contain the original signature of a person authorized by that insurer to bind coverage on its behalf. "Claims-made" policies are not acceptable unless the City's Risk Manager determines that "Occurrence" policies are not available in the market for the risk being insured. In a "Claims-made" policy is accepted, it must provide for an extended reporting period of not less than one hundred eighty (180) days. Such insurance as required herein shall not be deemed to limit Contractor's liability relating to performance under this Contract. The City of Long Beach reserves the right to require complete certified copies of all said policies at any time. Any modification or waiver of the insurance requirements herein shall be made only with the approval of the City's Risk Manager. The procuring of insurance shall not be construed as a limitation on liability or as full performance of the indemnification provisions of this Contract.

To the extent more stringent insurance requirements apply in accordance with the City of Long Beach's Administrative Regulation 8-27 (AR 8-27) and its amendments, the currently in-force AR 8-27 regulations and requirements supersede and replace any insurance requirements stated herein.

INDEMNITY: To the extent allowed by law, Contractor shall defend, indemnify, and hold harmless the City, its Commissions and Boards, and their officials, employees, and agents from and against any and all demands, claims, causes of action, liability, loss, liens, damage, costs, and expenses (including attorney's fees) arising from or in any way connected or alleged to be connected with Contractor's performance of the performance under the Contract or the work under or related to the Contract and from any act or omission, willful misconduct, or negligence (active or passive) by or alleged to be by Contractor, its employees, agents, or subcontractors either as a sole or contributory cause, sustained by any person or entity (including employees or representatives of City or Contractor). The foregoing shall not apply to claims or causes of action caused by the sole negligence or willful misconduct of the City, its Commissions and Boards, or their officials, employees, or agents.

In addition to Contractor's duty to indemnify, Contractor shall have a separate and wholly independent duty to defend Indemnified Parties at Contractor's expense by legal counsel approved by City, from and against all Claims, and shall continue this defense until the Claims are resolved, whether by settlement, judgment or otherwise. No finding or judgment of negligence, fault, breach, or the

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like on the part of Contractor shall be required for the duty to defend to arise. City shall notify Contractor of any Claim, shall tender the defense of the Claim to Contractor, and shall assist Contractor, as may be reasonably requested, in the defense.

If a court of competent jurisdiction determines that a Claim was caused by the sole negligence or willful misconduct of Indemnified Parties, Contractor's costs of defense and indemnity shall be (1) reimbursed in full if the court determines sole negligence by the Indemnified Parties, or (2) reduced by the percentage of willful misconduct attributed by the court to the Indemnified Parties. The provisions of this Section shall survive the expiration or termination of this contract.

THE FOLLOWING ADDITIONAL CONDITIONS APPLY ONLY IN CASES WHERE CONTRACTOR IS TO PERFORM WORK FOR THE CITY OR ON CITY PROPERTY:

Before execution of a Contract, the bidder shall file two surety bonds with the City of Long Beach subject to the approval of the City Engineer and City Attorney. The bonds shall be on forms provided by the City or acceptable to the City Attorney. The Payment Bond (Material and Labor Bond) shall satisfy claims of material suppliers and mechanics and laborers employed by the contractor on the Work. This bond shall be maintained by the contractor in full force and effect until the work is accepted by the City of Long Beach and until all claims for materials and labor are paid, and shall otherwise comply with the Civil Code. The Performance Bond shall guarantee faithful performance of all work within the time and manner prescribed, free from original or developed defects. This bond shall remain in effect as prescribed within the Contract, until the end of all warranty periods.

If at any time during the progress of the Work, Contractor shall allow any indebtedness to accrue for labor, equipment or materials, or which may become a claim against the City, Contractor shall immediately upon request from the City pay such claim or indebtedness or cause such lien to be dissolved and discharged by giving a bond or otherwise and, in case of his failure so to do, the City may withhold any money due Contractor until such claim or indebtedness is paid or may apply such money toward the discharge thereof; or in such event the City may, at its option, declare this Contract to be terminated, take possession and control of the Work, and complete the same or cause the same to be completed according to the specifications. Contractor shall pay to the City the difference between the Contract price and the actual cost to the City in completing or causing the Work to be completed.

Contractor shall carry on the Work at its own risk until the same is fully completed and accepted and shall, in case of any accident, destruction or injury to the Work or materials before its final completion and acceptance, repair or replace the Work or materials so injured, damaged and destroyed, at his own expense and to the satisfaction of the City. When materials and equipment are furnished by others for installation or erection by Contractor, Contractor shall receive, unload, store and handle same at the Site and become responsible therefore as though such materials and equipment were being furnished by Contractor under the Contract.

Contractor shall list the name and location of the place of business of each Subcontractor who will perform work, labor or services for Contractor, or who specially fabricates and installs a portion of the Work or improvement in an amount in excess of one-half of one percent of Contractor's total contract cost. The Subcontractor list shall be submitted with Contractor's Bid.

1. PROJECT OVERVIEW

The City of Long Beach (City) is seeking bids from qualified contractors to provide Custodial Services at various City facilities as described in the specifications and all other bid related documents, for a period of 24 months, with the option to renew for three additional one-year periods.

The Contractor shall be fully licensed to perform the services required under this Contract.

2. BID TIMELINE (All times are Pacific Standard Time)

Bid release date:	May 30, 2018
Mandatory Pre-Bid Conference:	June 11, 2018 @ 10:00 a.m.
Optional Site Visits:	June 12 – June 19, 2018 (See Attachment B for specific days/times)
Questions due:	June 20, 2018 by 4:00 p.m.
Response from City to bidder:	July 12, 2018 by 4:00 p.m.
Bid due date:	July 24, 2018 by 11:00 a.m.
Award Contract:	On or about September, 2018

NOTE: These dates represent a tentative schedule of events. The City reserves the right to modify these dates at any time, with appropriate notice to prospective Contractors.

3. MANDATORY PRE-BID CONFERENCE

A **Mandatory Pre-Bid Conference** shall be held for the purpose of answering questions. Due to the nature of the scope of work and the specific standards required by the City, **no bid will be accepted from a bidder who fails to attend the Pre-Bid Conference as scheduled.**

RSVPs are helpful in determining the required resources needed to conduct the meeting. Bidders are encouraged to RSVP on PlanetBids prior to the meeting.

MANDATORY PRE-BID CONFERENCE SCHEDULE

Time: 10:00 AM, PST
Date: June 11, 2018
Location: City Hall, Council Chambers (Lobby Level)
333 W. Ocean Blvd.
Long Beach, CA 90802

Late arrivals to the Pre-bid Conference will not be disqualified; however Bidders are responsible for all information provided at the Pre-bid Conference.

Attendees are encouraged to park in the Civic Center parking structure on 332 W. Broadway, 90802. Parking will not be validated.

BIDDER MUST SIGN-IN AT THE PRE-BID CONFERENCE TO BE ABLE TO SUBMIT A BID.

4. NON-MANDATORY SITE VISITS

Most City facilities are currently open to the public and Bidders can view the sites at their own discretion. There is no mandatory job walk/site visit scheduled for this bid. Reference **Appendix E** "Locations/Buildings" for a listing of all sites to be on the Contract.

Bidders wishing to physically inspect buildings that are not open to the public can make arrangements to do so by visiting the location during the following dates and times at each location between June 12, 2018 to June 19, 2018 (**Attachment B**). **All site visits for buildings not open to the public must be completed by June 19, 2018.** Bidders shall accept the conditions and necessary work at all sites regardless of whether the Bidder visited such sites.

Bidders shall be responsible for inspecting each site. Bidders shall be responsible to fully understand the maintenance requirements for each building contained in the bid specifications prior to submitting a bid. Bidders shall examine the locations, physical conditions and surroundings of the proposed work sites to determine the extent to which these factors will influence or affect performance of work. Failure to inspect sites shall not relieve the Contractor from fulfilling the obligations of the Contract. The City shall assume that Bidders have investigated and are satisfied with the expected conditions, quality of the work to be performed, and the requirements of these specifications.

By submitting a bid, the Bidder acknowledges that the Bidder has made a personal inspection of each site and the surrounding areas and has evaluated the extent to which the physical condition thereof will affect the services to be provided. The Bidder accepts the premises in their present physical condition, and shall not make any demands upon the City for any improvements or alterations thereto. The Bidder acknowledges that the regular completion of services hereunder will result in a gradual upgrading of the areas maintained, regardless of the present condition.

Bidder shall complete and include the Certification of Site Examination (**Attachment C**) with their bid.

5. BID SUBMISSION INSTRUCTIONS:

It is recommended that bidders visit the City's website www.longbeach.gov/purchasing on a regular basis for any addenda to the bid.

The following documents shall be submitted as general attachments. Bidders that do not include these items will be deemed non-responsive and their bids will be rejected.

- _____ Signed Bid Cover Page (hard copy & electronic)
- _____ California All-Purpose Acknowledgment, Notarized, if applicable (hard copy & electronic)
- _____ Map of Civic Center (Attachment A)
- _____ Non-Mandatory Site Visit Schedule (Attachment B)
- _____ Certification of Site Examination (Attachment C) (electronic)
- _____ Bidder Bond Form (Attachment D) or Cashier's Check (hard copy & electronic)
- _____ Faithful Performance Bond Form (Attachment E)
- _____ Equal Benefits Ordinance (EBO) Form (Attachment F) (electronic)
- _____ Debarment Certification Form (Attachment G) (electronic)
- _____ W9 Form (Attachment H) (electronic)

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- _____ Secretary of State Certification (Attachment I) (electronic)
- _____ Current Customers in the Long Beach Area (Attachment J) (electronic)
- _____ Discontinued Customers in Previous 5 Years (Attachment K) (electronic)
- _____ Photocopy of License(s) & Certificates (electronic)
- _____ Written Statement of Transition Plan (Reference Section 48) (electronic)
- _____ Sample Invoice (electronic)
- _____ Any addenda, if applicable (electronic)

METHOD OF SUBMISSION:

Electronic Bids shall be submitted via the City's secure online bidding system. All required sections of the Bid must be submitted via the website. Bidder is solely responsible for "on time" submission of their electronic bid. The Bid Management System will not accept late bids and no exceptions shall be made. Bidders will receive an e-bid confirmation number with a time stamp from the Bid Management System indicating that their bid was submitted successfully. The City will only receive those bids that were transmitted successfully.

Submit bid online at: <http://www.planetbids.com/portal/portal.cfm?CompanyID=15810>

Bid cover page shall be signed in ink and included with the electronic bid submission as a general attachment. Digital and stamped signatures shall not be accepted. See instructions Concerning Signatures on page 2.

Pricing shall be submitted electronically on the "Line Items" tab and all pages of the bid document and required attachments shall be uploaded under the "Attachment" tab.

In addition to the electronic submission, bidders shall submit the following original document(s) with wet signature(s) in a sealed envelope to the address shown below:

1. Original bid cover page
2. Bidder's Bond or Cashier Check
3. A notarized California All-Purpose Acknowledgement Form (for all companies located outside the State of California)

City of Long Beach
C/O City Clerk
Attn: Sokunthea Kol (Soey)
333 West Ocean Boulevard, Lobby Level
Long Beach, CA 90802

Documents shall be clearly labeled in a sealed envelope or box as follows:

ITB LB 18-082 CITYWIDE CUSTODIAL SERVICES

Electronic Bids, required hard copy forms, and Bidder's Bond must be received by 11:00 AM Pacific Standard Time, July 24, 2018. Bids, required hard copy forms, bidder's bond that do not arrive by the specified date and time WILL NOT BE ACCEPTED. Bidders may submit their bid any time prior to the above stated deadline.

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Note: E-Bids are sealed and cannot be viewed by the City until the closing date and time. If you need to withdraw your bid, you may do so any time before the bid deadline, by going back into the system and selecting "withdraw".

All questions must be submitted in writing and emailed to purchasingbids@longbeach.gov ATTN: Sokunthea Kol with the bid number in the subject line of the email message.

6. APPROVED EQUAL / ALTERNATE BRANDS

- 6.1. Whenever in the specifications any material or process is indicated or specified by patent or proprietary name and/or by name of manufacturer, such specifications shall be used for the purpose of facilitating descriptions of the material and/or process desired and shall be deemed to be followed by the words "or equivalent". Reference Section 81 Alternates/Exceptions.
- 6.2. The Bidder may offer any material or process which shall be equal in every respect to that so indicated or specified, provided however, that if the material, process or article offered by the Bidder is not, in the opinion of the City of Long Beach, equal in every respect to that specified, then the Bidder must furnish the material, process or article specified or one that in the opinion of the City of Long Beach is the equal thereof in every respect.
- 6.3. If Bidder desires to bid an "approved equal" item, the Bidder shall submit a request to do so to the City in writing by June 20, 2018, by 4:00 PM, PST. The request shall include all data necessary to substantiate that the item is equal. The City will notify the bidder, in writing, of approval or disapproval of the equivalent item no later than July 12, 2018, by 4:00 PM, PST. Approved equal documentation must be e-mailed to Purchasingbids@longbeach.gov, or mailed to City of Long, Purchasing Division, Sokunthea Kol, 333 W. Ocean Blvd., 7th Floor, Long Beach, CA 90802.

7. ADDENDUM

Bidders shall check the Purchasing web page at www.longbeach.gov/purchasing or contact the assigned buyer three (3) days prior to the bid closing date to inquire about and include any addenda incorporated into this bid. Any such addenda will be posted on-line and emailed to all prospective bidders not later than three (3) calendar days prior to the date set for the receipt of bids.

No interpretation or correction, except that which is provided in writing by the buyer, will be binding. Prospective bidders are warned that no other source is authorized to give information concerning, or to explain or interpret, the contract documents.

8. RIGHT TO REJECT BID

The City reserves the right, in its discretion, to reject any and all Bids and, to the extent not prohibited by law, to waive any minor irregularity or informality in any Bid that does not affect the validity of the Bid or does not give the bidder a competitive advantage over other bidders.

9. APPLICABLE LAW

This Contract shall be governed by and construed under the laws of the State of California.

10. AWARD OF CONTRACT

Without limiting the power and authority with which it is vested, the City shall be the sole authority on determining the lowest responsive and responsible Bidder, taking into consideration the experience of the Bidder, references, operations, quality, fitness, capacity, and adaptability in respect to the requirements of these specifications for the services proposed by any Bidder hereunder.

The Contract will not be awarded until the necessary investigations of the qualifications of the low bidders and the responsiveness of the low bids have been made. Such award will be made, or all bids rejected, within sixty (60) days after the date set for the receipt of bids unless the City determines, in its sole discretion, that a later date is necessary.

It is the City's intent to award the bid to a single contractor. However, the City reserves the right to award portions of this bid to one or more Contractors. The City reserves the right to omit specific buildings from the Contract.

The Contract will be awarded to the qualified Bidder submitting a responsive bid for the lowest Total Annual Bid for all items in Schedule No. 1 unless all bids are rejected or unless such bid is disqualified. The City may elect to award an enhanced level of service for certain buildings or building groups as identified in Schedule No. 2. However, the Contract will be awarded on the basis of the Total Annual Bid for all items in Schedule No. 1.

The City will not be liable for any costs in connection with the presentation and submission of any bid, whether responsive or not responsive, by any bidder, whether qualified or not qualified.

To be considered responsive:

- A. The bid must conform in all respects to the bidding instructions. The City may reject any bid that contains omissions, alterations of form, additions not called for, conditions, limitations, unauthorized altered bids or other irregularities of any kind.
- B. All Bid Items must be adequately balanced and in proportion to each other and to the total amount Bid.
- C. All individual Bid Items must be sufficient to allow the Contractor to perform the work.
- D. Bidder must submit pricing for both Schedule No. 1 Routine Services and Schedule No. 2 Enhanced Services. Bidders must bid on all buildings and building groups, and on both service levels.
- E. Bidder must have attended the Pre-bid conference and complete the Certification of Site Examination Form (**Attachment C**).

To be considered qualified, a Bidder must provide information to demonstrate, to the satisfaction of the City, as a minimum, that:

- A. The Bidder has or is able to obtain adequate financial resources to meet its contractual obligations and has or is able to obtain the ability to maintain such resources for the initial term of the Contract plus all additional terms.

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- B. The Bidder has or is able to obtain adequate equipment, tools and supplies to perform the services as required in the Contract Documents or the financial resources to obtain such equipment, tools, and supplies.
- C. The Bidder has adequate technical and managerial experience to perform the services as demonstrated by successful performance at buildings of a similar size and type and by the submission of an adequate, balanced bid.

The City may waive any informality or irregularity in any bid, so long as any such informality or irregularity does not violate any Federal, State or local law or regulation.

All prices must be firm for the Contract term. The bid shall be subject to acceptance by the City for a period of one hundred-eighty (180) days.

The City may disqualify an otherwise qualified bidder for reasons including, but not limited to the following:

- A. Submission of more than one bid for the same services by an individual, firm, partnership, or corporation under the same or different names.
- B. Evidence of collusion while bidding to the City.
- C. Omission or falsification of information provided on the bidder's questionnaire.
- D. Failure to attend the Pre-bid Conference and site inspections and visit all sites for which there is no formally scheduled site visit.
- E. The City reserves the right to reject any bid that appears to be unreasonably low for the work to be performed.

11. CONTRACT PERIOD

The contract period shall be for twenty-four (24) months after date of award or from the expiration of the current contract, whichever is earlier. This Contract may be extended by mutual agreement for up to three (3) additional periods of one (1) year each in accordance with terms and conditions stated herein. Price increases will not be allowed during the initial twenty-four (24) month period.

In addition, it is agreed that if the City intends to exercise its extension option for the two additional one-year periods, the City shall so notify the Contractor 90 days prior to the expiration date. Contractor shall be required to submit any price increases to the City Purchasing Agent for approval at least 60 days prior to expiration of Contract. The City reserves the right to accept or reject any price increase and to cancel the extension notice if price increases are not acceptable. Any notice of price increase shall show item number, price, contract number, and blanket purchase order number.

Extension Option: Price changes after the base period shall be negotiated, but shall not exceed the most recent available month for the Consumer Price Index (CPI) for the Los Angeles-Long Beach/Anaheim, CA Area published by the Bureau of Labor Statistics of the U.S. Department of Labor.

12. EXECUTION OF CONTRACT

Within fourteen (14) calendar days after presentation of the prescribed documents for signature, the Bidder to whom the contract has been awarded shall execute and deliver to the City the *Faithful Performance Bond*, (**Attachment E**) the required evidence of insurance and any other documents requested by the City. These documents and evidence must be furnished, executed, and delivered before the Contract will be executed by the City.

The Contract shall not be binding upon the City until it has been executed by the City, and a copy of such fully executed Contract is delivered to the Contractor.

Failure of the bidder to whom the Contract has been awarded to execute and deliver the Contract, the *Faithful Performance Bond*, the required evidence of insurance, and any other documents requested by the City within fourteen (14) days after the prescribed documents are presented for signature shall be just cause for the annulment of the award and the forfeiture of the *Bid Guaranty* to the City. Such forfeiture shall be considered not as a penalty but in liquidation of damages sustained.

13. PREVAILING WAGES

Prevailing wages do not apply to this Contract.

14. INTERPRETATION OF ESTIMATED QUANTITIES

In the case of unit bid prices in *Schedule No. 3: Bid Sheet for Special Coverage*, *Schedule No. 4: Bid Sheet for Projects*, and *Schedule No. 5: Bid Sheet for Emergency Call-Outs*, the quantities and numbers included in column *Estimated Unit Quantity* are to be considered as approximate only and are to be used solely for the comparison of bids received.

The City does not expressly or by implication represent that the actual quantities involved will correspond therewith, nor shall the Bidder plead misunderstanding or deception because of such estimate of quantities. Payment will be made by the City for the actual quantities of such services performed at the *Unit Bid Prices*.

The City shall have the unilateral discretion to increase or decrease the actual quantities and repetitions of such unit bid items in any way without invalidating any of the unit or lump sum bids.

15. AMENDMENTS TO BID DOCUMENT

Any changes, additions, deletions or modifications of any type to the Contract, Bid Form or Bonds that affect the Contract price shall be made only by written amendment including the change in the Contract price and signed by the Contractor and the City.

15.1. Amendments to "Contract—General Conditions" Increased Expenditures

Page 9, Item #26, "Contract – General Conditions," is **amended** with the following:

The City reserves the right to exercise, at its option, an increase in expenditures by twenty-five (25) percent annually, but the City does not guarantee such an increase.

15.2. Amendments to Insurance

Page 9, Item #32, "Contract - General Conditions," is **amended** to include work performed on and off City property, and those General Conditions shall apply to this Contract.

Page 9, Item #32 (1) and (2), "Contract - General Conditions," are **amended** with the following:

1. **Comprehensive General Liability** (equivalent in scope to ISO Form CG 00 01 10 93) in an amount not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) General Aggregate. Such coverage shall include, but is not limited to broad form contractual liability, cross liability protection, and products and completed operations liability.

The City of Long Beach, its officials, employees and agents shall be named as additional insured by endorsement (equivalent in coverage scope to ISO Form CG 20 10 11 85 or CG 20 26 11 85) as respects: liability arising out of work performed by or on behalf of the Contractor; products and completed operations of Contractor; premises owned, leased or used by Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officials, employees, and agents.

2. **Automobile Liability** (equivalent in scope to ISO Form CA 00 01 06 92) covering symbol 1 ("Any Auto") in an amount not less than One Million Dollars (\$1,000,000) combined single limit.

Page 9, Item #32, "Contract - General Conditions," is **supplemented** with the following:

3. **All Risk Property Insurance** in an amount sufficient to cover the full replacement value of Contractor's personal property, improvements and equipment used or stored on City premises. With respect to damage to property, the City and Contractor hereby waive all rights of subrogation, one against the other, but only to the extent that collectible commercial insurance is available for said damage.
4. Commercial crime insurance equivalent in coverage scope to ISO CR 00 23 in an amount not less than One Hundred Thousand Dollars (US \$100,000) with a CR 04 Client's Property endorsement naming the City of Long Beach as loss payee.

16. BID PROTEST PROCEDURES

Who May Protest

Only a bidder who has actually submitted a bid proposal is eligible to protest a bid. The City will not accept or entertain bid protests from manufacturers, vendors, suppliers, subcontractors or the like. A bidder may not rely on the bid protest submitted by another bidder, but must timely pursue its own protest.

Time for Protest

A bidder desiring to protest a bid shall file the protest within five (5) business days of the electronic notification of intent to award. The City Purchasing Agent must receive the protest by the close of

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the business on the fifth (5th) business day following posting of notification of intent to award the contract.

Form of Protest

The protest must be in writing and signed by the individual who signed the bid or, if the bidder is a corporation, by an officer of the corporation, and addressed to the City Purchasing Agent. A protest shall not be made by e-mail or fax and the City will not accept such. A protest must set forth a complete and detailed statement of the grounds for the protest and include all relevant information to support the grounds stated, must refer to the specific portion(s) of the contract documents upon which the protest is based, and shall include a valid e-mail address, street address, and phone number sufficient to ensure the City's response will be received.

Once the protest is received by the City Purchasing Agent, the City will not accept additional information on the protest unless the City itself requests it. In that case, the additional information must be submitted within three (3) business days after the request is made and must be received by the City Purchasing Agent by the close of the business on the third (3rd) business day.

The City Purchasing Agent or designee will respond, by e-mail or regular mail to the addresses provided in the protest, with a decision regarding the protest within five (5) business days following receipt of the protest or, if applicable, the receipt of requested additional information.

The decision of the City Purchasing Agent shall be final and conclusive.

The procedure and time limits set forth herein are mandatory and are the bidder's sole and exclusive remedy in the event of bid protest. The bidder's failure to comply with these procedures shall constitute a waiver of any right to further pursue a bid protest, including filing a Government Code Claim or initiation of legal proceedings.

17. LOCAL PREFERENCE: EXEMPT

Local Preference shall not apply to this project, as the contract amount is estimated to be above \$100,000.

18. EQUAL BENEFITS ORDINANCE

The City of Long Beach's Equal Benefits Ordinance (EBO) shall apply to this bid. Please visit the City's website at http://www.longbeach.gov/finance/business_relations/default.asp for additional details, or to obtain a copy of the ordinance. EBO is applicable for contracts over \$100,000. See **Attachment F**.

19. REGISTRATION WITH CALIFORNIA SECRETARY OF STATE WEBSITE

Awarded vendors/contractors must be registered with the California Secretary of State prior to contract execution, see **Attachment I**. For more information, please consult: <http://www.sos.ca.gov>.

20. LICENSES

License Certification: With this package, Bidder shall provide a copy of each valid license listed below.

the business on the fifth (5th) business day following posting of notification of intent to award the contract.

Form of Protest

The protest must be in writing and signed by the individual who signed the bid or, if the bidder is a corporation, by an officer of the corporation, and addressed to the City Purchasing Agent. A protest shall not be made by e-mail or fax and the City will not accept such. A protest must set forth a complete and detailed statement of the grounds for the protest and include all relevant information to support the grounds stated, must refer to the specific portion(s) of the contract documents upon which the protest is based, and shall include a valid e-mail address, street address, and phone number sufficient to ensure the City's response will be received.

Once the protest is received by the City Purchasing Agent, the City will not accept additional information on the protest unless the City itself requests it. In that case, the additional information must be submitted within three (3) business days after the request is made and must be received by the City Purchasing Agent by the close of the business on the third (3rd) business day.

The City Purchasing Agent or designee will respond, by e-mail or regular mail to the addresses provided in the protest, with a decision regarding the protest within five (5) business days following receipt of the protest or, if applicable, the receipt of requested additional information.

The decision of the City Purchasing Agent shall be final and conclusive.

The procedure and time limits set forth herein are mandatory and are the bidder's sole and exclusive remedy in the event of bid protest. The bidder's failure to comply with these procedures shall constitute a waiver of any right to further pursue a bid protest, including filing a Government Code Claim or initiation of legal proceedings.

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20. LICENSES

License Certification: With this package, Bidder shall provide a copy of each valid license listed below.

The Contractor shall procure all permits and licenses, pay all charges, taxes and fees, and give all notices necessary and incidental to the due and lawful performance of the Services. All cost thereof shall be deemed to be included in the prices proposed for the Services.

The undersigned hereby declares that he is a Contractor and has been in business for 109 years; has a valid State of California Contractor's License sufficient to qualify as a Contractor in this case and a current City of Long Beach Business License; and will obtain all required permits.

A. California Contractor's License No.: 1022002
Expires: 12/31/18
Classification: B; D63

B. Long Beach Business License

The Long Beach Municipal Code (LBMC) requires all businesses operating in the City of Long Beach to pay a business license tax. In some cases, the City may require a regulatory permit and/or evidence of a State or Federal license. Prior to issuing a business license, certain business types will require the business license application and/or business location to be reviewed by the Development Services, Fire, Health, and/or Police Departments.

For more information, go to: www.longbeach.gov/finance/business_license.

In accordance with Municipal Code (Section 3.80.210) a business license is required under the following conditions:

- a) If you are providing a service in Long Beach, CA
- b) If you are providing and delivering a product in Long Beach, CA

For more information, contact the Business License Section at 562-570-6211 or by e-mail to lbbiz@longbeach.gov.

Long Beach Business License Number:

BU21130570

(Only Required Upon Notification of Award)

21. VALIDITY

The invalidity, unenforceability or illegality of any provision of the Contract shall not render the other provisions invalid, unenforceable, or illegal.

22. SUPPLEMENTAL INFORMATION

Following the evaluation of bids, the apparent lowest responsible Bidder will be required to provide supplemental information to be used to 1) evaluate the Bidder's ability to fulfill the terms of the Contract, and 2) determine the relative values and benefits of utilizing a Contractor in lieu of City staff.

23.4. Notarial Acknowledgments Required with Bonds

Signatures of all principals and sureties shall be accompanied by the appropriate Notarial Acknowledgements. A Notarial Acknowledgement shall accompany each signature of each Principal and a Notarial Acknowledgement shall accompany the signature of the Surety. All bonds require the signatures of all principals and sureties, accompanied by the appropriate Notarial Acknowledgements, whether the company is located inside or outside the State of California.

24. REFERENCES AND QUALIFICATION REQUIREMENTS

Each Bidder shall be fully qualified by ability, knowledge and experience to satisfactorily perform the work required in these specifications, and shall be engaged in the business of providing custodial services by the use of its own trained and qualified employees and equipment, material, and supplies, except as specified in these specifications. The Contractor shall be fully licensed to perform the services required under this Contract. Bidder must present evidence indicative of its ability to finance, provide, and sustain the specified custodial services to the satisfaction of the City. Failure to include any of the following information as requested below may cause the bid to be deemed non-responsive if the City has no recent experience with Bidder.

- A. **Client References:** Bidder shall furnish on a separate sheet of paper a list of five (5) current customers, including company name, street address, telephone number and contact person, for whom Bidder has provided similar services. Please state the total square feet of each building from each client reference. Total square feet shall be equal to or greater than square feet of the City building or combined City buildings being bid (i.e. if City building totals 1,000 sq. ft., Contractor's reference shall be with a building of 1,000 sq. ft. or more). The City intends to contact these customers to determine reliability, Bidder's performance, service, and other information.
- B. **Financial Statement:** Bidder shall furnish the most recent and complete financial statement of bidder's current assets, liabilities, and net worth.
- C. **General Business Statement:** Bidder shall furnish a statement of all of the important business activities of bidder's major business. This statement should emphasize the required minimum of three (3) consecutive years of recent experience in the provision of the specified maintenance services at similar sized buildings (or with gross square footage equal to or greater than) with similar service levels as those required for this Contract.
- D. **Credit References:** Bidder shall furnish a minimum of five (5) credit or financial references giving names, street addresses, and telephone numbers in each instance.
- E. **Work History:** In addition to **Client References**, Bidder shall furnish a list of all contracts canceled or not renewed within the last five (5) years, giving reason for cancellation or non-renewal. Give names, street addresses and telephone numbers in each instance.
- F. **Proof of Insurability:** Bidder shall furnish a letter of commitment from an insurance company, acceptable to the City, setting forth that adequate insurance coverage (as further described in the General Conditions hereof) will be available at the time of award of

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Contract. Letters of intent from insurance brokers will not be considered acceptable substitutes.

G. Employees and Subcontractors: Bidder shall specify on a separate sheet of paper the number of current full-time and part-time custodial employees and subcontractors.

H. Contact Information: Bidder shall provide contact information under emergency and non-emergency conditions:

25. FUTURE AMENDMENTS TO CONTRACT

The City reserves the right to change any portion of the work required, to add and/or delete items/locations, or amend such other terms and conditions that may become necessary. Any such revisions shall be accomplished by written amendment to the contract and executed by the Contractor and the City.

26. ADDITIONAL REQUIREMENTS FROM FUNDING SOURCE

Any Contract arising from this procurement process may be funded in whole or in part by various granting agencies. Pursuant to said grants, the Awarded Vendor is required to comply with (and to incorporate into its agreements with any sub-vendors) the following provisions in the performance of the Contract, as applicable.

ORDER OF PRECEDENCE

In the event of conflicts or discrepancies between these grant funding provisions and any other Contract document, the Federal grant provisions shall take precedence.

ACCESS TO CONTRACTOR'S RECORDS

The Awarded Vendor shall provide the City, the Office of State and Local Government Coordination and Preparedness, the Comptroller General of the United States, or any of their authorized representatives, access to any books, documents, papers, and records of the Awarded vendor which are directly pertinent to the work performed under the Contract for the purposes of making audit, examination, excerpts or transcriptions.

AMERICANS WITH DISABILITIES ACT

The Awarded Vendor hereby certifies that it will comply, as applicable, with the Americans with Disabilities Act of 1990 ("ADA"), 42 USC §§ 12101 et seq., and its implementing regulations, including Subtitle A, Title II of the ADA. The Awarded Vendor will provide, as applicable, reasonable accommodations to allow qualified individuals with disabilities to have access to and to participate in its programs, services and activities in accordance with the provisions of the ADA. The Awarded Vendor will not discriminate against persons with disabilities or against persons due to their relationship to or association with a person with a disability. Any contract entered into by the Awarded Vendor (or any subcontract thereof), relating to this Agreement, shall be subject to the provisions of this paragraph.

COMPLIANCE WITH CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

The Awarded Vendor shall comply with the requirements of §§ 103 and 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C §§ 327-330) as supplemented by Department of Labor regulations (29 CFR Part 5).

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COMPLIANCE WITH COPELAND "ANTI-KICKBACK" ACT

The Awarded Vendor shall comply with the requirements of the Copeland "Anti-Kickback" Act (18 U.S.C. § 874) as supplemented in the Department of Labor regulations (29 CFR Part 3).

COMPLIANCE WITH DAVIS-BACON ACT

The Awarded Vendor shall comply with the requirements of the Davis-Bacon ACT (40 U.S.C. §§ 276 to 276-a7) as supplemented by Department of Labor regulations (29 CFR Part 5) where applicable and shall provide the City with all applicable payroll records on a weekly basis.

COPYRIGHT

The Awarded Vendor acknowledges the existence of requirements and regulations of the awarding Federal agency relating to copyrights and right in data, including, but not limited to those set forth in 44 CFR Part 13.34 which states: "The Federal awarding agency reserves royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for Federal Government purposes: (a) The copyright in any work developed under a grant, subgrant, or contract under a grant or subgrant; and (b) Any rights of copyright to which a grantee, subgrantee or a contractor purchases ownership with grant support." The Awarded Vendor shall comply with 25 CFR 85.34

DRUG-FREE WORKPLACE

The Awarded Vendor hereby certifies that it shall provide or shall continue to provide a drug-free workplace as required by the Drug-Free Workplace Act of 1988 (41 U.S.C. § 701), and implemented at 44 CFR Part 17.

ENERGY EFFICIENCY

The Awarded Vendor shall comply with all mandatory standards and policies relating to energy efficiency that are contained in the State of California's energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L.94-163, 89 Stat. 871).

ENVIRONMENTAL LEGISLATION

The Awarded Vendor shall comply with all applicable standards, orders or requirements issued under § 306 of the Clean Air Act (42 U.S.C. 1857 (h)), § 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR Part 15).

MINORITY, WOMEN, AND OTHER BUSINESS ENTERPRISE OUTREACH

In accordance with CalOES/Grantor directives, as applicable, firms who represent small business enterprises (SBEs), minority business enterprises (MBEs) and women business enterprises (WBEs) are encouraged to participate in competition for this opportunity. Any such enterprise shall include the appropriate SBE/MBE/WBE certification along with its proposal. The Awarded Vendor agrees that, to the extent contractors or subcontractors are utilized, the Awarded Vendors shall use small, minority, women-owned, or disadvantaged business concerns and contractors or subcontractors to the extent practicable and shall take the affirmative steps as set forth in 44 CFR §13.36(e).

NATIONAL PRESERVATION ACTS

The Awarded Vendor shall assist City (if necessary) in assuring compliance with § 106 of the National Historic Preservation Act of 1966 (16 U.S.C. § 470), Executive Order 11593 (identification and protection of historic properties), the Archeological and Historical Preservation Act of 1974 (16 U.S.C. § 469 a-1 et seq.), and the National Environmental Policy Act of 1969 (42 U.S.C. § 4321)

NONDISCRIMINATION; EQUAL EMPLOYMENT OPPORTUNITY

The Awarded Vendor hereby assures the City that in performing its obligations pursuant to the Contract, it will comply with all applicable nondiscrimination requirements as set forth in 44 CFR Part 13.36. In addition, the Awarded Vendor shall comply with Executive Order 11246 of September 24, 1965, entitled "Equal Opportunity Employment," as amended by Executive Order 11375 of October 13, 1967, and as supplemented in Department of Labor regulations (41 CFR chapter 60), and where applicable to the nondiscrimination provisions of the Omnibus Crime Control and Safe Street Acts of 1968 (42 U.S.C. § 3789d), the Victims of Crimes Act (42 U.S.C. § 10604(e)), the Juvenile Justice and Delinquency Prevention Act (42 U.S.C. § 5672(b)), the Civil Rights Act of 1964 (42 U.S.C. § 2000d), the Rehabilitation Act of 1973 (29 U.S.C. § 794), the Americans with Disabilities Act of 1990 (42 U.S.C. §§ 12131-34), the Education Amendments of 1972 (20 U.S.C. §§ 1681, 1683, 1685-86), and the Age Discrimination Act of 1975 (42 U.S.C. §§ 6101-07), see Executive Order 13279 (equal protection of the laws for faith-based and community organizations). This provision must be incorporated by Awarded Vendor into any subcontract exceeding \$10,000.

PATENT RIGHTS

The Awarded Vendor acknowledges the existence of requirements and regulations of the awarding Federal agency relating to patent rights with respect to any discovery or invention which arises or is developed in the course or under this Contract, including, but not limited to those regulations and requirements set forth in 44 CFR Part 13.36. Any discovery or invention that arises during the course of this Contract shall be immediately reported to the Department's project management team. The awarding Federal agency shall determine how rights in the invention/discovery shall be allocated consistent with "Government Patent Policy" and 37 CFR Part 401.

PAYMENTS, REPORTS, RECORDS, RETENTION AND ENFORCEMENT

The Awarded Vendor acknowledges the requirements and regulations set forth in 44 CFR Parts 13.36 through 13.42 and 49 CFR Part 18 and agrees to cooperate with the City in order to allow the City to comply with said requirements. The Awarded Vendor shall retain all of its records relating to the project for a period of five (5) years after City makes final payment to the Awarded Vendor and all other pending matters are closed.

PUBLICATIONS

All publications created and/or published with funding under any contract arising from this RFP shall prominently contain the following statement: "This document was prepared under a grant from FEMA's Grant Programs Directorate, U.S. Department of Homeland Security. Points of view or opinions in this document are those of the author(s) and do not necessarily represent the official position or policies of FEMA's Grant Programs Directorate or the U.S. Department of Homeland Security."

RIGHTS TO DATA

The Grantor and the City shall have unlimited rights or copyright license to any data first produced or delivered under this Agreement. "Unlimited rights" means the right to use, disclose, reproduce, prepare derivative works, distribute copies to the public and perform and display publicly, or permit others to do so; as required by 48 CFR 27.401. Where the data are not first produced under this Contract or are published copyrighted data with the notice of 17 U.S.C § 401 or 402, the Grantor acquires the data under copyright license as set forth in 48 CFR 27.404(f) (2) instead of unlimited rights (4 CFR 27.404(a)).

RIGHTS TO USE INVENTIONS

City and all grantors and/or awarding Federal Agency shall have an unencumbered right, and a non-exclusive, irrevocable, royalty –free license, to use, manufacture, improve upon and all others to do so for all governmental purposes, any Invention developed under the Contract.

SYSTEM FOR AWARD MANAGEMENT (SAM)

In accordance with Executive Orders 12549 and 12689 concerning suspension and debarment, contracts must prohibit contractors from awarding any subcontract to persons (individuals or organizations) listed as having an active exclusion of the Federal system for Awards Management Database (www.sam.gov).

27. COMPLIANCE WITH LAWS

Contractor shall keep fully informed, and shall at all times observe and comply with all laws, ordinances, regulations, orders, and decrees of bodies or tribunals having any jurisdiction or authority that affect those employed hereunder, and the Contractor’s performance.

If any discrepancy or inconsistency in relation to any such law, ordinance, regulation, order, or decree should be discovered in the contract, or which may become effective before the expiration of the contract, the Contractor shall report the same in writing to the City.

28. CONFLICT OF INTEREST

The Vendor represents and warrants that no City employee whose position in the City enables him/her to influence the award of the Contract or any competing Contract, and no spouse or economic dependent of such employee is or shall be employed in any capacity by the Vendor herein, or does or shall have any direct or indirect financial interest in this Contract.

29. SEVERABILITY

The terms of this Agreement are severable such that if any term or provision is declared by a court of competent jurisdiction to be illegal, void, or enforceable, the remainder of the provisions shall continue to be valid and enforceable.

30. BLANKET PURCHASE ORDER(BPO)/AUTHORIZED PERSONNEL

A Blanket Purchase Order (BPO) will be sent to the Contractor by the City Purchasing Agent. City personnel authorized to make releases (purchase orders) against the BPO will be indicated on the BPO. Shipment and/or services shall be made against the BPO release number. Releases shall be allowed only if the appropriate BPO number is indicated on the BPO release issued by authorized personnel in the Department. The Contractor must reference BPO release number and not the BPO number on all invoices.

31. VENDOR’S EMPLOYEES

For statistical purposes only, please provide the following information below regarding your company’s employees.

Specify the number of current employees residing in Long Beach: 103.

32. VENDOR CONTACTS

Name of a person that will be the City's contact for order placement, order problems or special needs, etc. (must have a person's name).

A. Primary Contact:

NAME: Ted Reynoso

TITLE: Branch Manager

ADDRESS: 14201 Franklin Avenue, Tustin, California 92780

OFFICE PHONE: 949-585-5938

FAX: 949-585-5994

CELL: 714-932-3522

EMAIL: ted.reynoso@abm.com

B. Secondary Contact:

NAME: Fernando Rubio

TITLE: District Manager

ADDRESS: 14201 Franklin Avenue, Tustin, California 92780

OFFICE PHONE: 949-585-5943

FAX: 949-585-5994

CELL: 714-906-1668

EMAIL: fernando.rubio@abm.com

C. Emergency Contact:

NAME: Ted Reynoso

TITLE: Branch Manager

CELL: 714-932-3522

EMAIL: ted.reynoso@abm.com

33. LOCATIONS/BUILDINGS

Current locations are provided in **Appendix E**. The City reserves the right to add or delete locations for services within the City's boundaries under the same terms and conditions as stated herein.

The City is currently constructing a new Civic Center and Main Library with move-in anticipated to take place in year 2019 (subject to change). Custodial Services will be provided by the new management company; therefore, services at the Main Library will no longer be needed when staff move to the new Main Library.

34. APPENDICES

The following appendices shall be considered to be part of the *Specifications Section*:

Appendix A: Space Types and Service Frequencies

Appendix B: Tasks and Frequencies - Base Services (Level 1)

Appendix C: Minimum Weekly Labor Hours for Enhanced Services (Level 2)

Appendix D: Tasks and Frequencies - Enhanced Services (Level 2)

35. SCOPE OF WORK

The Contractor shall provide custodial maintenance services inclusive of, but not limited to, sweeping, mopping, dusting, emptying waste receptacles, cleaning counters, spot cleaning, stripping and waxing floors, window cleaning, graffiti removal – by way of cleaning and/or scrubbing (no painting), filling dispensers, sweeping and washing of hardscape areas, other necessary custodial maintenance, and "Specialty Functions" as provided in the specifications to maintain various City buildings in accordance with the tasks and frequencies identified in the "Bid Sections."

36. BILLING/INVOICING REQUIREMENTS

The Contractor/Supplier shall provide either an electronic invoice (preferred) or a hard copy invoice to the City with each billing. To ensure payment is processed in a timely and efficient manner, all invoices shall be submitted either via email or mailed directly to the City Department billing address specified in the purchase order. If the purchase order does specify a department billing address, the Contractor shall be responsible for contacting the Department that placed the order to obtain the correct "Bill To" address.

The Contractor shall submit upon completion of each order an invoice describing each service or items purchased. Itemization of invoices to include a detailed, description/summary of product or service performed (such as type of work performed, list of vehicle/materials with part numbers, labor hours charged listing tasks performed, authorizing authority of purchase, and the release purchase order number) and all applicable taxes on all invoices.

FOR PROGRESS PAYMENT BILLINGS, PAYMENT SHALL BE BASED ON A MONTHLY SUMMARY INVOICE.

The Contractor shall submit via email (preferred) or mail a Monthly Summary Invoice directly to the City Department contact at the "Bill To" address specified in the agreement. At a minimum, Monthly Summary invoices shall be prepared on the Contractor's business stationery and shall be submitted

by the seventh working day of each calendar month for orders completed during the previous month and that month only. It shall list the Contractor's individual invoice number(s) and cost for each invoice, along with a total cost for the month. One copy of the individual invoices in numeric sequential order shall correspond to the monthly summary invoice listing order exactly.

The City will inspect summary invoice costs, after which the City shall process the monthly summary invoice for payment.

The Contractor shall not invoice for goods, materials, or supplies before merchandise has been shipped or delivered. Payment will not be authorized until merchandise has been received.

Bidder shall include a copy of a **sample invoice** with bid submittal.

37. PAYMENT FOR SERVICES

The Contractor shall submit invoices electronically to each Department. Awarded Contractor will receive billing instructions upon issuance of contract.

The City shall pay the Contractor for Routine Services as defined in the Specifications and Bid submittal after approval of each 4-week, properly documented and substantiated invoice, based upon satisfactory completion of each week's Services. The price for *Routine Services* shall not exceed the maximum amount shown on *Schedule No. 1* for these Services, unless an enhanced service level is awarded for one or more buildings (or building groups) as specified in *Schedule No. 2*, or unless changes in the Services provided are made and approved in advance by the City. Payment for Routine Services shall be made in conformance with the *Formula for Computing Weekly Routine Services Charge By the Contractor* shown in the Bid submittal. The City reserves the right to make increases and decreases in the *Routine Services* as it sees fit.

The City shall pay the Contractor for those Special Coverage and Projects that are authorized in writing by, and successfully completed to the satisfaction of the Contract Administrator. No payment shall be made for Special Coverage or Projects not completed. The amount payable to Contractor for Special Coverage, Projects, and Emergency Call-outs completed shall be in accordance with *Schedules Nos. 3, 4 and 5* in the bid submittal.

The City will pay said invoice in due course of payments, usually no more than thirty (30) days after receipt of the invoice, providing that all work performed during the preceding month has been in accordance with these specifications, inspected and accepted by the City and that applicable certifications and reports have been submitted in accordance with this Contract.

In the event that additional services are deemed necessary by the City Representative of a building, the City may, at its discretion, increase the Contractor's custodial requirements at that building as "Additional Work" or "Specialty Functions." If said requirements and costs related thereto are not otherwise provided for, the Contractor shall be compensated for the task(s) or project(s) based upon the Contract price applied on a unit cost basis as specified in Contractor's Bid, *Schedule No. 4*.

In the event the City transfers title or custodial responsibility for a portion of a building described herein, this Contract shall continue in full force and effect, except that said portion, at the discretion of the City, may be deleted from the Contract and the Contract price shall be reduced pro rata.

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In the event that additional services are deemed necessary by the City for newly-developed buildings and appurtenant structures within existing premises or any portion thereof, the City may, at its discretion, increase the Contractor's maintenance services requirements at the affected premises to provide for such additional services at an extra cost.

Additional compensation may be authorized at the discretion of the City, subject to City budgetary conditions, for those "Specialty Functions," or "Additional Work" deemed necessary by the City out of extraordinary incidents or circumstances or improvements as authorized herein.

For authorized work designated as "Additional Work" or "Specialty Functions," payment shall be based on the Contractor's estimate for such work. The City shall authorize such work based upon the Contractor's estimate and thereafter the Contractor shall submit an invoice to the City, in all respects satisfactory to the City that shall be for the actual work completed. Said invoice shall not exceed more than ten percent (10%) of the Contractor's estimate for such work. In the event that the City does not authorize such work, the City reserves the right to perform such work with City forces, or to contract with another contractor for such work.

Compensation for Reimbursable Items: The City shall pay the Contractor for Reimbursable Items authorized in writing by the Contract Administrator and successfully used in the performance of the Services in an amount equal to the sum of prices to the Contractor for such Reimbursable Items paid for by the Contractor. The Contractor shall make a reasonable attempt to pay only the lowest prices that can be obtained by the Contractor for Reimbursable Items. The Contract Administrator shall have the option to require the Contractor to obtain competitive bids from a minimum of three (3) sources on any single item or group of items that may exceed \$100.00 in total cost.

No payment shall be paid by the City, and the Contractor shall not bill for any Reimbursable Item which has not been requested in writing by the Contract Administrator and delivered, received by the Contractor, and put to its intended use. No additional payment shall be made to the Contractor for those items of materials or supplies The City elects to provide to the Contractor for use in the performance of the Services.

38. PAYMENT TERMS

Payment terms are NET30. If other, please specify _____; _____% discount in _____ days.

Cash discounts offered for payment within fourteen (14) days or less will not be considered when evaluating bids.

39. DEFAULT BY CONTRACTOR/TERMINATION/OBLIGATION OF SURETY

The City may terminate this Contract without liability for damages when, in the City's sole opinion, the Contractor is not diligently performing or otherwise not complying in good faith with the Contract, has become insolvent, has assigned or subcontracted any part of the work without the consent of the City, or has otherwise defaulted in performance of the Contract, and has not otherwise cured such default after a period of ten (10) days' notice given by the City to do so.

If the City terminates the Contract, the City will give notice to that effect to the Surety and the Surety shall, within five (5) business days after delivery of the notice, assume control and perform the work as successor to the Contractor, and shall be paid by the City for all work performed.

If the Surety does not comply with such notice within said five (5) day period or, after starting to comply, fails to continue, the City may exclude the Surety and the Contractor from all City buildings and have the work completed by City employees, by another contractor, or by a combination of such methods.

All costs incidental to the default of the Contractor shall be charged to the Contractor and the Surety, and may be deducted from any monies due the Contractor. The Surety shall pay, within fifteen (15) calendar days after receipt of an invoice, all such incidental costs less any amount deducted from monies due.

40. PAYMENT DEDUCTIONS INVOLVING CONTRACTOR'S NON-COMPLIANCE

Non-Performance of Services: Routine Services shall be considered not to have been performed when, in the judgment of the Contract Administrator, any one or more of the following conditions exist:

- a. The Routine Services in an area were not performed in strict accordance with the Performance Standards or were not performed at the specified frequency or were not performed during the specified shift or on the day scheduled by the Contractor and agreed to by the Contract Administrator for the performance of the Routine Services tasks.
- b. The Contractor failed to provide the minimum number of work hours for the specified frequency.
- c. The specified equipment, tools or chemicals were not available, were not used, were not used correctly, or were not in good operating condition.
- d. The employee performing the Routine Services had not received the required training specified in the Paragraph entitled "Training" of the Special Conditions section of this Contract.
- e. The employee performing the Routine Services was not uniformed in accordance with the requirements of the Special Conditions.

Special Coverage, Projects, and Emergency Call-outs, will be considered not to have been performed when, in the judgment of the Contract Administrator, any of the following conditions exist:

- a. The Special Coverage, Projects, and Emergency Call-out was not performed in accordance with the Performance Standards.
- b. The Special Coverage, Projects, and Emergency Call-out was not performed within the time period specified in the Work Order.
- c. The Special Coverage, Projects, and Emergency Call-outs as requested by written Work Order was not completed in its entirety.

In addition to the remedies provided heretofore, the Contract may be terminated in accordance with and as described in "Default By Contractor/Termination / Obligation Of Surety," upon Contractor's failure to correct deficiencies in a timely manner.

Deductions, Non-Performance of Service: In the event of non-performance of Routine Services by Contractor, the Contract Administrator shall have the right to exercise one of the following options:

- a. Notify the Contractor of such non-performance and request performance and make no deduction if the Contractor corrects such non-performance within the time frame defined by the Contract Administrator.
- b. Correct the item of non-performance by any means and deduct from payments made to the Contractor direct cost incurred by the City for the correction of the item of non-performance including a reasonable amount for the cost of the time of the employees of the City involved in such correction.
- c. Allow the non-performance to remain uncorrected and make a deduction from payments to the Contractor in accordance with the following paragraphs in this section.

All *Routine Services Tasks* required by the Specifications must be performed in an area before that area is considered acceptable and approved for payment. The smallest value of a deduction for non-performance in an area where the Contractor has failed to render the area completely acceptable by performing all scheduled Routine Services Tasks shall be determined in accordance with the following formula:

$$\begin{array}{l}
 \text{Value of} \\
 \text{Minimum} \\
 \text{Deduction for} \\
 \text{Non-} \\
 \text{Performance in} \\
 \text{an Area}
 \end{array}
 =
 \left[\begin{array}{l}
 \text{Total Daily Time Required to} \\
 \text{Perform all Routine Services} \\
 \text{Tasks in the Area Rounded to} \\
 \text{the Next Higher Whole Number} \\
 \text{of Hours}
 \end{array} \right]
 \times
 \left[\begin{array}{l}
 \text{Maximum Weekly Charge for} \\
 \text{Routine Services from Schedule} \\
 \text{No 1. Bid Item R11 Total for all} \\
 \text{Buildings} \\
 \div \\
 \text{Minimum Number of Worker} \\
 \text{Hours Required for Routine} \\
 \text{Services from Schedule No. 1,} \\
 \text{Bid Item R1 Total for all} \\
 \text{Buildings}
 \end{array} \right]$$

The total time required to perform all Routine Services tasks in an area will be determined by multiplying the total size of the area measured in thousands of square feet, by 15 minutes per 1,000 square feet.

Since an area cannot be considered acceptable and approved if all the Routine Services tasks are not finished, the smallest area for which a deduction shall be made for non-performance of Routine Services shall be the total area which is directly affected by such non-performance. In general, the extent of an area affected by non-performance shall follow the divisions of areas used as headings in the Routine Services Tasks and Frequencies section in the Specifications. For instance, if a urinal in a rest room was not cleaned in accordance with the Specifications, then the whole restroom shall be considered to be unacceptable. However, in cases involving such areas as corridors, if obvious soil such as a coffee spill is not removed, any portion of the corridor from which that soil is visible shall be considered to be unacceptable.

41. CONTRACT ENFORCEMENT

Walk-Through Inspections: The Contractor or its authorized representative shall meet on the site at least once a month, or more, at the discretion and convenience of the City, with an authorized representative of the City for a walk-through inspection and to address any problems or other issues. All scheduled and periodic maintenance functions shall be completed prior to this meeting.

City's Right to Monitor and Review Records: The City reserves the right to perform inspections at any time for the purpose of monitoring performance. The Contractor shall cooperate with City, State, and Federal representative(s) in the review and monitoring of the Contractor's performance, records and procedures.

Meetings and Training Sessions: At the request of the City, the Contractor, or its appropriate representative, shall attend meetings and training sessions, as deemed necessary by the City, for the purposes of orientation, information, amendments to the Contract, and description of City policies and procedures.

Monthly Progress Report: Once every month the Contractor shall meet with each City department representative to go over invoicing, previous month's work status, current month's work schedule and scheduling of building inspections.

Attorney's Fees and Costs: In the event the City commences legal proceedings for the enforcement of the Contract, and is the prevailing party, the City shall be entitled to an award of attorney's fees and costs incurred in the action.

42. TEMPORARY SUSPENSION OF WORK

Suspension by City: The City's representative(s) shall have the authority to suspend work by the Contractor, wholly or in part for such period as necessary due to unsuitable work conditions, failure of the Contractor to carry out directions, unsafe or hazardous conditions, or failure to perform in accordance with these specifications.

Suspension by Contractor: The Contractor shall request permission of the City's representative(s), during City business hours, to temporarily suspend work wholly or in part for such period as necessary due to unsuitable, unsafe or hazardous work conditions or failure of the City to notify the Contractor of changes in locks, security codes or access to buildings being cleaned.

43. OTHER CONTRACTS

The City shall have the right to award to other contractors for additional services similar to Services provided under this Contract, and the Contractor shall fully cooperate with such other contractors and shall fit its own schedule to that provided under other contracts. The Contractor shall have no claim against the City for additional payment due to delays or other conditions created by the operation of other contractors. Purchasing shall decide the respective rights of the various contractors in order to secure completion of the Services.

44. ASSIGNMENT AND SUBCONTRACTING

No performance of this Contract or any portion thereof may be subcontracted by the Contractor without the express written consent of the City. Any attempt by the Contractor to subcontract any performance of the terms of this Contract without said consent shall be null and void and shall constitute a default under this Contract. In the event of such a default, the City may immediately terminate this Contract.

In the event the City consents to assignment or subcontracting, each term and condition of this Contract shall be binding on the assigns, successors or administrators of the respective parties.

In the event the City consents to subcontracting, the Contractor shall include in all subcontracts the following provision: "This Contract is a subcontract under the terms of a prime Contract with the City of Long Beach. All provisions of that prime Contract shall apply to this subcontract."

The Contractor and all subcontractors must obtain and maintain in effect a valid City of Long Beach Business License prior to commencement of work, and during the entire time that work is being performed under the Contract. All permits and licenses necessary to the performance of custodial services shall be secured by the Contractor at the Contractor's own expense. The Contractor shall pay all taxes properly assessed against any equipment or property used or required in connection with the performance of custodial services.

The Contractor shall indemnify, defend, and hold harmless the City and its employees and agents from any and all liability arising or resulting from the employment of any subcontractors and their employees in the same manner as for the Contractor's own employees.

45. CONTRACTOR HIRING

The City encourages the Contractor to create new jobs for low or moderate-income persons and Long Beach youth for its operations under this Contract. The Contractor agrees that it shall use good faith efforts to create such new jobs. The Contractor will make all qualification and hiring decisions.

The Contractor agrees that it will reasonably cooperate with the City of Long Beach, through the City's Director of Workforce Development and staff with respect to recruitment, screening and tracking of employees. In implementing these efforts, such Officer and staff will provide to the Contractor, at no cost, pre-screening and pre-qualification of all potential job applicants. Such services include assisting with community outreach to recruit qualified job applicants and conducting pre-screening sessions to determine the most qualified applicants for jobs.

46. INDEPENDENT CONTRACTOR

The Contract between the City and the Contractor is not intended and shall not be construed to create the relationship of agent, servant, employee, partnership, joint venture or association, as between the City and the Contractor. The Contractor understands and agrees that all persons furnishing services to the City pursuant to this Contract are, for purposes of Workers' Compensation Liability, employees solely of the Contractor and not of the City. The Contractor shall bear the sole responsibility and liability for furnishing Workers' Compensation benefits to any person for injuries arising from or connected with services provided to the City hereunder.

47. RECORD RETENTION, INSPECTION, AND AUDIT

City, State and Federal representatives shall have access to and the right to examine, audit, excerpt, copy or transcribe any pertinent transaction, activity, time card, or other records relating to work hereunder. The Contractor shall retain such material, including all pertinent costs, accounting, financial records and proprietary data, for a period of five (5) years after termination or expiration of the Contract.

The City shall have the right to conduct, at any reasonable time, an audit and re-audit of the books, records, and business conducted by the Contractor, and observe the operation of the business so that accuracy of the above records and any of the Contractor's invoices for services provided can be confirmed. The City reserves the right to require the Contractor to provide additional reports and recordkeeping processes as the City deems reasonable in order to verify the Contractor's services and invoices for same. All information obtained in connection with the City's inspections of records or audit shall be treated as confidential information and exempt from public disclosure thereof to the extent possible under the law.

If authorized representatives of the City conduct an audit of the Contractor regarding the services provided hereunder and if such audit finds that the City's liability for such services is less than the payments made by the City to the Contractor, then, at the City's discretion, either (1) the Contractor shall immediately repay to the City the overpayment, or (2) the City will give to the Contractor credit against any future payments due to the Contractor. If such an audit finds that the City's liability for services provided hereunder is more than payments made by the City to the Contractor, then the City shall pay the difference to the Contractor provided that in no event shall the City's maximum obligation exceed the Contract price as originally bid or as stated in an amendment.

48. CONTRACT TRANSITION

Transition In: Contractor shall provide a **written statement** of their transition plan to include potential personnel who will be on the transition team and their roles, subject to City approval. Also included shall be sample timelines illustrating when the Contractor will be fully in place and performing all tasks.

Transition Out: The Contractor shall work in good faith with the City to transition out of the service, should a new Contractor be selected. The storage areas used by the Contractor shall be left in an orderly manner. All materials and equipment owned by the Contractor shall be removed from storage areas in a timely manner. Upon Contract completion, all keys, cards and remote controls given to the Contractor shall be returned to the City's designated Contract Administer with a final walk-through with the Contractor and the City's Contractor Administrators.

49. WAIVER

Any waiver by the City of any default of any one or more of the terms, covenants, or conditions of the Contract shall not be construed to be a waiver of any subsequent or other default of the same or of any other term, covenant, or condition, nor shall failure on the part of the City to require exact and complete compliance with any of the terms, covenants or conditions be construed as in any manner changing the terms of the Contract or stopping the City from enforcing the full provisions thereof.

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No delay, failure, or omission of the City to exercise any right, power, privilege or option arising from any default, nor any subsequent payments made by the City then thereafter shall impair any such right, power, privilege or option, or be construed as a waiver of or acquiescence in such default or as a relinquishment of any right.

No notice to the Contractor shall be required to restore or revive "time is of the essence" after the waiver by the City of any default.

No option, right, power, remedy or privilege of the City shall be construed as being exhausted by the exercise thereof in one or more instances. The rights, powers, options and remedies given the City hereunder shall be cumulative.

Except as otherwise provided herein, when either party has knowledge that any actual or potential situation is delaying or threatens to delay timely performance that party shall, within five (5) days, give notice hereof including all relevant information with respect thereto, to the other party.

50. THE DISPLACED JANITOR OPPORTUNITY ACT

The Displaced Janitor Opportunity Act, enacted by SB 20, and effective for contracts awarded on or after January 1, 2002, requires the City to identify the following requirements of the statute in its initial bid package. The statutory obligations apply only to contractors with 25 or more employees.

The requirements include notice to a new contractor that they must retain for sixty (60) days any employees employed at the same site for at least the preceding four (4) months by the previous contractor, absent "reasonable and substantiated cause" not to hire based on the employee's performance or conduct. The City, when awarding a replacement contract, will provide, in a timely manner, the name and address of the new contractor to the previous contractor.

The new contractor is not required to pay the same wage or offer the same benefits, but the new contractor must make a written offer of employment to each non-management, non-supervisory service employee in a language in which the employee is literate. The offer shall state the time (of no less than ten (10) days) within which the employee must accept the offer. The new contractor may not discharge any holdover employees during the first sixty (60) days of their new employment, except for cause. At the end of sixty (60) days, the new contractor must provide a written performance evaluation to each retained employee, and must offer the employee continued employment if the performance was satisfactory. Employment thereafter may be at will.

51. FINGERPRINTING AND BACKGROUND CHECKS

Persons over the age of eighteen (18) working with or around minors are required by State law to have background checks done by and paid by the Contractor. State law provides that the Contractor shall fingerprint all such persons referred to herein and shall obtain criminal history information pursuant to California Penal Code 11105 or 13100 for each individual.

Prior to the placement of any custodial employee, the Contractor shall provide written verification that all persons, as referred to herein, have not been convicted of any offense involving moral turpitude, nor any offense as specified in Penal Code 11105.3 (g), nor any offense relating to the type of services to be performed as determined by the City. The Contractor shall pay the costs incurred in the fingerprinting and obtaining the criminal history information. Any misrepresentations

with respect to the Contractor's obligations under this Section or failure to comply with the requirements as stated herein shall constitute a breach of the Contract thereby giving the City the right to terminate the contract immediately.

The City of Long Beach will require custodial employees working within the City under this Contract to be fingerprinted for a livescan. The City's Human Resource Department will receive the results of the livescan and inform your agency, only if the Human Resource Department determines that the custodial employee is a risk to the City and we disallow their services within the City. The Contractor shall be responsible for reimbursing the City of Long Beach for livescan services. Some locations will also require custodial employees working at those locations to pass an FBI livescan in addition to the regular livescan. The current cost for livescan is \$32.00. If required, the cost for the FBI livescan is \$17.00. There is also a processing fee of \$30.00 in addition to the cost of livescans. All costs shall be invoiced by the City's Human Resource Department.

The City encourages all custodial employees to be fingerprinted at the earliest possible date, not to exceed five (5) total days from the start of service. Police and Safety sites require livescans of custodial employees prior to performing duties under this Contract.

With respect to this Section and its requirements, the Contractor shall indemnify and hold harmless the City, its officials, employees and agents, from and against all liability, claims demands, damage, loss, causes of action, proceedings, penalties, costs and expenses (including attorney's fees, court costs, and expert witness fees) (collectively "Claims" or individually "Claim") arising directly or indirectly out of the negligent or intentional acts or omissions of the Contractor or its officials, employees, or agents.

Independent of the duty to indemnify, the Contractor shall defend the City and shall continue such defense until the Claim is resolved, whether by settlement, judgment or otherwise. No finding or judgment of negligence, fault, breach, or the like on the part of the City shall be required for the duty to defend to arise.

52. BLOOD-BORNE PATHOGENS AND BIO HAZARDOUS MATERIAL

The Contractor's staff shall be aware of the potential for exposure to blood borne pathogens through hypodermic needles, blood, and feces, and shall wear personal protective equipment. The Contractor shall treat hypodermic needles, large quantities of feces, and any rags, paper towels, or other materials containing blood as bio-hazardous material. Only individuals trained in the removal and disposal of such material shall do so. The Contractor shall immediately notify the appropriate authority upon the discovery of such occurrences. The Contractor shall secure the affected site until such time that the appropriate authority can respond.

53. HOMELESS AND POSSESSIONS OF THE HOMELESS

The City has established policies and procedures for addressing issues pertaining to the homeless and their possessions. The Contractor shall not undertake any maintenance task, or other action, which may impact the homeless or their possessions without first consulting the City. The Contractor shall immediately notify the City of any such situation.

54. REFUSE DISPOSAL

The City shall be responsible for, and pay the costs of, the disposal of all trash, litter, and debris collected by the Contractor in the performance of the tasks within. The Contractor shall deposit trash at specified locations and containers designated at each building.

55. HAZARDOUS MATERIALS

Use of any chemicals or hazardous materials by the Contractor in performing services shall be subject to approval of the City, and shall be used in accordance with the manufacturer's directions and specifications. The Contractor shall store and dispose of chemicals or hazardous materials in accordance with all laws, rules and regulations on the subject.

The Contractor shall not dispose of hazardous material on any City site. All hazardous materials shall be properly stored on a temporary basis, thereafter to be disposed of by the Contractor at a properly licensed disposal site.

The Contractor shall defend, indemnify and hold harmless the City, its officials, employees and agents for all claims, demands, damage, causes of action, loss, liability, cost or expense relating to the Contractor's failure to comply with this Section.

56. ENVIRONMENTAL REQUIREMENTS

The Contractor shall conduct all aspects of its operation in compliance with all state and federal environmental laws and regulations. The Contractor shall immediately inform the City of any investigation, citation or legal action by any regulatory agency related to the Contractor's obligations under this Contract and shall defend, indemnify and hold harmless the City, its officials, employees and agents from any loss including, but not limited to fines, penalties and corrective measures the City may sustain by reason of the Contractor's failure to comply with any state or federal law, regulation or rule.

Stormwater Management and National Pollutant Discharge Elimination Program (NPDES) Regulations: Contractor shall conduct all aspects of the Work in accordance with all state and federal laws and regulations, including but not limited to all environmental laws and regulations, Order No. 99-060 of the California Regional Water Quality Control Board, Los Angeles Region ("Waste Discharge Requirements for Municipal Storm Water and Urban Runoff Discharges within the City of Long Beach"), and related Best Management Practices (BMPs) that the City and its contractors must adhere to. These procedures contain pollution prevention and source control techniques to minimize the impact of activities upon dry-weather urban runoff, storm water runoff, and water quality.

Order No. 99-060 is available on the City's website and related BMPs are on file in the office of the City's Director of Public Works, which is located at 333 West Ocean Blvd. in the City of Long Beach. The Contractor hereby acknowledges that it has read, reviewed and understands the Order and the BMPs as they relate to the Work and hereby agrees to perform the Work in conformance therewith. The City will deduct from the money due or to become due to the Contractor the total amount of any fines levied on the City, plus legal and staff costs, as a result of the Contractor's failure to comply with these provisions. In addition, the Contractor shall defend, indemnify, and hold the City harmless

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for any liability, loss, damage, fines, penalties, actions, costs and expenses related to the Contractor's (or its subcontractors) failure to comply with these laws and regulations.

Noise: Every effort must be made to minimize noise during business hours.

57. ENERGY CONSERVATION

The Contractor shall instruct all employees performing work within City buildings to utilize methods that will maximize energy conservation. This shall include the turning on of light fixtures only in areas where work is in progress.

58. UTILITIES

The City shall pay for the installation and use of all utilities at these sites, with the exception of the Contractor's telephone hookup and service.

59. SAFETY

The Contractor shall perform all work in such a manner as to meet all accepted standards for safe practices and to safely maintain stored equipment, materials or other hazards consequential or related to the work. The Contractor shall additionally accept the sole responsibility for complying with all City, State, Federal, or other legal requirements, including but not limited to compliance with applicable O.S.H.A. and CAL-O.S.H.A. Safety Orders. The Contractor shall inspect all potential hazards at said buildings and keep a log indicating date inspected and action taken.

All services provided and materials used shall be in accordance with acceptable industry standards. Products used shall be environmentally safe, used in accordance with product directions and be subject to approval of the City's representative(s). The Contractor shall follow the requirements under the Cal OSHA Hazard Communication Standard and provide and maintain Safety Data Sheets (SDS) for any and all chemical products used in the performance of this Contract at each site, in a labeled notebook. The City reserves the right to inspect these sheets at any reasonable time if necessary to ensure compliance and/or determine the acceptability of products being used.

60. NON-INTERFERENCE

The Contractor shall not interfere with the public use of the sites and shall conduct its operations as to offer the least possible obstruction and inconvenience to City employees and the public or disruption to the peace and quiet of the area within which the custodial services are performed.

61. FORCE MAJEURE

Neither party shall be responsible for delays or failures in performance resulting from acts beyond the reasonable control of such party. Such acts shall include, but not be limited to, acts of God, riots, acts of war, governmental regulations superimposed after the act, earthquakes or other causes beyond the reasonable control of such party. In the event a party believes any occurrence may cause a delay or failure of performance, such party shall promptly notify the other party.

62. SIGNS AND ADVERTISING

The Contractor shall not post signs or advertising matter on City property without prior written approval from the City.

63. WORK AND WORKMANSHIP

The Contractor shall thoroughly complete each task in a professional, workmanlike manner, and shall use quality equipment and materials that comply with all current regulations. The safety of workers, passersby, and the public shall be paramount.

The Contractor shall provide the labor, materials, and equipment necessary for cleaning and maintenance services, except as otherwise specified hereinafter. Tasks shall be performed with nothing but the highest of standards at no less than the frequencies set forth herein.

The Contractor is hereby required to render and provide custodial services pursuant to the specifications and frequencies established by the City of Long Beach, as set forth herein or revised by the City. The specific frequencies per site are identified in the "Bid Section" and govern the Contractor's completion of required operations.

The Contractor shall designate or assign a representative(s) to act on behalf of the Contractor, if other than the Contractor himself, on all matters affecting work hereunder. Should this individual change, the City's representative(s) must be notified in writing within five (5) days after the change. The Contractor recognizes that other activities and operations may be conducted by City work forces and other parties under contract with the City. The Contractor may be required to modify or curtail certain tasks and operations and shall promptly comply with any request therefore by the City.

The Contractor shall not work or perform any operations, particularly during periods of inclement weather, which may destroy or damage buildings or turf areas. During the periods when inclement weather hinders normal operations, the Contractor shall adjust its work force and schedule. The Contractor shall immediately notify the City when the work force has been removed from the job site due to inclement weather, or other reasons.

Under no circumstances shall a contracted employee bring children, spouses, relatives or friends to a City building during contracted working hours.

64. CONSTRUCTION ACTIVITY AND MAINTENANCE FUNCTIONS

In the event that construction activity prevents or limits the Contractor from performing certain maintenance operations, the City, at its discretion, may temporarily or permanently remove the affected areas, or maintenance functions, from the Contract and the Contract price shall be reduced pro rata. The City may also request the Contractor to modify maintenance operations, perform other maintenance operations, or perform additional frequencies of other maintenance operations, in lieu of reducing the Contractor's payment.

65. CHANGES IN SERVICE / ADDITIONAL WORK

The City may, at its discretion, authorize the Contractor to perform additional work when the need for such work arises out of extraordinary incidents such as vandalism, Acts of God, and third party negligence, or may request, in writing, modifications, reductions, or deletions in established services at the sole discretion of the City due to financial or other reasons.

If the City determines that additional work can be performed by Contractor's present work force, the City may modify Contractor's tasks in order to compensate Contractor for performing said work. Absent said modification, any work not provided for elsewhere in these Specifications and authorized by the City and performed by the Contractor shall be paid by the City as otherwise specified herein.

Prior to performing any additional work, the Contractor shall prepare and submit a written description of the work with a quote for such work. **No work shall commence without the prior written authorization of the City.** Notwithstanding the above authorization, when a condition exists where there is imminent danger of injury to the public or damage to property, the City may verbally authorize the work to be performed upon receiving a verbal estimate from the Contractor. However, within twenty-four (24) hours after receiving a verbal authorization, the Contractor shall submit the written quote to the City for written approval.

For modifications, reductions, or deletions in services, the City's representative(s) shall notify the Contractor in writing of changes a minimum of five (5) City business days in advance. Charges for services shall be adjusted by the Contractor on a **pro-rata basis** to meet changes made. Costs for new services shall be charged in accordance with the pricing quoted by the Contractor and acceptable to the City Representative(s) as otherwise specified herein.

Additional work not listed herein may be requested. All additional work as provided for herein shall commence on the date established by the City, and the Contractor shall proceed diligently to complete said work within the time allotted.

The City reserves the right to bid separately, outside the scope of this bid, for "Additional Work" and "Specialty Functions." There is no guarantee that the City will request the Contractor to perform any "Additional Work" or "Specialty Functions." Bidder must not rely on receiving a request from the City for additional work or specialty functions in preparing and submitting a bid.

Additional compensation may be authorized at the discretion of the City, subject to City budgetary conditions, for those "Specialty Functions" or "Additional Work" deemed necessary by the City out of extraordinary incidents or circumstances or improvements as authorized herein.

- a. For authorized work designated as "Specialty Functions," the Contractor shall submit a written estimate utilizing the costs specified by the Contractor in its bid. In the event that the Contractor's estimate for the "Specialty Function(s)" is not approved, the City reserves the right to perform such work with City forces, or to contract with a third party for such work.
- b. For authorized work designated as "Additional Work," payment shall be based on the Contractor's estimate for such work. The City shall authorize such work based upon the Contractor's estimate and thereafter the Contractor shall submit an invoice to the City, in all respects satisfactory to the City that shall be for the actual work completed. Said invoice shall not exceed more than ten percent (10%) of the Contractor's estimate for such work.

In the event that the City does not authorize such work, the City reserves the right to perform such work with City forces, or to contract with a third party for such work.

66. USE OF CITY PROPERTY, BUILDINGS, AND EQUIPMENT

The Contractor shall not use City buildings, property, or equipment, including copy machines, telephones, fax machines, computers, calculators, typewriters, and other items for personal or company business. The City telephones shall be used for medical emergencies only. If used, a notice of use shall be provided to the City's Representative(s) when no City employees are available on site.

Breaks and meal times shall be taken in the City employee lounge, break or lunch eating areas only.

67. ALARM SYSTEM

Where applicable, the Contractor shall be charged the actual cost for staff time, including police time, in responding to alarms set off by the Contractor, while in the process of entering or leaving the building.

68. LOCKS AND KEYS

Access to City buildings shall be in accordance with instructions, keys and/or security cards issued or provided by the City's representative(s). Access may include special instruction about security systems installed at buildings. The Contractor shall take all reasonable precautions to ensure that security of the buildings and internal equipment, furnishings and other items are maintained at all times.

The City may develop an initial chain and lock system with a specific number of replacement locks for trash containers, restrooms, gates, etc. The Contractor shall be responsible for purchasing similar locks upon loss of any City-owned locks initially provided to the Contractor. The City shall exchange, one for one, locks that have been vandalized or are inoperable.

The Contractor may provide a chain and lock system, at the Contractor's sole expense, for trash containers located throughout the site for the purpose of securing and limiting the removal or tipping of the containers.

The Contractor shall be responsible for the series of keys assigned to it and shall assign these keys to its personnel for use in maintaining the buildings. The Contractor shall be responsible for the proper use and safe keeping of all keys issued by the City to the Contractor.

The Contractor shall report all lost or stolen keys to the City Representative(s) within twenty-four (24) hours after discovery of the loss. The Contractor shall reimburse the City for the total cost, as determined by the City, of re-keying the building or duplicating additional keys.

Upon termination or cancellation of the Contract, the Contractor shall immediately return all keys, cards, remote controls, etc., to the City.

California law stipulates that it is unlawful for a person to duplicate any keys without the permission of the owner. The penalty for violation of this law is either six (6) months imprisonment or a fine of \$500.00, or both.

69. DAMAGE CAUSED BY CONTRACTOR

The Contractor shall be responsible for ensuring that all reasonable precautions are taken to protect furnishings, fixtures, equipment, computers, telephones, copying machines, flooring, window coverings, carpeting, fax machines, telecommunications and electrical equipment and cables, and all other physical objects in buildings being cleaned. Upon verification by the City's Representative(s) of causes and costs of damage, the Contractor shall pay the City for said damage.

All damage to components (i.e. appurtenances) of the buildings or grounds, including but not limited to fixtures, dispensers, partition, plumbing, walls, and floors, caused by the Contractor, shall be corrected at the Contractor's sole expense.

If the Contractor, its employees or subcontractors cause damage to any City building then the Contractor shall repair and/or replace such damage at its own cost within a reasonable time or the City may repair or cause the repair of such damage and the cost thereof shall be deducted from monies due to the Contractor from the City.

70. STORAGE AREA

The City, at its discretion, may provide storage and office buildings for the Contractor's use. In such case, the Contractor is prohibited from use of said building for the conduct of any of its business outside the scope of the Contract. Further, said building shall not be used for human habitation, other than a night watchman or patrol service as specifically approved by the City.

City representative(s) shall identify and authorize the Contractor to use a designated area exclusively, or shared with the City, for onsite storage as needed. If the designated area is shared with the City, the Contractor shall clearly identify equipment, materials, and supplies belonging to the Contractor. The City shall provide, if possible and available, a locked storage area. The Contractor shall store all supplies in a safe manner and in compliance with the Cal OSHA Hazard Communication Standard and any other relevant laws and regulations.

The Contractor, at its own risk, may store equipment and materials required for maintenance in said building. However, the Contractor must, at all times, employ the use of safety standards and handling procedures as are applicable to such equipment and materials.

The Contractor shall not "stockpile" hazardous materials in any quantities at the building, and shall not maintain any quantity of such material at the building greater than that the Contractor plans to use within the following thirty (30) days. Notwithstanding the foregoing, the Contractor shall at times store all hazardous materials in compliance with all applicable state and federal laws and regulations.

The Contractor shall maintain the storage area in a clean, well-organized manner in keeping with the highly visible nature of the surrounding area. Failure to do so may result in the Contractor's loss of the use of the storage area(s).

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The Contractor shall not store paper products such as toilet tissues or paper towels in dirty trash containers without the use of a liner or other barrier to protect the paper products from contamination. Any products that have become contaminated per the Contractor's action shall be disposed of and not charged to the City.

The Contractor may not store any trash, litter, or recyclable material at the building, or in any vehicle for a period in excess of twenty-four (24) hours. The Contractor shall use such building in such a manner as to not create a nuisance.

The City shall not be liable for damage or loss to the Contractor's equipment, materials or personal property. The Contractor shall hold the City harmless and hereby waives any claims for damage or loss of any equipment, materials and/or property that may occur at City buildings.

The Contractor shall remove all undesirable material, including but not limited to trash, accumulated debris, and equipment that is no longer usable for the purpose it was intended from the storage area(s). The City will inspect storage area(s) once per week for compliance. The storage area(s) occupied by the Contractor shall be cleaned and swept once per week and the sweepings disposed of in a lawful manner, at a properly licensed building.

Upon expiration or termination of the Contract, the Contractor shall restore storage area to its original condition. Nothing contained herein which permits the Contractor to use designated space shall be deemed or construed as a lease of space, but shall be a mere permissive right to use space.

71. VANDALISM

The Contractor shall report any damage to City property, including but not limited to, vandalism, acts of God, and third party negligence to the City representative at that site on a daily basis.

72. MANAGEMENT, SUPERVISION, AND SAFETY

The Contractor shall provide fully trained and qualified personnel. Training shall be documented and available for review. It is the responsibility of the Contractor's executive, management, and supervisory staffs to oversee the activities of its staff, throughout the range of its activities.

The Contractor's crew leader and operational staff, as well as their supervisory and management staff, shall be knowledgeable in this Contract and its timelines. An outline of the task requirements, schedule, and timelines for each building shall be kept with each crew. If any task cannot be thoroughly completed within the Contract schedule timeline, the City shall be immediately notified. The Contractor's crew leader or supervisor shall inspect each site along with custodial staff once a week and provide a weekly report.

Prior to initiating any task, each site shall be inspected by a knowledgeable and responsible employee of the Contractor, who shall determine the practicality of initiating the operation. Upon the Contractor's determination of the impracticality of initiating the operation, the City shall be consulted. The City's decision shall be final.

BID NUMBER ITB LB 18-082

The Contractor shall inspect and identify any condition(s) that renders any portion of a site unsafe, as well as any unsafe practices occurring thereon, and shall immediately notify the City Representative(s) of any unsafe or undesirable condition(s). This includes, but is not limited to:

- a. damaged/inoperable fixtures, hose bibs, partitions, and dispensers
- b. running water
- c. evidence of arson, vandalism, or other crimes
- d. illegal or suspicious activity occurring in restrooms or the immediate area
- e. damaged/inoperable door locks
- f. inoperable/burned out lights
- g. electrical problems/hazards
- h. graffiti (which cannot be removed through cleaning operations)
- i. hypodermic needles or condoms
- j. large amounts of blood or feces
- k. hazardous or suspicious materials/items
- l. insect, rodent, or bird infestations
- m. homeless persons or their possessions
- n. items lost by patrons
- o. standing water

The Contractor shall be responsible for making minor corrections including, but not limited to:

- a. Using barricades or traffic cones to alert the public to the existence of hazards.
- b. Securing any damaged dispensers, fixtures, or appurtenances so as to protect members of the public or others from injury.

If needed, the Contractor shall assist the public by summoning emergency assistance while at the site. The Contractor shall cooperate fully with the City in the investigation of any injury or death occurring at any site, including a complete written report thereof to the City within five (5) days following the occurrence.

The Contractor shall also ensure that:

- a. Cleaning utensils and tools are not left unattended or laying on walkways or appurtenances where patrons may be put in jeopardy.
- b. Operator and machine safety equipment shall be in place and operational.
- c. Machine speed and operational characteristics shall match manufacturer's recommendations.
- d. Transport and operation speeds shall be within maximum limits established for the site.
- e. The preservation of site equipment, appurtenances, infrastructure, and public activities shall be paramount.
- f. Debris from operations shall not be allowed to compound existing conditions on hard surfaces and public access areas. All debris that is deposited on these areas as a result of the Contractor's work shall be cleared from hard surfaces and public access areas before leaving the site that day
- g. The Contractor shall remediate hazardous materials on site, which result from the Contractor's work and shall properly dispose of the materials. The Contractor shall notify all appropriate agencies.
- h. Malfunctioning equipment shall not be left on site without barricading, tagging, and reasonably supervising it until repairs are affected. In no case shall the equipment be left on site overnight.

- i. During all operations, the Contractor shall be subject to local ordinances regarding noise levels. Any scheduling of the Contractor's operations may be modified by the City at no additional compensation to the Contractor in order to ensure that the public is not unduly impacted by the noise of equipment or operations. The Contractor shall not use any power equipment or have excessive vehicular or staff noise prior to 7:00 a.m., PST.

73. CONTRACTOR'S STAFF

The Contractor shall provide sufficient personnel to perform all work in accordance with the specifications set forth herein.

The Contractor shall provide at least one individual who speaks, reads and comprehends the English language at each City building unless otherwise requested by the building representative.

The City may, at any time, give the Contractor notice to the effect that the conduct or action of an employee of the Contractor is, in the reasonable belief of the City, detrimental to the interest of the City or public. The Contractor shall meet with representatives of the City to consider the appropriate course of action with respect to such matter and the Contractor shall take reasonable measures under the circumstances to assure the City that the conduct and activities of the Contractor's employee(s) will not be detrimental to the interest of the City or public.

The Contractor shall establish an identification system for personnel assigned to the buildings that clearly indicate to City employees and the public the name of the Contractor. The identification system shall be furnished at the Contractor's sole expense and may include appropriate attire and name badges as specified by the City.

All of the Contractor's employees will be required to wear a company uniform, identifying the Contractor and its employee, and shall carry proper visible identification on their person at all times. The Contractor shall notify the City representative at each service location and/or the City's buyer immediately in writing of all changes in contract personnel by submitting name and address of employee and effective date of employment or termination.

BACKGROUND CHECKS ARE TO BE ADMINISTERED PRIOR TO THE EMPLOYEES START DATE AND A COPY OF THE INVOICE IS TO BE SUBMITTED WITH THE WRITTEN CHANGE NOTICE.

The Contractor shall require each of its employees to adhere to basic standards of working attire, including full uniforms, proper shoes and other gear required by California Occupational Safety and Health Act (CalOSHA), Federal Occupational Safety and Health Act (OSHA), California Division of Industrial Safety Orders (CDIS), laws and regulations and any other applicable law, rule, regulation, ordinance and risk management standards, and proper wearing of clothing. Employee pants, shirts, jackets, and sweatshirts must be uniform. Shirts, jackets, and caps used as uniforms shall bear the Contractor's identification logo. Shirts shall be worn at all times, and shall be buttoned and tucked-in. No caps with insignias or designs other than the Contractor's logo may be worn, and no caps shall be worn backwards. **The City shall approve the Contractor's uniform.**

The City expects the Contractor's staff to give to City representative(s) all items, which have been lost or misplaced by the general public, regardless of perceived value. The Contractor shall communicate this expectation to all employees.

74. CONTRACT ADMINISTRATORS

The City shall designate employees of the City as Contract Administrators who shall act on behalf of the City with respect to all aspects of this Contract. The City shall designate the Contract Administrator for each building group in writing within ten (10) days after the execution of this Contract and shall promptly notify the Contractor in writing if the Contract Administrators are changed. (Henceforth, the Contract Administrators will be referred to in the singular tense.)

The administration of this Contract is vested wholly in the Contract Administrator (for each building or building group). The Contract Administrator shall have complete authority to require the Contractor to comply with all provisions of this Contract. The Contractor shall strictly and promptly follow the instructions of the Contract Administrator in every case. The Contract Administrator's decision upon all questions claims and disputes shall be final and conclusive upon the parties of this Contract. The Contract Administrator shall exercise any discretionary authority in a reasonable manner.

The Contractor shall provide the Contract Administrator free and easy access to inspect and measure the manner and progress of the Services at all times and to inspect the types and quantities of tools, equipment, chemicals, supplies and all other materials used in the performance of the Services. It is agreed that such inspection and measurement is not for the purpose of controlling or directing the Services or employees of the Contractor, but to assure that all Services meet the requirements of this Contract.

The Contract Administrator shall decide any and all questions, which may arise as to conformance of and acceptability of tools, equipment, chemicals, supplies and all other materials and methods and procedures used in the performance of the Services with regard to the requirements included herein. The Contract Administrator shall decide all questions that may arise as to the interpretation of this Contract relative to the Services and the fulfillment of this Contract by the Contractor. The Contract Administrator shall determine the amount and quality of the several kinds of Services performed and materials furnished which are to be paid for under this Contract.

The Contract Administrator shall have the authority to require the Contractor to make temporary changes in the assignment of Routine Services, tasks and task frequencies if such changes do not affect the unit prices contained in *Schedule No 1*. Such temporary changes shall not affect the amount of payment to the Contractor.

75. CONTRACT MANAGER

The Contractor shall provide a Contract Manager for this Contract. The Contract Manager shall devote a minimum of 20 hours per week to this Contract. The Contract Manager shall have full authority to act for the Contractor at all times to carry out the provisions of this Contract. The work schedule of the Contract Manager shall be subject to approval by the City; but, as a minimum, the work schedule shall provide partial coverage of both the day shift and the evening shift.

The Contract Manager shall make sufficient inspections to ensure the Services are performed as specified. In addition to these inspections, the Contract Manager shall perform written inspections of each building in accordance with the *Inspection and Customer Contact Schedule* defined in the Specifications, Staffing section of the Contract Documents.

The Contract Manager, or his/her designate, shall be on-call at all times for emergencies and must be able to report within two (2) hours to any of the locations covered by this Contract.

The Contract Manager shall make him/herself available to the Contract Administrator to discuss performance of the Services or other provisions of this Contract.

The Contract Manager shall be adequately trained in the compliance of all applicable OSHA, EPA, and other federal, state and local laws and regulations regarding materials that may be encountered in the performance of the Services.

The Contractor shall provide adequate secretarial, clerical and record keeping support both on-site and off-site to eliminate the need for the Contract Manager or Contract Supervisors to personally prepare payroll, daily, weekly and monthly statements and invoices and to personally perform other clerical and record keeping activities.

The Contractor shall promptly notify the Contract Administrator in writing if the Contract Manager is changed.

76. CONTRACT SUPERVISION

In addition to the workers, the Contractor shall provide a minimum of one (1) hour of supervision for every fifteen (15) labor hours specified. The Contractor shall provide trained, qualified supervisors capable of providing adequate supervision to accomplish the Services.

Each Supervisor, to the satisfaction of the Contract Administrator, shall be capable of verbal and written communication in the English language and shall be able to communicate with the Service Workers. The Contract Administrator may request the Contractor to remove any Supervisor if it is determined the individual is not performing the Services in accordance with the terms and conditions of this Contract.

In addition to the inspections performed by the Contract Manager, each Supervisor shall perform sufficient inspections to ensure the performance of the work in their assigned buildings. In addition to these inspections, each Supervisor shall perform written inspections of their assigned building in accordance with the *Inspection and Customer Contact Schedule* defined in the *Specifications, Staffing* section of the Contract Documents.

77. CUSTODIAL SERVICE SCHEDULES

Change in Minimum Number of Weekly Routine Service Hours: The Contract Administrator shall have the right to increase or decrease the required *Minimum Weekly Labor Hours* specified in *Schedule No. 1* by providing written notification to the Contractor, and by increasing or decreasing *Bid Items R1, R2, R3, R4, R5, R6, R7, R8 and Bid Item R9* in direct proportion to the change in *The Minimum Weekly Labor Hours*. The City may elect to increase the required Minimum Weekly Labor Hours for certain buildings or building groups as identified in *Schedule No. 2*.

Special Coverage - Events, Facility Reservations, and Meetings: The Contractor shall provide custodial staff for events, facility reservations, and meetings (i.e., Special Coverage) as requested by the Contract Administrator for each building group. Much of this Special Coverage will occur on weekends and on weekday evenings. In addition to providing emergent custodial services, the

Contractor's staff may be requested to assist in setting-up and breaking-down tables and chairs, and performing other light tasks associated with the events. In most instances, the Contract Administrator will provide a minimum of 48 hours-notice preceding the event. The employees providing Special Coverage shall be capable of verbal and written communication in the English language. The approximate number of Labor Hours to be devoted to Special Coverage are identified in *Schedule No. 3: Bid Sheet for Special Coverage*.

Labor Activity: The Contractor shall be responsible for its own labor relations with any trade or union representative among its employees and shall negotiate and be responsible for adjusting all of the disputes between itself and its employees or any union representing such employees. Whenever the Contractor has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of the Services, the Contractor shall immediately give written notice thereof to the City.

If any strike, boycott, picketing, work stoppage, slowdown or other labor activity is directed against the Contractor which results in the curtailment or discontinuation of Services provided hereunder, the City shall have the right during said period to employ any means legally permissible to have the Services provided. This shall include the use of the Contractor's tools, equipment, chemicals and supplies. If the City elects to use the tools, equipment, chemicals and supplies of the Contractor to provide the Services hereunder, the City shall pay the Contractor an amount equal to *Bid Item R6* and *Bid Item R7* plus a profit applied to these items

In the same proportion as is *Bid Item R9* to *Bid Item R10* as defined in *Schedule No. 1* for each week or a prorated amount for each portion of a week in which such items are used by the City. The Contractor shall continue to maintain an adequate supply of such items at no additional cost to the City other than that cost defined above.

In the event of a work stoppage by employees of the City or any of the City's other contractors affecting the site, the Contractor shall furnish the Services required to keep the site in a condition acceptable to the City. In the event of danger to the employees of the Contractor, such Services shall be performed by the Contractor's management and supervisory employees in cooperation with the City's employees.

78. STAFFING

Area Assignments: The Contractor shall assign its employees to areas of work for performance of the Services in accordance with the Minimum Required Hours as defined in the Specifications section of this Contract.

Each employee shall be in his or her assigned area or station, properly equipped, uniformed and ready to begin work at the beginning of the work shift and will remain in his or her work area during the entire work shift except for the break periods described below.

The Contractor shall provide its employees with paid break periods of fifteen (15) minutes per four (4) hour period of work. The Contractor shall ensure that its employees take breaks in areas designated by the Contract Administrator. Break periods shall be calculated from the time an employee of the Contractor discontinues the performance of the work, until the time the worker resumes the performance of the work. Break times in excess of fifteen (15) minutes per four-hour period of work will not be counted toward the actual number of hours worked by the employee.

Contract Document Provided to Staff: Specifications showing general outlines and details necessary for a comprehensive understanding of the Services form a part of the Contract Documents. All Services under this Contract shall be performed in all respects in strict compliance with the requirements of the Specifications.

The Contractor will be supplied with two (2) copies of the Contract Documents. The Contractor shall have available at the office space provided by the City at all times one (1) copy of the Contract Documents. All staff members shall be provided a copy of the Contract.

Holidays: The following buildings do not close for holidays and will require services whenever a holiday falls on a day scheduled for services. Whenever a holiday falls on a Monday, Branch Libraries will observe the holiday on the Saturday prior to the holiday.

Park Restrooms
Disaster Preparedness and Emergency Communications

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BASE SERVICES (LEVEL 1)

The chart below specifies the minimum required hours for routine services as reflected in Schedule No. 1. The tasks and frequencies are specified in Appendix B: Tasks and Frequencies, Base Services (Level 1).

Department	Buildings	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	When Contractor shall perform the work
Disaster Preparedness and Emergency Communications (Travel times are not included.)	Emergency Communications & Operations Center	7.00	7.00	7.00	7.00	7.00	4.00	4.00	43.00	Monday - Sunday: 8:00 am – 5:00 pm. Contractor shall provide one employee per day.
	Fire Department (Travel time is not included.)	8.00	8.00	8.00	8.00	8.00	--	--	40.00	Monday – Friday: 7:00 am – 4:00 pm.
	Fire Training Center	--	--	4.00	--	4.00	--	--	8.00	Monday & Thursday: 8:00 am – 12:00 pm.
	Subtotal: Fire	8.00	8.00	12.00	8.00	12.00	--	--	48.00	
Health & Human Services (Travel time is not included.)	Housing Authority Office	3.50	3.50	3.50	3.50	3.50	--	--	17.50	Monday – Friday: 6:00 pm – 10:00 pm.
Library Services (Travel times are not included.)	Main Library	--	13.00	13.00	13.00	13.00	8.00	--	60.00	Tuesday – Thursday: 7:00 am – 12:00 pm, Friday: 7:00 am – 12:00 pm, and Saturday: 8:15 am – 10:00 am for tasks performed in public areas that create noise, odor or interfere with the use of public areas. Staff areas and other areas can be cleaned during the following 2 hours as long as there is no noise, odor or interference with the public or staff.
	Alamitos Branch Library	--	2.50	2.50	2.50	2.50	1.50	--	10.50	Tuesday – Thursday: 9:00 am – 12:00 pm, and Friday & Saturday: 9:00 am – 10:00 am for tasks performed in public areas that create noise, odor or interfere with the use of public areas. Staff areas and other areas can be cleaned during the following 2 hours as long as there is no noise, odor or interference with the public or staff.
	Bach Branch Library	--	2.50	2.50	2.50	2.50	1.50	--	10.50	
	Bay Shore Branch Library	--	2.50	2.50	2.50	2.50	1.50	--	10.50	
	Bret Harte Branch Library	--	2.00	2.00	2.00	2.00	2.00	--	10.00	
	Brewitt Branch Library	--	1.50	1.50	1.50	1.50	1.50	--	7.50	
	Burnett Branch Library	--	2.50	2.50	2.50	2.50	1.50	--	10.50	
	Dana Branch Library	--	2.50	2.50	2.50	2.50	1.50	--	10.50	
	El Dorado Branch Library	--	2.50	2.50	2.50	2.50	2.00	--	11.50	
	Los Altos Branch Library	--	2.50	2.50	2.50	2.50	1.50	--	10.50	
	Mark Twain Branch Library	--	4.00	4.00	4.00	4.00	4.00	--	20.00	
	Michelle Obama Library	--	5.00	5.00	5.00	5.00	4.00	--	23.00	

BASE SERVICES (LEVEL 1) (CONT.)

Department	Buildings	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	When Contractor shall perform the work
Library Services (Cont.) (Travel times are not included.)	Main Library (Day Porter)	--	8.00	6.00	7.00	7.00	7.00	--	35.00	Tuesday: 12:00 pm – 8:00 pm, Wednesday: 12:00 pm – 6:00 pm, Thursday: 12:00 pm – 7:00 pm, and Friday & Saturday: 10:00 am – 5:00 pm.
	Michelle Obama Library (Day Porter)	--	8.00	8.00	8.00	8.00	8.00	--	40.00	Tuesday, Thursday, Friday & Saturday: 9:15 am – 6:15 pm, and Wednesday: 10:15 am – 7:15 pm.
	Mark Twain Branch Library (Day Porter)	--	7.00	6.00	7.00	7.00	7.00	--	34.00	Tuesday, Thursday, Friday & Saturday: 10:00 am – 5:00 pm, and Wednesday: 10:00 am – 4:00 pm.
	Subtotal: Libraries	--	66.00	63.00	65.00	57.50	52.50	--	304.00	
Long Beach Gas & Oil (Travel time is not included.)	SERRF Administration	1.00	--	--	.50	--	--	--	1.50	Monday & Thursday: 8:00 am – 10:00 am.
	Park Restrooms – Route 1	12.50	12.50	12.50	12.50	12.50	12.50	12.50	87.50	1 st Cleaning
	Park Restrooms – Route 2	11.25	11.25	11.25	11.25	11.25	11.25	11.25	78.75	Monday – Sunday: 4:00 am – 10:00 am.
	Park Restrooms – Route 3	11.50	11.50	11.50	11.50	11.50	11.50	11.50	80.50	Contractor shall provide two employees for each group.
	Park Restrooms – Route 4	10.75	10.75	10.75	10.75	10.75	10.75	10.75	75.25	
Public Works (Travel time is not included.)	Senior Center	10.00	10.00	10.00	10.00	10.00	--	--	50.00	Monday – Friday: 4:00 am – 8:00 am.
	Subtotal: Parks, Recreation & Marine	56.00	56.00	56.00	56.00	56.00	46.00	46.00	372.00	
Technology & Innovation (Travel time is not included.)	Public Service Bureau (Street Maint)	3.50	3.50	3.50	3.50	3.50	--	--	17.50	Monday – Friday: 5:00 am – 8:30 am. Staff lounges (break rooms) shall not be cleaned between 11:00 am and 12:00 pm.
	Traffic Operations (at LBGO)	1.50	1.50	1.50	1.50	1.50	--	--	7.50	Monday – Friday: 7:00 am – 1:00 pm. Staff lounges (break rooms) shall not be cleaned between 11:00 am and 12:00 pm.
	Environmental Services Bureau	6.00	6.00	6.00	6.00	6.00	--	--	30.00	Monday – Friday: 5:00 am – 2:00 pm. Contractor shall provide one employee per day.
	Public Service Bureau - Graffiti Office	--	--	.50	--	.50	--	--	1.00	Wednesdays & Fridays: 7:00 am – 8:00 am
Total All Buildings	Subtotal: Public Works	11.00	11.00	11.50	11.00	11.50	--	--	56.00	
	Wireless Communication	2.50	2.50	2.50	2.50	2.50	--	--	12.50	Monday – Friday: 8:00 am – 2:00 pm.
		89.00	154.00	156.00	154.00	150.00	103.00	50.00	854.50	

PARK RESTROOM GROUPS

Group 1	Group 2	Group 3	Group 4
<p>*Eldorado West Park Restroom 31 Eldorado West Park Restroom 30 Eldorado West Park Restroom 32 Eldorado West Park Restroom 33 Eldorado East Park Restroom 34 Eldorado East Park Restroom 35 Eldorado East Park Restroom 36 Eldorado East Park Restroom 37 Eldorado East Park Restroom 38 Eldorado East Park Restroom 39 Eldorado East Park Restroom 40 Eldorado East Park Restroom 41 Eldorado East Park Restroom 42 Eldorado East Park Restroom 43</p>	<p>*Pan American Restrooms 22 Heartwell Park Restrooms 46 Heartwell Park Restrooms 44 Heartwell Park Restrooms 47 Heartwell Park Restrooms 48 Wardlow Park Restrooms 23 Stearns Park Restrooms 24 Whaley Park Restrooms 25 Recreation Park Restrooms 26 Recreation Dog Park 51 Recreation Park Restrooms 28</p>	<p>*Davenport Park Restroom 04 Ramona Park Restroom 21 Coolidge Park Restroom 16 Houghton Park Restroom 19 Houghton Park Restroom 20 Deforest Park Restroom 17 Deforest Park Restroom 18 Scherer Park Restroom 15 Bixby Knolls Park Restroom 14 Cherry Park Restroom 13 Somerset Park Restroom 12 Los Cerritos Park Restroom 11</p>	<p>*Veterans Park Restroom 07 Silverado Park Restroom 10 Hudson Park Restroom 09 Seaside Park Restroom 49 Admiral Kidd Park Restroom 08 Drake Park Restroom 01 Cesar Chavez Park Restroom 02 Bixby Park Restroom 29 California Recreation Park Restroom 06 ML King Restroom 05 Chittick Field Restroom 50 Molina Restroom 52</p>

* Contractor shall store chemicals, supplies and equipment at this location for this route.

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79. INSPECTION AND CUSTOMER CONTACT SCHEDULE

As a minimum, the Contractor shall perform written inspections for each building and meet with individuals designated by the City in accordance with the following Inspection and Meeting Frequencies. The inspections and meetings day and time will be prearranged with the employee designated by the City for each location.

BUILDINGS

<i>Department</i>	<i>Buildings</i>	<i>Minimum Inspection & Meeting Frequency</i>
Disaster Preparedness and Emergency Communications	Emergency Communications & Operations Center	Weekly
Fire	Administrative Headquarters	Weekly
	Fire Training Center	Every Other Week
Health & Human Services	Housing Authority Office	Every Other Week
Library Services	Main Library	Weekly
	Alamitos Branch Library	Weekly
	Bach Branch Library	Weekly
	Bay Shore Branch Library	Weekly
	Bret Harte Branch Library	Weekly
	Brewitt Branch Library	Weekly
	Burnett Branch Library	Weekly
	Dana Branch Library	Weekly
	El Dorado Branch Library	Weekly
	Los Altos Branch Library	Weekly
	Mark Twain Branch Library	Weekly
	Michelle Obama Library	Weekly
	Long Beach Gas & Oil	SERRF Administration Building
Parks, Recreation & Marine	Park Restrooms	Weekly
	Senior Center	Weekly
Public Works	Environmental Services Bureau	Every Other Week
Technology & Innovation Dept.	Wireless Communication	Every Other Week

As a minimum, the Contractor shall review that:

- a. All required tools, equipment, supplies and chemicals are available in the building, properly labeled, stored and in good and safe working order.
- b. Each worker has been adequately trained and has received the required minimum number of training hours in the best practice methods and procedures used to perform each task.
- c. Each worker is performing the tasks and cleaning the areas in the most appropriate sequence.
- d. Each worker understands the tasks to be performed, the frequency of task performance and the performance standard for each task.
- e. Each worker has experienced no interference or delay that hinders or prevents the performance of the work.
- f. Each worker is following all safety and security practices.
- g. Each worker is properly uniformed.

- h. Each worker is working for the minimum number of daily hours and in accordance with the specified days of the week.
- i. The discrepancies documented during the last inspection have been corrected.
- j. The key City contact for the building is satisfied that the services have been provided in accordance with the Contract documents.

The Contract Manager or Supervisor performing the inspection shall use the Contract Specifications to document the inspections. The Contractor shall provide a copy of the inspection to the Contract Administrator within 48 hours of the inspection.

The Contract Manager shall perform as a minimum, every 4th inspection and customer meeting. The rest of the inspections and customer meetings may be performed by the supervisor directly responsible for the buildings, unless the City directs the Contract Manager to perform these inspections also.

80. CONTRACTOR'S VEHICLES

The Contractor shall clearly identify and equip each vehicle used at City buildings with decals or magnetic signs on the exterior right and left front door panels identifying the Contractor's name and phone number. No other commercial advertising shall be allowed upon the vehicles, equipment, staff, or posted at the buildings under this Contract. These requirements shall also apply to all sub-contractors.

All vehicles used shall be in "good repair" and shall present a clean, professional appearance. The Contractor's vehicles and equipment shall not be allowed to deposit oil, fluids, litter, foreign substances, or other debris on City Sites. The City reserves the right to require the Contractor to install "diapers" on any and all vehicles utilized or to remove vehicles from the sites until repaired to the satisfaction of the City.

At certain sites and at specified times, the Contractor's vehicles may drive on turf (when it is not wet) or other non-paved surface, following specific routes designated by the City's representative(s). At the other sites, the Contractor's vehicles shall not drive on turf or non-paved surfaces. The City shall provide, if possible, a storage area(s) at those sites, which are not immediately accessible to Contractor's vehicles.

81. CONTRACTOR'S EQUIPMENT

The Contractor shall furnish all tools, equipment and supplies necessary to properly perform the Services defined in this Contract. As a minimum, the Contractor shall furnish each worker and each custodial closet with the types and quantities of tools, equipment and supplies defined in the Specifications as required to perform the services in accordance with the performance standards and within the minimum required hours.

The Contractor shall use tools, equipment and supplies that are Green Label Certified, if such products exist. The Contractor shall use carpet shampooing and vacuuming equipment that is approved by the Carpet and Rug Institute Standards.

The Mark Twain Branch Library is a LEED certified Building, Silver Level. All tools, equipment and supplies used by the Contractor in this building must conform to the requirements of the U.S. Green Building Council. In other buildings, the Contractor will use brands and types of tools, equipment and supplies that are certified as meeting the Green Seal Environmental Standard for Cleaning Service by the Green Seal Organization whenever there are brands and types that perform acceptably to the City.

Before beginning the work, the Contractor shall submit to the Contract Administrator a list of each type of tool, equipment and supply to be used showing the manufacturers' names and model numbers. Manufacturers' specifications and photocopies of each type of tool, equipment and supply shall accompany the list.

The Contractor shall use no tool, equipment or supply in the performance of the Services before obtaining the permission of the Contract Administrator. Such permission by the Contract Administrator shall not relieve the Contractor of the responsibility for assuring the appropriateness of such tool, equipment or supply or of any other responsibility or liability.

Manufacturer Brands: The Contractor, if desirous of changing from its initial selection, shall first assure that the alternate tool, equipment or supply complies with the description or specification. Then, the Contractor shall submit to the Contract Administrator a written request to change, defining the alternate, along with the manufacturer's specifications and a photocopy of the alternate.

If the alternate complies with the specifications defined herein, performs as well as the initial selection as demonstrated by actual performance testing requested by the Contract Administrator, causes no operational interference with the City and is in the best interest of the City as determined by the Contract Administrator, then the Contract Administrator shall give written permission to use the alternate.

If requested by the Contract Administrator, the Contractor shall make available for performance evaluation by the Contract Administrator specific brands and models of tools, equipment and supplies proposed for use by the Contractor. Any such items provided shall be returned to the Contractor after the evaluation has been completed.

Any and all costs associated with evaluating an alternate or changing to an alternate not included on the initial list submitted by the Contractor shall be borne by the Contractor if such testing or changing was a result of the Contractor's request to change.

Alternates or Exceptions: Refer to Section 6. "Approved Alternates/Approved Brands". The phrase "or approved equal" means that the City Purchasing Agent or his designee, shall make the determination, in his sole discretion, whether or not material or equipment offered as an "equal" is the same in form, function, performance, reliability, quality and features as the brand name or product from a particular supplier.

Bidders acknowledge and agree that use of an approved equal creates a risk that the material or equipment may not actually meet the functional and performance requirements when used under field conditions. Bidders further acknowledge and agree that the City's approval of an "approved equal" product does not relieve the Contractor from its duty to meet the functional and performance

requirements in the Specifications so that the Contractor may ultimately be required to replace the "approved equal" product with the material or equipment that was originally specified by brand name or by the name of a particular supplier, at no additional cost to the City, if the City makes a request for replacement. By submitting a bid, Bidder accepts these risks and the liability associated with these risks, and waives all claims against the City for costs related to supplying replacements.

Maintenance and Repair: The Contractor shall maintain on file at the site of the work one complete set of operating and maintenance instructions for each type, brand and model of equipment, tool and item of supply used in the performance of the Services and shall provide the Contract Administrator with a photocopy of all such operating and maintenance instructions.

The Contractor shall ensure that all tools, equipment and supplies used by its employees shall be used in accordance with the manufacturer's instructions and good safety practices.

All tools, equipment and supplies used by the Contractor in the performance of the Services shall meet all applicable safety requirements. All electrical equipment must operate at full rated performance levels using existing building electrical circuits. It shall be the responsibility of the Contractor to prevent the operation or attempted operation of electrical equipment, or combinations of equipment that require power exceeding the capacity of existing electrical circuits.

The Contractor shall develop and implement adequate procedures and controls to ensure that all tools, equipment and supplies remain at all times in good, clean condition. All equipment and tools shall have non-marking wheels, adequate bumpers and guards to prevent marking or scratching of fixtures, furnishings or building surfaces.

The Contractor shall maintain access to spare parts and shall have trained qualified employees and resources and adequate quantities of backup equipment to insure that the minimum quantities of required equipment and tools are available and in safe and proper operating condition at all times during the performance of the Service.

Storage Locations: The Contractor shall label the storage locations on shelves in each custodial closet for chemicals, small tools and supplies.

The Contractor shall permanently identify all equipment and tools required for a specific building or building group, floor or group of floors, assignment or group of assignments with the building, floor or assignment numbers or groups of numbers.

The Contractor shall develop, implement and maintain adequate procedures and make sufficient inspections each shift to ensure that the minimum tools, equipment and supplies are in designated storage locations.

Supplies Furnished by the City: Unless otherwise arranged for, the City shall provide the following supplies to be installed in dispensers and waste receptacles located in the spaces cleaned by the Contractor:

- Toilet Tissue;
- Paper Towels;
- Toilet Seat Covers;
- Hand Soap;
- Air Freshener; and
- Trash Can Liners

The Contractor may be asked to provide the above supplies for certain buildings. In such instances, the Contractor shall invoice the City for the actual cost of supplies plus no more than a 10 percent (10%) handling fee. The Contractor shall not provide supplies until written authorization is received from the Contract Administrator for building(s) in question.

Dispensers for toilet tissue, paper towels, hand soap, and toilet seat covers are furnished and installed by the City.

Contractor shall provide the Contract Administrator, or his/her designated representative, with a monthly inventory of all consumable items used.

Problems with dispensers shall be reported to City Representative within two (2) business days.

Contractor shall make sure supply storage areas are kept secure and locked at all times. The Contractor shall provide adequate safeguards to prevent pilferage, loss and misuse to these items and to ensure that these items are put to their intended use.

The Contractor shall take delivery at locations and times designated by the City and shall acknowledge by signature receipt of the types and quantities of items.

The City shall have the unilateral right to require the Contractor to provide reports detailing the distribution and usage by building and individual work assignment.

Precautionary Labels and Warnings: Material that requires precautionary warnings shall have affixed to all containers such labels or markings as are prescribed and approved by law, regulatory agency, or this Contract. The marking or labeling of material containing hazardous or toxic material, substances or wastes shall be in accordance with all federal, state and local laws, ordinances, rules and regulations. The Contractor shall develop and implement procedures to insure its employees use these materials in accordance with the instructions of the manufacturers.

Future Equipment Changes Required by Federal, State or Local Laws: If the equipment herein specified must be retrofitted or replaced to comply with future federal, state or local laws, any increase in cost to the Contractor shall be subject to negotiation between the Contractor and the City.

Specifications and Descriptions – Equipment:

CUSTODIAL CART-SHELF CART

- constructed of chemically resistant plastic
- vinyl waste collection bag
- fold-away bag support handle
- floor sign holder with 'CAUTION-WET FLOOR' sign
- locking security doors for shelves
- locking security hood for cart top
- non-marking swivel front wheels
- leak-proof mop bucket compartment
- holders for mops and brooms and hooks for small tools
- rectangular tool caddy with carry handle to fit on top shelf
- Acceptable Brands: Rubbermaid – 9T72 High Capacity Cart with 9T86 Locking Security Hood and 9T85 Locking Cabinet Kit or approved equal

HIGH SPEED FLOOR BURNISHER

- 100 volt, 60 cycle, 1.3 to 1.5 hp motor
- 1950 to 2050 rpm (loaded)
- 20" diameter
- safety interlock switch
- 4" minimum diameter, non-marking, stair climbing rear wheels
- minimum 75 ft. Cable, 14 gauge, 3 wire
- non-marking construction or bumper guards
- 75 to 90 pounds weight
- 15 amp maximum circuit breaker
- Acceptable Brands: Windsor Industries – "Lighting 2000" or approved equal

UPRIGHT CARPET VACUUM

- 18 to 21 pounds weight
- 14" brush width minimum
- non-marking wheels and bumper guards
- 35 foot cable length, minimum
- 25 foot extension cord with grounding plug, minimum wire size of 16 AWG
- low profile for easy reach under desks, furniture, etc.
- built in utility hose
- crevice tool, upholstery tool, dusting brush and extension wand
- separate motors for vacuum and for brush
- vacuum motor 950 watts minimum
- brush motor 190 watts minimum
- minimum 90 cfm air volume & minimum 69 inches water lift
- sound level 70 dBA maximum
- top fill collection container
- disposable collection/filter bags capable of capturing at least 99.9 % of particles 1 micron and larger
- clogging indicator light
- secondary exhaust filter

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- circuit breaker
- adjustable brush height
- Acceptable Brands: Windsor Industries, Inc. – “VS” or approved equal

BACK-PACK VACUUM

- less than 10.25 pounds weight
- 150 CFM minimum airflow
- 100 inch minimum static water lift
- 70 decibels maximum sound at operator level
- 110 volt electrical cord 45 feet minimum length
- adjustable shoulder harness with hip support
- disposable filtration system captures at least 99.9% of particles 1 micron & larger
- hose, wand, crevice tool, dusting brush, floor tool, carpet tool and extension wand
- Acceptable Brands: ProTeam Super QuarterVac or approved equal

WET/DRY VACUUM

- vacuum motor 1.5 hp minimum
- 15-16 gallon recovery tanks
- 87”-101” water lift
- wet & dry tools
- 27-28 ft power cable
- wheels and casters, non-marking
- Acceptable Brands: Windsor Industries – “Recover 12” or approved equal

WIDE AREA CARPET VACUUM

- 26” vacuum swath
- dual counter-rotating brushes
- floating brush deck
- two 1.1 hp vacuum motors minimum hp
- rear wheels, 10” minimum size
- front swivel casters, 3” minimum size
- disposable filter bag
- maximum of 74 DBa at operator level
- 70’ minimum length power cable
- constructed of non-marking materials
- minimum air flow rate 220 cfm (105 l/s)
- 115V, 60 Hz, 13 amps
- 62” waterlift (1600 mm)
- Acceptable Brands: Windsor Industries – “NuWave ” or approved equal

CARPET SPOT EXTRACTOR

- 2 gallon minimum solution tank capacity
- 2 gallon minimum recovery tank capacity
- 25' minimum cable length
- pump 55 psi minimum
- hose 1" diameter minimum, 8' minimum length
- 2 stage vacuum motor, 1.12 hp (840 watt)
- 85" waterlift minimum
- 100 cfm minimum
- transport cart
- double Dry Hand Tool with built-in 2.75" (7 cm) brush.
- spotting Wand 56" minimum length with 9 to 10" wide head.
- extraction spray wand with hose assembly
- nylon mesh hose bag
- Acceptable Brands: Windsor – "Presto 3 Deluxe" or approved equal

HIGH PRESSURE SPRAYER/WASHER

- 110 volt, ac
- variable pressure
- pump pressure 160-30 bar
- water flow 870 l/h
- water temp max flow 80 C
- water temp steam 140 C
- fuel tank capacity 25 liters
- Acceptable Brands: Alto (Clarke) – "3040HA" or approved equal

Specifications and Descriptions – Hand Tools:

ABRASIVE PADS

- constructed from chemically resistant synthetic fibers
- fine and medium abrasive
- hand size

BROOM

- synthetic fiber self-flagging bristles
- head width approximately 10 inches
- attaches to extending handle
- 2 screw-type mounting holes, 1 at 90 degrees and a 2nd at approximately 60 degrees
- 4' to 8' extending aluminum handle
- Acceptable Brands: FLO-PAC No. 853 Flagged Blue Acriliflo or approved equal

CLEANING CLOTHS

- absorbent synthetic fiber
- disposable
- lintless
- rags or paper towels not acceptable

COUNTER BRUSH

- synthetic fiber, flagging bristles
- 8" to 9" block/handle

DECK BRUSH

- stiff, heavy duty, synthetic fiber bristles
- brush size approximately 2 ½" x 12"
- attaches to extending handle
- Acceptable Brands: FLO-PAC NO. 197 Dual Surface Floor Scrub Brush or approved equal

DETAIL BRUSH – NYLON

- stiff nylon bristle
- similar to tooth brush

DETAIL BRUSH – BRASS

- stiff brass bristle
- similar to tooth brush

DISPENSING PUMPS

- chemically resistant plastic
- dispenses 1 ounce per stroke
- dip tube length 14"-15"

DOOR STOP

- wedge shape
- non-marking rubber construction

DRAIN BRUSH

- approximately 1 ½" diameter
- approximately 6" brush length
- stiff nylon bristles twisted in wire

CORNER BRUSH

- stiff synthetic fiber bristles for scrubbing wall-floor corners
- triangular shape
- attaches to extending handle

DUST MOP

- paraffin-base treatment, dust mop heads
- laundered and retreated off-site
- stored in plastic bags until used
- 5" minimum width
- dust mop head attaches to handle with swivel joint
- handle length approximately 5'

DUST CLOTHS

- disposable
- treated

DUST PAN

- constructed of nonmetallic material
- eyelet or hook for hanging on cart

DUSTING TOOL

- extending handle
- lambswool

FLOOR MACHINE POLISHING PADS

- polyester construction
- minimum pad thickness of 3/4"
- designed for burnishing with 1500-3000 RPM floor machines
- Acceptable Brands: 3 M Company – "Scotch-Brite brand Ultra High Speed Buffer Pad" or approved equal

FLOOR MACHINE SPRAY BUFF PADS

- polyester construction
- minimum pad thickness of 3/4"
- designed for spray buffing with 600-1500 RPM floor machines
- Acceptable Brands: 3 M Company – "Scotch Brite brand Super High Speed Buffer Pad" or approved equal

FUNNEL

- constructed from chemically resistant plastic
- 1/2 pint capacity

INSPECTION MIRROR

- hand size

LINERS FOR CUSTODIAL CART OR TRASH COLLECTION BARRELS

- minimum 1 1/2 Mil polyethylene
- sized to fit custodial trash barrel and shelf-type custodial carts

LINERS FOR TRASH RECEPTACLES

- minimum 1-Mil polyethylene for smaller receptacles
- minimum 1 1/2 -Mil polyethylene for larger receptacles
- clear
- sized to fit various size trash receptacles

MEASURING CUP

- constructed from chemically resistant transparent plastic
- 1 ounce and ½ gradients
- minimum capacity of 16 ounces

MOP BUCKET AND WRINGER

- constructed from chemically resistant structural plastic
- "CAUTION-WET FLOOR" and international symbol for slippery floor printed on 2 opposite sides of bucket
- metallic bails
- removable, swivel non-marking casters
- down pressure wringer
- bucket capacity approximately 32 quarts and marked with 1 gallon gradients

PAIL

- constructed from chemically resistant plastic
- metallic bale with plastic grip
- pouring spout
- capacity approximately 2 gallons with 1 quart gradients

PLASTIC DROP CLOTH

- pliable plastic painters drop cloth
- approximately 4 ft x 8 ft
- reusable

PLUMBING PLUNGER

- rubber plunger
- short handle
- Combination Auger with C-Style Cutter Head

PUSH BROOM-EXTERIOR USE

- brush head constructed from chemically resistant plastic approximately 18" in length
- synthetic fiber
- for exterior use
- attaches to extending handle

PUSH BROOM-INTERIOR USE

- brush head constructed from chemically resistant plastic approximately 18" in length
- synthetic fiber, self-flagging bristles
- for interior use
- attaches to extending handle

PUTTY SCRAPER

- metallic blade approximately 2" wide

RUBBER GLOVES

- chemically resistant synthetic or rubber construction
- waterproof

SAFETY GOGGLES

- OSHA approved

SIGN - "CAUTION-WET FLOOR"

- signs must conform to OSHA Standard 1910.44 safety color code for marking physical standards
- constructed of durable plastic
- stand alone
- must bear words "CAUTION-WET FLOOR" and international caution symbol for wet floor

SIGN AND BARRIER BAR - "REST ROOM CLOSED FOR CLEANING"

- signs must conform to OSHA Standard 1910.44 safety color code for marking physical standards
- barrier bar constructed of metal, with rubber ends and adjustable, in two sizes:
 - o Regular – 30" to 44"
 - o Double door – 44" to 70"
- sign constructed of durable plastic and hangs from bar
- must bear words "REST ROOM CLOSED FOR CLEANING"
- Acceptable Brands:
 - o Wilen Manufacturing (800) 241-7371 or (404)366-2111 or approved equal
 - o Regular barrier bar #2020-1 or approved equal
 - o Long Barrier bar #2020-2 or approved equal
 - o Hanging Sign #2020-S or approved equal

SIGN - "OUT OF SERVICE"

- signs must conform to OSHA Standard 1910.44 safety color code for marking physical standards
- constructed of durable plastic
- stand alone
- must bear words "CLOSED FOR CLEANING"

SOLUTION BOTTLES

- chemically resistant construction
- 1 gallon
- transparent
- screw cap
- handle

SPRAY BOTTLE

- chemically resistant plastic construction
- transparent or translucent
- 22-ounce capacity with 1 ounce gradients
- pistol-grip type sprayer with adjustable nozzle
- leak proof when on side or upside down

SQUEEGEE – GLASS

- tempered brass, stainless steel, or aluminum channel
- rubber blade
- approximate blade width 14" to 18"

SWIVEL PAD HOLDER AND ABRASIVE PADS

- pad holder constructed from chemically resistant plastic
- 360-degree swivel pad holder
- 2 abrasive pads, fine and medium
- attaches to extending handle

TOILET BOWL SWAB

- chemically resistant plastic construction
- synthetic fiber mop head
- pliable squeeze cup
- Plastic storage cup with hinged lid

TOOL CADDY FOR CUSTODIAL CART

- non-metal construction
- durable, lightweight
- approximate dimensions 15" x 10"x 5"h

UTILITY BRUSH

- soft, synthetic fiber bristles
- constructed from chemical resistant plastic
- hand size with short handle

WET MOP

- cotton and synthetic fiber mop head with looped end strings
- stitched tail-band
- quick release type mop handle constructed from chemically resistant plastic
- 20 to 32-ounce mop head
- hollow core, light weight screw-type handle approximately 5' in length
- mops shall be color-coded as follows: rest rooms, general purpose, stripping, refinishing

CONTRACTOR'S EQUIPMENT (CONT.)

CHEMICALS, TOOLS, EQUIPMENT & SUPPLIES CHECKLIST

Work Assignment _____ Building: _____ Floor: _____ Room: _____

For Each Custodial Closet: (Closet Set)

<input type="checkbox"/> Closet Securable	<input type="checkbox"/> Closet is Odor Free	<input type="checkbox"/> Closet is Clean	<input type="checkbox"/> Closet is Orderly	<input type="checkbox"/> Shelves are Identified
<input type="checkbox"/> Measuring Cup	<input type="checkbox"/> Funnel	<input type="checkbox"/> Water Hose – correct length	<input type="checkbox"/> No Unauthorized Items	<input type="checkbox"/> Pail
<input type="checkbox"/> Gallon of Detergent Concentrate with *Dispensing Pump	<input type="checkbox"/> Gallon of Detergent Solution	<input type="checkbox"/> Gallon of Germicide Concentrate with *Dispensing pump	<input type="checkbox"/> Gallon of Germicide Solution	<input type="checkbox"/> Gallon of Glass Cleaner
<input type="checkbox"/> Gallon of Stainless Steel Cleaner	<input type="checkbox"/> Out of Service" Sign	<input type="checkbox"/> Supply of cleaning cloths	<input type="checkbox"/> Supply of cart liners	<input type="checkbox"/> Supply of Trash Liners
<input type="checkbox"/> Supply of Dust Cloths	<input type="checkbox"/> Chemicals are diluted correctly	<input type="checkbox"/> Chemical Brands are correct	<input type="checkbox"/> All chemical are labeled correctly	<input type="checkbox"/> Correct Sizes & Types of Chemical Containers

- required when custodial closet is not equipped with chemical mixing station

For Each Worker: (Basic Cleaning Set)

<input type="checkbox"/> Clean Custodial Cart	<input type="checkbox"/> Cart is clean	<input type="checkbox"/> Cart is organized	<input type="checkbox"/> No unauthorized items	<input type="checkbox"/> Tool Caddy
<input type="checkbox"/> Spray Bottle of Detergent Solution	<input type="checkbox"/> Spray Bottle of Germicide Solution	<input type="checkbox"/> Spray Bottle of Glass Cleaner	<input type="checkbox"/> Spray Bottle of Stainless Steel Cleaner	<input type="checkbox"/> Broom with extending handle
<input type="checkbox"/> Lotion Cleanser	<input type="checkbox"/> Abrasive Pads	<input type="checkbox"/> Counter Brush	<input type="checkbox"/> Door Stop	
<input type="checkbox"/> Detail Brush – Light	<input type="checkbox"/> Detail Brush – Dark	<input type="checkbox"/> Rubber Gloves	<input type="checkbox"/> Cloth Gloves	
<input type="checkbox"/> Putty Scraper	<input type="checkbox"/> Cleaning Cloths	<input type="checkbox"/> Utility Brush	<input type="checkbox"/> Squeegee	<input type="checkbox"/> 2 lambswool dusting tools
<input type="checkbox"/> Brass Detail Brush	<input type="checkbox"/> Items on cart are labeled with assignment #	<input type="checkbox"/> Spray bottles are labeled correctly	<input type="checkbox"/> Spray bottle solutions are diluted correctly	<input type="checkbox"/> Face Shield

For Each Worker Assigned to Clean Areas with Hard Floor Surfaces: (Hard Floor Set)

<input type="checkbox"/> Supply of Disposable Dust Mops – 24"	<input type="checkbox"/> Disposable Dust Mops – 36"	<input type="checkbox"/> Disposable Dust Mops – 48" (for workers with large corridors)	<input type="checkbox"/> Disposable Dust Mops – 60" (for workers with Gym Floors)	
<input type="checkbox"/> Deck Brush	<input type="checkbox"/> Corner Brush	<input type="checkbox"/> 2 Clean Wet Mops	<input type="checkbox"/> 1 Dust Pan	<input type="checkbox"/> 1 Push Broom
<input type="checkbox"/> 2 Caution-Wet Floor" Signs (minimum quantity)	Mop Bucket & Wringer	<input type="checkbox"/> Doodle Bug" Brush with white & Brown Pads		

For Each Worker Assigned to Burnish Floors: (Burnisher Set)

<input type="checkbox"/> Gallon Container of Spray Buff Solution	<input type="checkbox"/> Spray Bottle of Spray Buff Solution	<input type="checkbox"/> Gallon Container of Restorer	<input type="checkbox"/> 2 Burnishing Pads	<input type="checkbox"/> 2 Buffing Pads
<input type="checkbox"/> High Speed Floor Burnisher	<input type="checkbox"/> Floor Burnisher is Clean	<input type="checkbox"/> Floor Burnisher is in good condition		

CONTRACTOR'S EQUIPMENT (CONT.)

CHEMICALS, TOOLS, EQUIPMENT & SUPPLIES CHECKLIST (CONT.)

For Each Worker Assigned to Areas with Carpeted Floors: (Carpet Floor Set)

<input type="checkbox"/> Gallon Container of Carpet Stain Remover	<input type="checkbox"/> Spray Bottle of Carpet Stain Remover	<input type="checkbox"/> Aerosol Container of Gum Remover	<input type="checkbox"/> Supply of Filter Bags	
<input type="checkbox"/> Upright Carpet Vacuum	<input type="checkbox"/> Vacuum cleaner is clean	<input type="checkbox"/> Vacuum cleaner is in good condition	<input type="checkbox"/> Filters are clean	<input type="checkbox"/> Filter Bag is Clean
<input type="checkbox"/> Vacuum Hose	<input type="checkbox"/> Wand	<input type="checkbox"/> Crevice Tool	<input type="checkbox"/> Upholstery Brush	

For Each Worker Assigned to Clean Rest Rooms: (Rest Room Set)

<input type="checkbox"/> Acid Bowl Cleaner	<input type="checkbox"/> Bowl Mop	<input type="checkbox"/> Drain Brush	<input type="checkbox"/> Inspection mirror	<input type="checkbox"/> Wet mop (blue)
<input type="checkbox"/> Rest Room Supplies	<input type="checkbox"/> Soap Scum Remover	<input type="checkbox"/> "Out-of-Service" Sign	<input type="checkbox"/> Plumbing Plunger	<input type="checkbox"/> Foaming rest room cleaner, Foam Gun and hose *

* only required for workers with large rest rooms with floor drains.

Worker

<input type="checkbox"/> Uniform OK	<input type="checkbox"/> Worker is using correct methods	<input type="checkbox"/> Attended all required training classes within past 6 months	<input type="checkbox"/> Worker has Task & Frequencies Sheets	<input type="checkbox"/> Worker is following Task Frequencies
<input type="checkbox"/> Assignment Drawings up-to-date	<input type="checkbox"/> Assignment Drawings indicate days of week each room is cleaned	<input type="checkbox"/> Assignment Drawings indicate when detail cleaning is performed for each room	<input type="checkbox"/> Worker is cleaning all areas on assignment drawing	<input type="checkbox"/> Worker is not experiencing interference
<input type="checkbox"/> Worker is Working in Best Sequence				

<input type="checkbox"/> Discrepancies from previous inspections have been corrected:	Date of Last Inspection:
Contract Supervisor:	Date:
Contract Manager:	Date:
Worker:	Date:

Attach copy of assignment drawings indicating types and locations of discrepancies and any additional comments.

BID NUMBER ITB LB 18-082

MINIMUM QUANTITIES

The minimum required tools, equipment and supplies defined herein must be present and in good operating condition at all times during the performance of the Services.

CONTRACTED BUILDINGS	Custodial Shelf Cart	Custodial Barrel	Tilt Cart	Carpet Vacuum	Wide Area Carpet Vacuum	Burnisher	Pressure Washer	Back Pack Vacuum	Carpet Spot Extractor	Low Speed Floor Machine	Foam Gun with Hose	Carpet Extractor	Radio Cell Phones	Wet/Dry Tank Vacuum	Auto Scrubber
DC-- Emer. Communication & Oper.	1	1	0	1	0	0	0	1	1	0	0	0	0	0	0
FD - Administration HQ	1	1	0	1	1	0	0	0	0	0	1	0	0	0	0
FD - Fire Training Center	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
HHS - Housing Authority Office	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LBGO - SERFF Administration Building	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Main Library	4	4	1	2	2	1	0	1	1	0	0	0	1	0	0
LS - Alamos Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Bach Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Bay Shore Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Bret Harle Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Brewitt Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Burnett Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Dana Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - El Dorado Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Los Altos Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Mark Twain Branch Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
LS - Michelle Obama Library	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
PRM - Parks and Recreation Route 1	0	0	0	0	0	0	1	0	0	0	2	0	1	0	0
PRM - Parks and Recreation Route 2	0	0	0	0	0	0	1	0	0	0	2	0	1	0	0
PRM - Parks and Recreation Route 3	0	0	0	0	0	0	1	0	0	0	2	0	1	0	0
PRM - Parks and Recreation Route 4	0	0	0	0	0	0	1	0	0	0	2	0	1	0	0
PRM - Senior Center	2	2	0	2	0	1	1	1	1	0	0	0	0	0	0
PW - Environmental Services	1	1	0	1	0	0	0	0	1	0	1	0	0	0	0
PW - Public Service Bureau	1	1	0	1	0	0	0	0	1	0	1	0	0	0	0
PW - Street Maintenance Graffiti Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TI - Wireless Communications	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
Shared	0	0	0	0	0	2	1	3	3	3	0	2	3	3	0
Total All Areas	10	24	1	22	3	4	6	6	7	3	11	2	8	3	0

82. CHEMICALS

The Contractor shall furnish all chemicals necessary to perform the Services in accordance with this Contract. As a minimum, the Contractor shall furnish the Chemicals defined in the "List of Chemicals" of the Contract Specifications.

The Contractor shall ascertain the appropriateness of all chemicals for their intended use on a surface or material before any actual use of any chemical on any surface or material regardless of whether the chemical is included on the List of Chemicals and regardless of whether the Contract Administrator has given permission to use said chemical.

The Mark Twain Branch Library is a LEED certified Building, Silver Level. All chemicals used by the Contractor in this building must conform to the requirements of the U.S. Green Building Council. In other buildings, the Contractor will use brands and types of chemicals that are certified as meeting the GreenSeal Environmental Standard for Cleaning Service by the GreenSeal Organization whenever there are chemical brands and types that perform acceptably to the City.

Chemical Brands: The Contractor shall use only those brands and types of chemicals specified on the "List of Chemical Manufacturers" unless it has obtained written permission to change in accordance with the following procedure:

The Contract Manager shall submit a written request to the Contract Administrator defining the product use, brand name, manufacturer's complete name, address and telephone number.

The Contract Manager shall attach to the written request a product brochure, Safety Data Sheet (SDS) as required by OSHA, and chemical specifications. The Contract Manager shall provide an original, labeled container of the chemical to the Contract Administrator.

The Contract Administrator shall have the right to require the Contract Manager to submit the proposed chemical to an independent testing laboratory selected by the Contract Administrator for evaluation and comparison to the chemicals defined on the "List of Chemicals." The Contract Administrator shall provide the parameters and methods of such evaluation and testing.

If the proposed chemical performs as well or better than the chemical included on the "List of Chemicals" as determined by an independent testing laboratory and on-site evaluation as determined by the Contract Administrator, and causes no interference with the operational activities of the City, or damage to the building, and is in the best interest of the City as determined by the Contract Administrator, then the Contract Administrator shall provide the Contract Manager with written permission to use the proposed chemical in the performance of the Services. Such permission does not relieve the Contractor of any liability or responsibility.

The Contractor shall pay for all costs associated with testing and evaluating the proposed chemical and with changing from the approved chemical to the proposed chemical if the chemical was proposed by the Contractor.

List of Chemical Manufacturers: The Contractor shall select a single chemical manufacturer's brand for all chemicals from the following list of manufacturers:

Brulin	Huntington Laboratories
Buckeye	Johnson Wax Professional
EcoLab	Spartan Chemical Company
Franklin	The Butcher Company
Hillyard, Inc	3M Company

Safety Data Sheets (SDSs): The Contract Manager shall provide the Contract Administrator with a copy of a Safety Data Sheet (SDS), formerly known as Material Safety Data Sheets or (MSDSs), as required by the Occupational Safety and Health Administration for each type and brand of chemical used in the performance of the Services and shall maintain a separate file with duplicate copies of the form for each chemical used in the performance of the Services. One SDS book shall be placed in each custodial closet. These books shall be updated a least annually or when new chemicals are used. A revised book must be provided to the Contract Administrator.

Containers: The Contractor shall purchase and issue all chemicals in their original containers.

Labeling: All containers containing delicate or fragile items shall be marked to clearly identify this condition. These markings shall be placed on not less than one side or end of the container. The Contractor shall provide a SDS to the Contract Administrator for any and all such materials.

Material that requires precautionary warnings shall have affixed to all containers such labels or markings as are prescribed and approved by law, regulatory agencies, or this Contract. The marking or labeling of material containing hazardous or toxic material, substances, or wastes shall be in accordance with all federal, state and local laws, ordinances, rules and regulations.

All chemical containers shall bear their original manufacturer's label that includes the name and address of the manufacturer, instructions for use and any pertinent warnings and safety instructions. All chemical containers must have the manufacturer's quality control batch numbers included on cases or containers. The Contractor shall develop and implement procedures to insure its employees use chemicals in accordance with the instructions of the chemical manufacturers.

Prohibited Chemicals: No ammonia, laundry bleach, powdered cleanser or any other type of chemical not included on the "List of Chemicals" shall be used in the performance of the Services without the written permission of the Contract Administrator.

Manufacturer's Instructions: The Contractor shall follow the instructions of the chemical manufacturers in every instance.

Slip Resistance: The Contractor shall verify that all floor finishes, seals, restorers, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. The Contractor shall immediately report any observed instances of slippery or slick floors to the Contract Administrator.

Germicidal Properties: The Contractor shall use a germicidal detergent that displays an Environmental Protection Agency Registration Number.

Container Sizes and Types: The Contractor shall provide the following chemicals in the type and size containers listed below:

Toilet Bowl and Urinal Descaler	1 qt. Squeeze bottle, with flip-cap
Carpet shampoo	6 gallon or smaller, concentrate
Carpet stain remover	1 gallon or smaller
Crema cleanser	1 qt. Squeeze bottle, with flip-cap
Concrete seal	6 gallon or smaller
Degreaser	1 gallon, concentrate
Detergent	1 gallon, concentrate or smaller
Floor finish	6 gallon or smaller
Floor finish restorer	1 gallon
Floor finish remover	6 gallon or smaller, concentrate
Floor seal	6 gallon or smaller
Germicidal detergent	1 gallon, concentrate or smaller
Glass cleaner	1 gallon or smaller
Gum remover	Aerosol
Stainless steel cleaner and polish	1 gallon container or smaller
Foaming Restroom Cleaner	1 gallon of smaller

Measurement and Dilution: The Contractor shall provide adequate instructions, training, and measurement and dilution devices to measure and dilute chemicals in accordance with the manufacturer's directions. The Contractor shall provide chemical dispensing stations in each custodial closet or area where a water connection is available and chemicals are stored for use. As a minimum, the dispensing stations shall dispense germicide, detergent, and glass cleaner into spray bottles and mop buckets. As a minimum, there shall be at least one dispensing station in each building for each of the work assignments in that building. The Contractor shall provide portable units for dispensing of rest room mopping chemicals for assignments with rest rooms on floors where there is no dispensing station in the custodial work station.

83. CUSTODIAL SERVICE SCHEDULES

The Contractor shall, within ten (10) working days after the effective date of the Contract, submit a work schedule to the City's Representative(s) for review and approval. Said work schedule shall be based on a twelve-month calendar identifying and delineating the time frames for the required work by the day of the week, morning or afternoon.

The Contractor shall submit revised schedules when actual performance differs substantially from planned performance. Said revisions shall be submitted to the City's Representative(s) for review, and if appropriate, approval, within five (5) working days prior to scheduled time for the work.

At the discretion of the building Representative(s), monthly meetings between the Contractor and the building Representative(s) may be scheduled to determine progress and address any changes in schedules, problem areas, etc.

Hours and Days of Custodial Services: The Contractor shall perform work in accordance with pre-approved schedules during City business or non-business hours, depending on the needs of the building where work is performed. Changes in schedule by the City may be made with five (5) business days advance written notice to the Contractor. The Contractor must notify the City's Representative(s) of any problems or service interruptions within twenty-four (24) hours or next business day. Unavoidable service disruptions may be made up, subject to the sole discretion of the City's Representative(s). Service interruptions without justification or approval of the City's Representative(s) shall be subject to action provided in Payment Deductions/ Contractor's Non-Compliance.

The Contractor shall provide adequate staffing to perform the required services during the prescribed times. Any changes in the days and hours of service shall be subject to approval by the City.

On-Call Services: The Contractor shall be available for on-call services twenty-four (24) hours a day. The Contractor shall respond to non-emergency on-call requests within four (4) hours after notification by City Representative or as mutually scheduled and agreed to by the Contractor and City Representative. The Contractor shall respond to all requests for on-call emergencies within one (1) hour after notification by the City Representative.

For emergency on-call requests, the City shall not pay a minimum call-out charge in excess of three (3) hours of labor, at one and one-half times the regular hourly labor rate.

Change in Minimum Number of Weekly Routine Service Hours: The Contract Administrator shall have the right to increase or decrease the required *Minimum Weekly Labor Hours* specified in *Schedule No. 1* of the Bid submittal by providing written notification to the Contractor, and by increasing or decreasing *Bid Items R1, R2, R3, R4, R5, R6, R7 and R8 and Bid Item R9* in direct proportion to the change in *The Minimum Weekly Labor Hours*. The City may elect to increase the required Minimum Weekly Labor Hours for certain buildings or building Groups as identified in *Schedule No. 2*.

No change shall be made in *Bid Item R10 Fixed Overhead for all Buildings and Building Groups* due to any increase or decrease in the minimum number of weekly hours required for Routine Services. All other subtotals, totals and extensions in *Schedule No. 1* would become the correct subtotals, totals and extensions.

For example, if the Contract Administrator were to direct the Contractor to increase the Minimum Weekly Labor Hours by 10 percent, then Bid Items R2, R3, R4, R5, R6, R7 and R8 would also be increased by 10 percent. Bid Item R9 would become the correct total of Bid Items R1, R2, R3, R4, R5, R6, R7 and R8. Bid Item R10 would not change. Bid Item R11 would become the correct total of Bid Item R9 and Bid Item R10. Bid Item R12 would become the correct extension of Bid Item R11 multiplied by 52 weeks per year.

Labor Activity: The Contractor shall be responsible for its own labor relations with any trade or union representative among its employees and shall negotiate and be responsible for adjusting all of the disputes between itself and its employees or any union representing such employees. Whenever the Contractor has knowledge that any actual or potential labor dispute is delaying or

threatens to delay the timely performance of the Services, the Contractor shall immediately give written notice thereof to the City.

If any strike, boycott, picketing, work stoppage, slowdown or other labor activity is directed against the Contractor which results in the curtailment or discontinuation of Services provided hereunder, the City shall have the right during said period to employ any means legally permissible to have the Services provided. This shall include the use of the Contractor's tools, equipment, chemicals and supplies.

If the City elects to use the tools, equipment, chemicals and supplies of the Contractor to provide the Services hereunder, the City shall pay the Contractor an amount equal to *Bid Item R5* and *Bid Item R6* plus a profit applied to these items in the same proportion as is *Bid Item R9* to *Bid Item R10* as defined in *Schedule No. 1* for each week or a prorated amount for each portion of a week in which such items are used by the City. The Contractor shall continue to maintain an adequate supply of such items at no additional cost to the City other than that cost defined above.

In the event of a work stoppage by employees of the City or any of the City's other contractors affecting the site, the Contractor shall furnish the Services required to keep the site in a condition acceptable to the City. In the event of danger to the employees of the Contractor, such Services shall be performed by the Contractor's management and supervisory employees in cooperation with the City's employees.

Organization Chart: The Contractor shall prepare and maintain on file at the site of the work an updated organization chart showing assigned work areas of each employee performing Services under this Contract. The Contractor shall provide the Contract Administrator with an up-to-date copy of the organizational chart whenever a change is made.

Performance of the Services: The Contractor shall be responsible for the complete and timely performance of all the Services under this Contract and for all manner and type of tools, chemicals, equipment, supplies and materials of every description required to successfully perform all Services under this Contract.

Relief for Absenteeism and Vacation: The Contractor shall provide relief personnel as necessary and work overtime as necessary at no cost to the City to ensure that the Routine Services, Special Coverage, and Projects are performed as required.

If the Contract Manager is absent, the Contractor shall provide a competent replacement that has the authority to carry out the terms and provisions of the Contract.

Work Order: A Work Order is a written order issued by the Contract Administrator directing the Contractor to perform Services in accordance with *Schedules Nos. 3, 4 and 5*. Work Orders for Emergency Call-outs can be verbal from a Contract Administrator or an authorized City Representative. The Contractor shall prepare Project Work Orders based upon actual inspection of the buildings for review by the Contract Administrator.

Shift Report: At the beginning of each work shift, the Contract Manager shall report to the Contract Administrator, or the Contract Administrator's designated representative, any area assignments that are not filled.

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The Contractor shall prepare, keep on file and furnish a copy to the Contract Administrator by the end of each work shift, a shift report that includes the following information for the previous work shift:

- a. A list of the names of all personnel present for work, showing the name of each person for each Area Assignment and the number of hours worked by each person in each such assignment, as certified by Contractor's time records.
- b. A list of projects completed the past day, ready for inspection by the Contract Administrator.

Daily Task / Log Posting: An outline of task requirements and schedule for each building shall be kept with each custodial crew. A posted document shall state daily and other frequency tasks with an area for the lead worker to sign off immediately after completion on the day. Additionally, each custodial crew must sign in and sign out of each building or building group every time they provide service.

84. STATEMENTS AND INVOICES

The Contractor shall prepare and submit to the Contract Administrator weekly statements for Routine Services, Project Services, and reimbursable items as follows:

- a. **Routine Services:** The Contractor shall prepare and submit weekly statements using the format below.

<i>Week ending</i>									
<i>Assignment Area</i>	<i>Employee</i>	<i>Hours</i>							
		<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>	<i>Sun</i>	<i>Total</i>

- b. **Special Coverage:** Weekly statements of Special Coverage completed are to be submitted using the format below. Projects are to be grouped and subtotaled by building.

<i>Work Order</i>	<i>Area</i>	<i>Date</i>	<i>Time Start</i>	<i>Time End</i>	<i>No. Units</i>	<i>Unit Price</i>	<i>Total Price</i>	<i>Insp By</i>

c. **Projects:** Weekly statements of Projects completed are to be submitted using the format below. Projects are to be grouped and subtotaled by building.

Week ending									
Work Order	Area	Date Start	Date Comp.	Proj. No.	No. Units	Unit Price	Reimbursable Items	Total Price	Insp By

d. **Emergency Call-outs:** Weekly statements of Emergency Call-outs completed are to be submitted using the format below. Projects are to be grouped and subtotaled by building.

Work Order	Area	Date	Time Start	Time End	No. Units	Unit Price	Total Price	Insp By

The Contractor shall submit invoices for each four (4) week period.

Properly documented, substantiated invoices shall be payable within thirty (30) days after approval by the Contract Administrator. Those invoices not acceptable to the Contract Administrator shall be returned to the Contractor for correction and subsequent resubmittal for payment.

The City may require the Contractor to submit individual invoices for each department or building group.

85. TELEPHONE SERVICE

The Contractor shall provide a cellular telephone and telephone service for the Contract Manager and Supervisors. The Contract Manager and Supervisors shall carry the telephones at all times during the conduct of the Services. Should the Contract Manager be away from the site or otherwise not able to respond to pages or telephone calls, another authorized person shall be designated to act for Contractor.

86. TRAINING

The Contractor shall provide each employee used in the performance of Services with adequate training to competently perform the Services.

The Contractor shall maintain a training record for each employee. The training record shall show, as a minimum, the employee's name, date of employment, the type and date of each training class attended, and the class instructor. The Contractor shall present such records for inspection upon request by the Contract Administrator. The Contract Administrator may, from time to time, monitor the conduct of such training classes.

At a minimum, the Contractor shall provide each employee performing Services with the following 12 one-hour cleaning procedures classes within the first two weeks of employment, and again each successive six-month period:

- | | |
|--|----------------------------|
| Organizing Work Assignments | Carpet Care |
| Housekeeping Chemicals | Hard Surface Floor Care |
| Housekeeping Tools & Equipment | Tasks and Frequencies |
| Dusting | Common Mistakes |
| Spot Cleaning and Disinfection | Providing Quality Services |
| Rest Room Cleaning, Disinfection and Re-supply | Soil Prevention |

Each Friday by 3:00 pm, the Contractor shall prepare and provide to the Contract Administrator, a written schedule of training classes to be conducted the forthcoming week.

The schedule shall define the dates, times, locations, contents, instructors, and attendees for each class.

The Contractor shall provide a portable computer and portable projector that will display output from the computer.

The time each employee spends attending a training class shall not be applied to any minimum number of hours required for the performance of the Services.

87. SPECIAL REQUIREMENTS FOR THE MAIN LIBRARY

The Contractor shall replace interior light bulbs and fluorescent tubes that can be reached from an eight-foot ladder in the Library Buildings. The replacement light bulbs and fluorescent tubes shall be provided by the City. The Contractor shall provide the laborer assigned to the Main Library with a smartphone with text and email capabilities.

88. UNIFORMS

The Contractor shall ensure all of its employees are clean, neat, and appropriately attired with uniforms and work shoes at all times during the performance of the Services.

In buildings where an employee of the Contractor performs the work while the spaces are occupied by City Staff or accessible by the public, the Contractor shall provide each employee performing Routine and Project Services under this Contract with a freshly laundered uniform each shift. The uniform shall consist of a white shirt or blouse and slacks or a dress/skirt and blouse with the Contractor's name printed on the back of the shirt, blouse and dress.

The Contractor shall supply, launder and maintain employee uniforms at no cost to the employee. The uniforms must meet the approval of the Contract Administrator.

The Contractor shall provide each employee with an Identification badge that displays the Contractor's name, the employee's full name, and a photograph of the employee.

The Contractor shall ensure all employees shall prominently wear the badge at all times while performing the work or on break times for easy identification of Contractor employees.

The uniforms and badges must meet the approval of the Contract Administrator. The Contractor shall submit samples of the badges and uniforms to the Contract Administrator for approval prior to beginning the Services.

89. INQUIRIES AND COMPLAINTS

The Contractor shall maintain an office located within one (1) hour's response time from the buildings requiring maintenance services under this Contract and shall maintain a telephone there, listed in the telephone directory in its own name or in the firm name by which it is most commonly known. During the daily hours of maintenance operation, the Contractor shall have a responsible person, who is proficient in English, employed to take the necessary action regarding all inquiries and complaints that may be received from the City. An answering service shall be considered an acceptable substitute to full-time coverage, provided that the Contractor is advised of any complaint within one (1) hour after receipt of such complaint by the answering service.

During normal working hours, the Contractor's Foreman or an employee of the Contractor who is responsible for providing maintenance services shall be available for notification through electronic communications.

During normal days and hours of operation, whenever immediate action is required to prevent impending injury, death or property damage, the City may, after reasonable attempt to notify the Contractor, cause such action to be taken by the City work force and charge the cost thereof as determined by the City to the Contractor or may deduct such cost from an amount due to the Contractor from the City.

The Contractor shall maintain a written log of all complaints, the date and time thereof, and the action taken pursuant thereto or the reason for non-action. The log of complaints shall be open to the inspection of the City at all reasonable times.

All complaints shall be resolved as soon as possible after notification, but in all cases within twenty-four (24) hours, and to the satisfaction of the City representative(s). If any complaint is not resolved within this time, the City shall be notified immediately of the reason for not resolving the complaint, followed by a written report to the City within five (5) days. If the complaints are not resolved within the time specified or to the satisfaction of the City, the City may correct the specific complaint and the total cost incurred by the City will be deducted from the payments owing to the Contractor from the City.

The Contractor shall, during the hours and days of custodial services, as identified in the "Bid Section," respond to all emergencies within one (1) hour after notification by the City Representative or identification by the Contractor's staff.

90. ACCIDENT REPORTING

The Contractor shall immediately notify the designated City Representative(s) of any accident, regardless of whether or not injury or damage is evident, involving patrons and the Contractor's

staff, vehicles, and/or equipment. The Contractor shall provide all written reports and/or documentation requested by the City.

91. PERFORMANCE STANDARDS

The Contractor shall perform the Routine Services Tasks in accordance with the frequencies defined in *Appendix B: Tasks and Frequencies, Base Services (Level 1)*, or *Appendix D: Tasks and Frequencies, Enhanced Services (Level 2)*, if an enhanced service level is awarded.

The Contractor shall perform the Special Coverage and Project Services Tasks when ordered by the Contract Administrator by written Project Work Order.

The Contractor shall perform the Routine Services Tasks, Special Coverage, and Projects using equipment and chemicals meeting the requirements contained in the Equipment Section and in the Chemical Section of the Specifications and in conformance with the standards contained in this section of the Specifications. The Contractor shall follow the instructions provided by the manufacturers of such items in every case.

Unless exempted by the Contract Administrator, the Contractor shall remove all non-fixed furnishings such as tables, seats, chairs, desks, carts, trash and ash receptacles, storage containers, etc. prior to performing a Project and return such items after the completion of the Project.

The Contractor shall move or tilt all items such as tables, seats, chairs, desks, carts, trash and ash receptacles, storage containers, etc. as required to perform the Services next to, under or above such items.

The Contractor shall return to their appropriate locations all items moved by the Contractor during the performance of the Service, in public and common-use areas, and the Contractor shall return all furniture to its appropriate configuration.

The Contractor shall provide and use adequate barricades and signs to provide sufficient warning prior to, during and after the performance of Services.

Non-Specific Tasks: The Contractor shall perform miscellaneous activities as directed by the Contract Administrator. The hourly price shall include the cost of any tool, item of equipment, chemical or supply if such type of item is used in performing Routine Services as defined in the Specifications. Should any tool, item of equipment, chemical or supply not normally used in performing Routine Services be required as directed by the Contract Administrator, then such item shall be deemed to be not included in this bid price and shall be reimbursed to the Contractor in accordance with the Paragraph "*Compensation For Routine Work, Projects And Reimbursable Items*" of the *Special Conditions*.

Empty and Service Trash Receptacles: The Contractor shall empty and return to their appropriate locations all wastebaskets, cigarette ash receptacles and other trash containers. The Contractor shall remove all litter, cans, papers, and other containers marked '*trash*'. The Contractor shall keep trash in Recycle Containers separated from other trash. The Contractor shall remove all collected

trash to area(s) on the site or within the building as designated by the Contract Administrator in such a manner as to prevent the adjacent area from becoming littered by such trash.

The Contractor shall replace all obviously soiled or torn trash receptacle liners with new trash receptacle liners. The Contractor shall replace such liners in such a manner as to present a neat uniform appearance. The Contractor shall use damp cloths and detergent solution or crème cleanser and scrub pads to remove non-permanent stains and soil from the interior and exterior of trash receptacles.

Empty and Service Recycling Containers: The Contractor shall empty and return to their appropriate locations all recycling containers. The Contractor shall keep trash in Recycle Containers separated from other trash. The Contractor shall remove all collected recycle materials to area(s) on the site or within the building as designated by the Contract Administrator in such a manner as to prevent the adjacent area from becoming littered by such materials.

The Contractor shall replace all obviously soiled or torn recycling receptacle liners with new receptacle liners. Contractor shall replace such liners in such a manner as to present a neat uniform appearance. The Contractor shall use damp cloths and detergent solution or crème cleanser and scrub pads to remove non-permanent stains and soil from the interior and exterior of recycle receptacles.

Refresh Trash Receptacles: The Contractor shall empty and return to their appropriate locations all wastebaskets, cigarette ash receptacles and other trash containers that may become filled or near filled before the next scheduled cleaning or policing of the area. The Contractor shall remove all litter, cans, papers, and other containers marked "trash."

The Contractor shall replace all obviously soiled or torn trash receptacle liners with new trash receptacle liners. The Contractor shall replace such liners in such a manner as to present a neat uniform appearance. The Contractor shall use damp cloths, and detergent solution or crème cleanser and scrub pads to remove non-permanent stains and soil from the exterior of trash receptacles.

Remove Litter: The Contractor shall remove unsightly soil and litter. If the litter cannot be removed by hand, the Contractor shall use a carpet vacuum on carpeted floors or broom or dust mop and damp mop on non-carpeted floors.

Dust Furniture Surfaces: The Contractor shall use dusting tools, treated dust cloths or vacuum cleaners with dusting attachments to remove all dust, lint, litter, dry soil, etc. from the surfaces of chairs, telephones, lamps, tables, cabinets, shelves, and other types of furniture and surfaces which are not considered to be building surfaces or building fixtures. Papers, typewriters, calculators, computers, staplers, and other similar desk items are not to be disturbed. The Contractor shall accomplish dusting by the removal of soil from the area - not by moving it from one surface to another.

Dust Building Surfaces: The Contractor shall use dusting tools, treated dust cloths or vacuum cleaners with dusting attachments to remove all dust, lint, litter, dry soil, etc. from the surfaces of ledges, heater convectors, window sills, fire extinguishers, counter tops, walls, door frames and sills, ceiling mounted fans, fixtures, partitions, rails, blinds, and other types of fixtures and surfaces

which are not considered to be furniture surfaces or specialty equipment such as test equipment, computers, typewriters, calculators etc. below 9 feet from the floor surface. The Contractor shall dust up to a height of 20 feet from the floor surfaces at the interior and exterior of exterior entry areas. The Contractor shall accomplish dusting by the removal of soil from the area - not by moving it from one surface to another.

Spot Clean Building Surfaces: The Contractor shall use clean damp cloths, scrub pads, spray bottles of detergent solution, glass cleaner, or crème cleanser to remove smudges, fingerprints, marks, streaks, tape, etc. from the surfaces of ledges, windows, partition glass, window sills and blinds, fire extinguishers, counter tops, walls, doors, door frames and sills, pictures, partitions, rails, and other types of fixtures and surfaces which are not considered to be furniture surfaces or specialty equipment such as test equipment, computers, typewriters, calculators etc. below 9 feet from the floor surface. The Contractor shall perform spot cleaning up to a height of 10 feet from the floor surface at the interior and exterior of exterior entry areas. The Contractor shall polish stainless steel surfaces with glass cleaner and soft clean cloths. The Contractor shall use a clean cloth and stainless steel polish to remove smudges, fingerprints, marks, streaks, tape, etc. that glass cleaner cannot remove. The Contractor shall remove excess stainless steel polish.

Spot Clean Drinking Fountain: The Contractor shall use germicidal detergent, neutral detergent, lotion cleanser and a clean cloth to remove visible soil from drinking fountains.

Spot Clean Fixtures: The Contractor shall use clean cloths (except inside toilet bowls and urinals where the Contractor shall use bowl mops) to remove visible soil from all surfaces of toilets, lavatories, urinals and showers and adjacent surfaces. The Contractor shall use crème cleanser and scrub pads to remove soil not removed by the cloths and germicidal detergent solution. The Contractor shall use dry cloths to dry metal surfaces of faucets, handles, valves, etc. The cloths used in spot cleaning toilets, urinals and other surfaces contaminated with urine or feces shall be a color readily distinguishable from cloths used on other surfaces and fixtures. The Contractor shall use a plumbing plunger to unstop clogged toilets.

Spot Clean Furniture Surfaces: The Contractor shall use clean damp cloths, scrub pads, spray bottles of detergent solution, glass cleaner, or crème cleanser to remove smudges, fingerprints, marks, streaks, tape, etc. from the surfaces of chairs, telephones, cleared surfaces of desks, lamps, tables, cabinets, shelves, and other types of furniture and surfaces that are not considered to be building surfaces or building fixtures. Typewriters, calculators, papers, computers, staplers, and other similar desk items are not to be disturbed.

Clean Furniture: The Contractor shall use clean damp cloths, scrub pads, spray bottles of detergent solution, glass cleaner, or crème cleanser to completely damp wipe and remove smudges, fingerprints, marks, streaks, tape, etc. from the surfaces of chairs, tables, cabinets and other furniture.

Spot Clean Appliances – Exterior Surfaces Only: The Contractor shall use spray bottles of germicidal detergent solution, clean cloths, scrub pads and crème cleanser to remove all obvious soil, streaks, smudges, etc. from the outside of refrigerators, ovens, surface units, dishwashers, washers, dryers, and microwave ovens, toasters and other kitchen appliances. After cleaning and disinfecting, surfaces shall be free of streaks, stains, spots, smudges, scale, and other removable soil.

Clean Appliances: The Contractor shall use spray bottles of germicidal detergent solution, clean cloths, scrub pads and crème cleanser to remove all obvious soil, streaks, smudges, etc. from the inside and outside of refrigerators, ovens, surface units, dishwashers, washers, dryers, microwave ovens, toasters and other kitchen appliances. The Contractor shall use oven cleaner inside of kitchen ovens. After cleaning and disinfecting, surfaces shall be free of streaks, stains, spots, smudges, scale, and other removable soil. Oven cleaner shall be used on hard-to-remove soil from ovens. In staff lounges, the Contractor is only responsible for cleaning the exterior surfaces of appliances.

Clean and Disinfect Drinking Fountains: The Contractor shall use spray bottles of germicidal detergent solution, clean cloths, scrub pads and crème cleanser to remove all obvious soil, streaks, smudges, etc. from the drinking fountains and cabinets; then, the Contractor shall disinfect all porcelain and polished metal surfaces including the orifices and drain. After cleaning and disinfecting, the entire drinking fountain shall be free of streaks, stains, spots, smudges, scale, and other removable soil.

Clean and Disinfect Fixtures: The Contractor shall use spray bottles or pump-up sprayers, to apply germicidal detergent solution to all surfaces of washbasins, toilets, urinals, showers, shower curtains, and adjacent surfaces. The Contractor shall use clean cloths (except inside toilet bowls and urinals where the Contractor shall use bowl mops) to remove soil from all surfaces of these fixtures and adjacent surfaces. The Contractor shall use crème cleanser and scrub pads to remove soil not removed by the cloths and germicidal detergent solution. The Contractor shall use dry cloths to dry metal surfaces of faucets, handles, valves, etc. The cloths used in cleaning and disinfecting toilets, urinals and other surfaces contaminated with urine or feces shall be a color readily distinguishable from cloths used on other surfaces and fixtures. The Contractor shall use a plumbing plunger to unstop clogged toilets.

Clean Writing Board Erasers and Trays: The Contractor shall use a vacuum cleaner and utility brush to remove chalk dust and marker dust from writing board erasers and writing board trays.

Disinfect Building and Fixture Contact Surfaces: The Contractor shall use a disposable cleaning cloth and germicidal detergent solution to damp wipe and disinfect contact surfaces such as doorknobs, push plates, handrails, and dispenser levers.

The Contractor shall avoid spreading germs from surface to surface by using different surfaces of the cleaning cloth on different contact surfaces and disposing of the cleaning cloth when it becomes soiled or there are no surfaces of the cleaning cloth that have not been contaminated.

Disinfect Storage Shelves: The Contractor shall use a disposable cleaning cloth and germicidal detergent solution to damp wipe and disinfect surfaces used for storage in custodial closets and custodial storage areas.

The Contractor shall avoid spreading germs from surface to surface by using different surfaces of the cleaning cloth on different contact surfaces and disposing of the cleaning cloth when it becomes soiled or there are no surfaces of the cleaning cloth that have not been contaminated.

Refill Dispensers: The Contractor shall check and refill each toilet paper dispenser, hand soap dispenser, paper towel dispenser, toilet seat cover dispenser, etc. The Contractor shall place

supplies in dispensers in accordance with the directions of the supplier and dispenser manufacturers. The Contractor shall wipe surfaces adjacent to hand soap dispensers to remove spillage and leakage.

Refresh Dispensers: The Contractor shall check and refill each toilet paper dispenser, hand soap dispenser, paper towel dispenser, toilet seat cover dispenser, etc. that may become empty before the next scheduled cleaning or policing of the area. The Contractor shall place supplies in dispensers in accordance with the directions of the supplier and dispenser manufacturers. The Contractor shall wipe surfaces adjacent to hand soap dispensers to remove spillage and leakage.

Descal Toilet and Urinals: The Contractor shall use acid-type bowl cleaner and nylon bowl mops to remove scale, scum, mineral deposits, rust stains, etc. from the insides of toilet bowls and urinals. Contractor shall make reasonable attempts to unclog toilet or urinal with plunger or auger.

Disinfect All Surfaces: The Contractor shall use cloths, squeegees and germicidal detergent solution from spray bottles or pump-up sprayers to damp wipe and disinfect all surfaces of furniture, fixtures, walls, partitions, doors, etc.

Dust Mop, Sweep or Vacuum Hard Surface Floors: The Contractor shall use a treated dust mop, broom or vacuum to remove soil and litter from non-carpeted floors.

Detail dust mopping, sweeping and vacuuming includes corners, areas underneath, between and behind furniture and areas that can be accessed only by the temporary repositioning of furniture, small boxes, trash and recycle containers, etc.

Obvious soil is considered to be soil that is visible or can be felt by walking on the floor surface.

On smooth floors, the Contractor shall use a treated dust mop or vacuum. On rough, unsealed concrete, or other floors where dust mopping is not effective, the Contractor shall use brooms or vacuums. The Contractor shall use putty scrapers to remove gum, tar and other sticky substances from the floor. The Contractor shall use a dustpan or vacuum to remove accumulated soil and litter. After the floor has been dust mopped, swept or vacuumed, the floor surface shall be free of dust, litter and debris that can be removed by dust mopping or vacuuming or with a putty knife. Corners and abutments shall be free of litter. The Contractor shall vacuum elevator floor and door tracks.

The Contractor shall use a vacuum cleaner to remove moisture and dry soil from carpeted type entrance mats. The Contractor shall use carpet stain remover and gum remover to remove carpet stains and gummy soil. The Contractor shall clean exterior entrance mats by hosing with water and/or vacuuming.

Sweep Floors: The Contractor shall use brooms and vacuums to remove all soil and litter from non-carpeted floors.

Sweeping includes all accessible areas of the floor surface including corners, areas underneath, between and behind furniture and areas that can be accessed only by the temporary repositioning of furniture, small boxes, trash and recycle containers, etc.

Visible soil is considered to be soil that is visible or can be felt by walking on the floor surface. The Contractor shall use putty scrapers to remove gum, tar and other sticky substances from the floor. The Contractor shall use a dustpan or vacuum to remove accumulated soil and litter.

After the floor has been swept or vacuumed, the floor surface shall be free of dust, litter and debris that can be removed by sweeping or vacuuming or with a putty knife. Corners and abutments shall be free of litter. The Contractor shall vacuum elevator floor and door tracks.

The Contractor shall use a vacuum cleaner to remove moisture and dry soil from carpeted type entrance mats. The Contractor shall use carpet stain remover and gum remover to remove carpet stains and gummy soil. The Contractor shall clean exterior entrance mats by hosing with water and/or vacuuming.

Spot Mop: The Contractor shall use detergent solution and mops to remove spots, spills and obvious soil from non-carpeted floors that cannot be removed by vacuuming or dust mopping. After the floor has been spot mopped, it shall have a uniform appearance free of soil, stains, and streaks, swirl marks, detergent film or any observable soil, which can be removed by damp mopping. In rest rooms and medical exam or treatment areas, the Contractor shall use germicidal detergent solution instead of detergent solution. The Contractor shall remove all splash marks applied to baseboards, doors, partitions, furniture legs, etc. during damp mopping.

Damp Mop Non-Carpeted Floors: The Contractor shall use detergent solution and mops to remove soil from non-carpeted floors and baseboards that cannot be removed by sweeping, dust mopping or vacuuming. The Contractor shall dust mop floors that are coated with floor finish prior to damp mopping. The Contractor shall sweep other floor surfaces prior to damp mopping.

The Contractor shall damp mop all areas of the floor. After the floor has been damp mopped, it shall have a uniform appearance free of soil, stains, streaks, swirl marks, detergent film or any observable soil, which can be removed by damp mopping. In rest rooms and locker rooms, the Contractor shall use *germicidal* detergent solution instead of detergent solution. The Contractor shall remove all splash marks applied to baseboards, doors, partitions, furniture legs, etc. during damp mopping.

Burnish Floors with Finish: Prior to burnishing, the Contractor shall dust mop and spot mop, or damp mop the entire floor surface. The Contractor shall use a single-disc floor machine, buffing pad, and a spray bottle with spray buffing solution to restore a uniform gloss and protective finish to resilient tile or terrazzo floors that are finished with a floor finish.

The Contractor shall apply a restorer solution to the floor when spray buffing cannot easily polish the floor. The renovating solution and the spray buff solution shall be formulated as companion products to the finish already on the floor. The Contractor shall tilt or remove all chairs, trash receptacles, etc. where necessary to spray buff or burnish underneath. The Contractor shall dust mop the floor after spray buffing or burnishing. After spray buffing and burnishing, the entire floor shall have a uniform, glossy appearance, free of scuffmarks, heel marks, and other stains, and should have a uniform coating of floor finish. The Contractor shall remove all over-spray and splash marks from baseboards, furniture, trash receptacles, etc.

Clean and Refill Floor Drains: The Contractor shall use a floor drain brush to clean floor drains. The Contractor shall use abrasive cleanser and scrub pads to remove corrosion and tarnish. The Contractor shall pour a solution of germicidal detergent down the floor drain to fill the drain trap and prevent the escape of sewer gas.

Clean Elevator Door Tracks: The Contractor shall remove litter and debris, and vacuum soil from elevator car door tracks, and the floor tracks on each floor accessed by the elevator car. The Contractor shall use a spray bottle of detergent solution, crème cleanser, and clean cloths and scrub pads to remove soil not removed by vacuuming.

Clean Floor Mats: The Contractor shall clean and empty floor mats. Use a wet/dry tank vacuum to remove moisture. Use an upright carpet vacuum to clean carpeted floor mats. Use a hose to wash out non-absorbent floor mats when emptying or vacuuming cannot clean the mat.

Refresh Floor Mats: The Contractor shall clean and empty floor mats. Use a wet/dry tank vacuum to remove moisture. Use an upright carpet vacuum to clean carpeted floor mats.

Clean Outside Floor Mats: The Contractor shall clean and empty floor mats. Use a hose to wash out non-absorbent floor mats when emptying or vacuuming cannot clean the mat.

Machine Scrub Floors: The Contractor shall use electrically powered floor machines with a scrubbing brush or grout cleaning machines and detergent or degreaser solution to remove soil and stains from floor surfaces such as concrete, brick or pavers, grouted tile and other such uneven or rough floors, and from baseboards, furniture and partition bases and legs. The Contractor shall use hand brushes in areas inaccessible to the floor machines. The Contractor shall use a wet/dry tank vacuum to pick up the scrubbing solution and wet mops, buckets and wringers in areas inaccessible to a tank vacuum. The Contractor shall rinse the floor with clean water after picking up the scrubbing solution with the tank vacuum. The Contractor shall remove all splash marks on baseboards, furniture and other such surfaces.

Clean and Disinfect Floors, Partitions, Walls and Fixtures – Spray Foam: The Contractor shall use a water hose, foam gun applicator and foaming restroom cleaner, scrubbing brushes, floor and wall squeegees and crème cleanser to clean all surfaces of walls, partitions, doors, floors, corners, baseboards, floor drains, sinks, washbasins, toilets, urinals, showers, shower curtains, and adjacent surfaces. The Contractor shall apply germicidal detergent solution to cleaned surfaces of sinks, toilets, urinals, floors and all contact surfaces such as push plates, faucets, sinks, urinals, toilets, showers, door knobs, latches, etc.

The Contractor shall apply the restroom cleaner to all surfaces below 6 feet from the ground, except for any electrical outlets, switches or light fixtures. Electrical outlet plates, switch plates and light fixtures shall be cleaned by using a damp cloth.

The Contractor shall allow the restroom cleaning chemical to remain in contact with the surface in accordance with the manufacturer's instructions. The Contractor shall use scrubbing pads, brushes and crème cleanser to remove hard-to-remove soil and marks.

The Contractor shall apply clear water to rinse the chemical and soil from all surfaces where the foam has been applied.

The Contractor shall use floor and wall squeegees to remove excess water from all surfaces.

The Contractor shall use clean cloths (except inside toilet bowls and urinals where the Contractor shall use bowl swabs) to remove soil from all surfaces of these fixtures and adjacent surfaces. The Contractor shall use crème cleanser and scrub pads to remove soil not removed by the cloths and germicidal detergent solution. The Contractor shall use dry cloths to dry metal surfaces of faucets, handles, valves, etc. The cloths used in cleaning and disinfecting toilets, urinals and other surfaces contaminated with urine or feces shall be a color readily distinguishable from cloths used on other surfaces and fixtures. The Contractor shall use a plumbing plunger to unstop clogged toilets.

Wet Clean Floors: The Contractor shall use detergent solution, wet mops, buckets with wringers, deck brushes, corner brushes, swivel pad holders, abrasive pads, and putty knives to remove soil from non-carpeted floors which cannot be removed by vacuuming or dust mopping. The Contractor shall apply detergent solution to the entire floor area, allowing the solution to set for three to five minutes. The Contractor shall use scrub brushes to remove spots and stains not removed by mopping. In areas with floor drains, the Contractor shall squeegee the floor dry and then rinse with clear water. In areas without a floor drain, Contractor shall use a wet mop and mop bucket with wringer or a wet/dry tank vacuum to pick up the solution, and then rinse with clean water, twice. The Contractor shall wet clean all accessible areas. The Contractor shall dust mop floors that are coated with floor finish prior to damp mopping. The Contractor shall vacuum other floor surfaces prior to damp mopping. The Contractor shall take care as required to prevent splash and mop marks from being left on baseboards, furniture legs, doors, etc. After the floor has been wet cleaned, it shall have a uniform appearance free of soil, stains, streaks, swirl marks, detergent film, or any observable soil, which can be removed by damp mopping. In areas where floor finish has not been applied to the floor surface and greasy soil must be removed, the Contractor shall use a solution of degreaser.

Strip and Refinish Floors: The Contractor shall completely remove all non-permanent floor finish and seal from resilient tile or terrazzo floors, and from baseboards, furniture, partition legs and bases. The Contractor shall apply a minimum of 2 coats of floor seal and 3 coats of floor finish. The Contractor shall use single disc floor machines, stripping pads, putty knives, abrasive pads, mops, mop buckets and wringers, floor finish remover and rust remover to remove all removable marks, heel marks, scuff marks, rust stains, gum and other types of stains and soil. The Contractor shall use manual scrubbing devices in areas inaccessible to the floor machine. The Contractor shall use a wet/dry tank vacuum to pick up stripping solution except in areas where its use is not practical. The Contractor shall rinse thoroughly with clear water all floor surfaces to which floor finish remover has been applied. When a wet/dry tank vacuum is used, the Contractor shall rinse the area at least once after the floor finish remover has been picked up with the wet/dry tank vacuum. When a wet/dry tank vacuum is not used, the Contractor shall rinse the floor at least twice.

After the floor finish has been removed, the Contractor shall use a fine strand rayon mop to apply at least 2 coats of floor seal and 3 coats of floor finish. The Contractor shall apply no finish within 1" of baseboards and fixed furniture setting directly on the floor surface. The Contractor shall remove all floor seal, floor finish, stripper and stripping slurry from baseboards, furniture and other such areas. After the finish has dried, the reflectance shall be uniform with no streaks, swirls, etc. The Contractor shall follow appropriate procedures and precautions for floor surfaces containing asbestos.

Vacuum Visible Soil Only: The Contractor shall use a carpet vacuum to remove visible soil and debris from the carpet surface. The Contractor shall use a hose and brush or crevice attachment to vacuum areas inaccessible to the carpet vacuum. After vacuuming, the carpet shall be free of any visible soil and litter. The Contractor shall vacuum elevator floor and door tracks. Use a vacuum cleaner to remove moisture and dry soil from carpeted type entrance mats. The Contractor shall use carpet stain remover and gum remover to remove stains and gummy soil from entrance mats.

Vacuum Visible Soil and Traffic Lanes: The Contractor shall use a carpet vacuum to remove visible soil and debris from the carpet surface. The Contractor shall vacuum traffic patterns and lanes of carpeted floors to remove soil and debris from the carpet surface and pile, and to raise the carpet pile. The Contractor shall use a hose and brush or crevice attachment to vacuum areas inaccessible to the carpet vacuum.

Vacuum Completely (with Detail): The Contractor shall use a carpet vacuum to remove visible and hidden soil and debris from the carpet surface and from within the carpet pile. The Contractor shall use a hose and brush or crevice attachment to vacuum areas inaccessible to the carpet vacuum. After completely vacuuming, the carpet shall be free of all visible soil, litter and all soil, which can be removed from the carpet pile.

Remove Carpet Stains: The Contractor shall use carpet stain remover, a dampened utility brush, clean cloths, aerosol gum remover and wet/dry tank vacuums to remove non-permanent stains from carpeted floors. The Contractor shall blot, or vacuum and scrape as much of the stain from the carpet as practical before applying carpet stain remover to the carpet. The Contractor shall spray carpet stain remover onto the stain and use a utility brush, if required. After the stain has dissolved, the Contractor shall blot and rub the stain up in such a manner as to prevent spreading of the stain. After the stain has been removed, the Contractor shall blot or vacuum the carpet dry.

The Contractor shall clean carpet manufactured by Milliken, using products, equipment and procedures approved by the Milliken Carpet Manufacturer.

Shampooing Carpet - Extraction Method: The Contractor shall remove carpet stains, completely vacuum, shampoo using water extraction equipment and supplies, and completely re-vacuum all carpet in the specified area. The Contractor shall shampoo areas, such as corners that are inaccessible to the equipment, with manual scrubbing devices. After shampooing and allowing sufficient drying time, the Contractor shall vacuum the carpet following a pattern that will give the carpet pile a uniform appearance.

Shampooing Carpet - Extraction Method: The Contractor shall vacuum the carpet sufficiently prior to shampooing to remove dry loose soil from the carpet pile. Contractor shall use a pile brush to raise the carpet pile before and after shampooing if necessary in order to remove embedded soil and grit from the carpet pile or raise the carpet pile to allow sufficient penetration or to provide for adequate drying of the carpet.

The Contractor shall shampoo carpet manufactured by Milliken using products, equipment and procedures approved by the Milliken Carpet Manufacturer.

Shampoo Floor Mats: The Contractor shall remove carpet stains, completely vacuum, shampoo using water extraction equipment and supplies, and completely re-vacuum all carpeted floor mats in the specified area. After shampooing and allowing sufficient drying time, the Contractor shall vacuum the carpet following a pattern that will give the carpet pile a uniform appearance. The Contractor shall vacuum the mat sufficiently prior to shampooing to remove dry loose soil from the carpet pile. The Contractor shall use a pile brush to raise the carpet pile, before and after shampooing if necessary, in order to remove embedded soil and grit from the carpet pile or raise the carpet pile to allow sufficient penetration or to provide for adequate drying of the carpet.

BID SECTION

BID TO PROVIDE CUSTODIAL SERVICES FOR THE CITY OF LONG BEACH.

WE ARE PLEASED TO SUBMIT OUR BID IN ACCORDANCE WITH THE CITY OF LONG BEACH INVITATION TO BID, SPECIFICATIONS, AND TERMS AND CONDITIONS TO FURNISH AND DELIVER THE FOLLOWING EQUIPMENT, MATERIAL, SUPPLIES OR SERVICES **FOB DESTINATION** CITY OF LONG BEACH.

SALES TAX: UNIT PRICES STATED HEREIN SHALL NOT INCLUDE SALES TAX.

SUMMARY OF BID ITEMS

PLEASE QUOTE PRICES FOR THE FOLLOWING **BID SECTIONS** FOR EACH CITY BUILDING.

BID SECTION

Date: _____

Bidder: _____

The undersigned, as Bidder, hereby declares the only person or persons interested in this bid as principal, or principals, is or are named herein, and that no person other than herein mentioned has any interest in this bid or in the Contract to be entered into; that this bid is made without connection with any other person, company, or parties making a bid; and that it is in all respects fair and in good faith without collusion or fraud.

The Bidder further declares that it has carefully examined the site of the services and understands the conditions and restrictions under which the services must be provided and the time within which the services must be performed, examined the Bid Bond; Faithful Performance Bond, Bid Form, Contract, General Conditions, Supplemental Conditions, Specifications and all other contract documents; and read all of the Addenda furnished prior to the bid due date.

The Bidder agrees, if this bid is accepted, to contract in the form of contract attached; to furnish all necessary tools, equipment, supplies, chemicals, means of transportation, labor, management, supervision, direction, services and incidentals necessary to perform and complete within the time specified the services covered by the contract; to furnish the prescribed Faithful Performance Bond for not less than one hundred percent (100%) of the total annual contract price; and to furnish evidence of the required insurance.

The bidder agrees that in *Schedule No. 3: Bid Sheet for Special Coverage*, *Schedule No. 4: Bid Sheet for Projects*, and *Schedule No. 5: Bid Sheet for Emergency Call-outs*, the numbers entered in column (1), *Estimated Unit Quantity*, are estimates only and may be increased or decreased as provided in the Contract Documents.

The bidder agrees to accept as full compensation for all services required to complete the Contract, the prices named therefore in *Schedule No. 1*, *Schedule No. 2 (if awarded)*, *Schedule No. 3: Bid Sheet for Special Coverage*, *Schedule No. 4: Bid Sheet for Projects (as requested by the City)*, and *Schedule No. 5: Bid Sheet for Emergency Call-outs*.

The Bidder further agrees not to withdraw this Bid for a period of sixty (60) days after the time and date set for receipt of bids.

BID SECTION

Definition of Bid Items in Schedule No. 1: Bid Sheets for Routine Services
Bid Item R1 – Weekly Wages & Salaries for Laborers. Includes cost of laborers to perform the work based on the <i>Minimum Weekly Labor Hours</i> to be provided for the performance of Routine Services, and for <i>Minimum Weekly Training Hours</i> .
Bid Item R2 - Weekly Fringe Benefits for Laborers. Includes cost of holidays, vacation, sick leave, health and welfare contribution, health insurance, life insurance, jury duty, funeral leave, pensions, and all other fringe benefits for Routine Services.
Bid Item R3 – Weekly Wages & Salaries for Supervisors. Includes cost of supervisors to supervise the work based on the <i>Minimum Weekly Labor Hours</i> to be provided for the performance of Routine Services.
Bid Item R4 - Weekly Fringe Benefits for Supervisors. Includes cost of holidays, vacation, sick leave, health and welfare contribution, health insurance, life insurance, jury duty, funeral leave, pensions, and all other fringe benefits for Routine Services.
Bid Item R5 - Weekly Payroll Taxes and Insurance. Includes all taxes and insurance paid to Federal, State, County and City governments based on payroll such as Social Security, Federal Employment Insurance, State Unemployment Insurance, State Disability, Workers Compensations, etc. for Routine Services.
Bid Item R6 - Weekly Chemicals and Supplies. Includes cost of all chemicals and expendable supplies and related services used for Routine Services such as detergents, dust mops, cleaning cloths, dusting tools, vacuum cleaner bags, etc.
Bid Item R7 - Weekly Tools and Equipment. Includes the cost of all tools and equipment used for Routine Services such as vacuum cleaners, carts, spray bottles and their maintenance, service, replacement cost, etc.
Bid Item R8 - Weekly Overhead. Includes all fixed and variable overhead costs such as bookkeeping, recruiting, transportation, uniforms, corporate administration, and clerical support.
Bid Item R9 - Weekly Profit for Routine Services.
Bid Item R10 - The subtotal of <i>Bid Items R1, R2, R3, R4, R5, R6, R7, R8, and R9</i> .
Bid Item R11 - Weekly Salary for Contract Manager. <i>Includes cost of the Contract Manager to provide a minimum of 20 hours per week toward the management and administration of the Contract.</i>
Bid Item R12 - Weekly Fringe Benefits for Contract Manager. Includes cost of holidays, vacation, sick leave, health and welfare contribution, health insurance, life insurance, jury duty, funeral leave, pensions, and all other fringe benefits.
Bid Item R13 – Total Maximum Weekly Price for Routine Services for all Buildings. <i>The Sum of Bid Items R10, R11, and R12.</i>
Bid Item R14 – Total Maximum Annual Price for Routine Services for all Buildings. <i>(Bid Item R13 x 52 Weeks per year).</i>
Cost Per Labor Hour. Bid Item R10 divided by Minimum Weekly Labor Hours. This amount shall be entered into the corresponding item in <i>Schedule No. 2</i> .

BID SECTION

Bidder: _____

Schedule No. 1: Bid Sheet for Routine Services

Bid Items	Disaster Preparedness and Emergency Communications	Fire Dept.	Health & Human Services Dept.	Library Services Dept.	Long Beach Gas & Oil Dept.	Parks, Recreation & Marine Dept.	Public Works Dept.	Technology & Innovation Dept.
Minimum Weekly Labor Hours	43.00	48.00	17.50	304.00	1.50	372.00	56.00	12.50
• Does not include Travel Time								
Minimum Weekly Training Hours (Pro-rated)	.50	.50	.25	3.25	--	4.00	.75	.25
Minimum Weekly Supervisor Hours	3.00	3.00	1.25	17.00	.25	21.25	4.25	.75
Bid Item R1 Weekly Wages/Salaries for Laborers (Labor & Training Hours)	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Bid Item R2 Weekly Fringe Benefits for Laborers (Labor & Training Hours)	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Bid Item R3 Weekly Wages/Salaries for Supervisors	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Bid Item R4 Weekly Fringe Benefits for Supervisors	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Bid Item R5 Weekly Payroll Taxes & Insurance	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Bid Item R6 Weekly Chemicals & Supplies	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Bid Item R7 Weekly Tools & Equipment	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Bid Item R8 Weekly Overhead	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Bid Item R9 Weekly Profit for Routine Services	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Bid Item R10 (Subtotal of Bid Items R1 through R9)	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Minimum Weekly Contract Manager Hours								20.00
Bid Item R11 Weekly Wages/Salary for Contract Manager								\$ Input electronically
Bid Item R12 Weekly Fringe Benefits for Contract Manager								\$ Input electronically
Bid Item R13 Total Maximum Weekly Price for Routine Services for all Buildings (Total of Bid Items R10, R11, and R12)								\$ Input electronically
Bid Item R14 Total Maximum Annual Price for Routine Services for all Buildings (Bid Item R13 x 52 Weeks per year)								\$ Input electronically
Cost Per Labor Hour (Bid Item R10 divided by Minimum Weekly Labor Hours) To be entered into Schedule No. 2.	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically

BID SECTION

Bidder: _____

Schedule No. 2: Bid Sheet for Enhanced Services

Bid Items	Disaster Preparedness and Emergency Communications	Fire Dept.	Health & Human Services Dept.	Library Services Dept.	Long Beach Gas & Oil Dept.	Parks, Recreation & Marine Dept.	Public Works	Technology & Innovation Dept.
Additional Weekly Labor Hours	15.0	16.0	2.50	32.00	.50	113.25	26.50	2.50
Cost Per Labor Hour (from the corresponding item in Schedule 1)	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically
Total Maximum Weekly Price (Additional Weekly Labor Hours Multiplied by Cost Per Labor Hour)	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically	\$ Input electronically

If awarded, these labor hours, or portions thereof, would be added to the hours specified in *Schedule No. 1*. The total labor hours specified for the enhanced service level are specified in *Appendix C*. Bidders shall indicate "no bid" or "N/A" for an item for which no bid is being offered.

BID SECTION

Formula for Computing Weekly Routine Services Charge by Contractor

ATW&SP = Actual Total Wages and Salaries Paid for actual laborer hours provided by Contractor as required in the Minimum required Staffing in the Specifications, in accordance with the *Compensation Schedule* in the *Bid Form*, and in conformance with the minimum hours to be provided for Laborers in *Schedule No. 1*.

$$\begin{array}{l} \text{Actual} \\ \text{Weekly} \\ \text{Charge} \\ \text{For} \\ \text{Routine} \\ \text{Work for all} \\ \text{Buildings} \\ \text{in} \\ \text{Building} \\ \text{Group 1} \end{array} = \left[\begin{array}{c} \text{ATW\&SP} \\ \div \\ \text{(Bid Item} \\ \text{R1B} \\ \text{Totals for} \\ \text{all} \\ \text{Buildings} \\ \text{in Building} \\ \text{Group 1)} \end{array} \right] \times \left[\begin{array}{c} \$ \\ \hline \text{(Bid Item R11} \\ \text{Total for all} \\ \text{Buildings in} \\ \text{Building Group 1)} \end{array} \right] - \begin{array}{c} \text{Deductions} \\ \text{For Non-} \\ \text{Performance for} \\ \text{all Buildings in} \\ \text{Building Group 1} \end{array}$$

The *Actual Weekly Charge for Routine Services* shall not exceed *Bid Item R11*.

BID SECTION

Bidder: _____

Schedule No. 3: Bid Sheet for Special Coverage

Laborers	Estimated Unit Quantity (Annual)	Unit Bid Price per Hour
Health & Human Services	10 Hours	\$ Input electronically
Long Beach Gas & Oil	10 Hours	\$ Input electronically
Parks, Recreation & Marine	10 Hours	\$ Input electronically
Public Works	10 Hours	\$ Input electronically

Schedule No. 4: Bid Sheet for Projects - Laborers

	Estimated Unit Quantity (Annual)	Unit Bid Price per Hour
Buildings		
Disaster Preparedness and Emergency Communications	4 hours	\$ Input electronically
Fire	4 Hours	\$ Input electronically
Health & Human Services	6 Hours	\$ Input electronically
Library Services	120 Hours	\$ Input electronically
Long Beach Gas & Oil	2 Hours	\$ Input electronically
Parks, Recreation & Marine	110 Hours	\$ Input electronically
Public Works	8 Hours	\$ Input electronically
Technology & Innovation	8 Hours	\$ Input electronically

BID SECTION

Bidder: _____

Schedule No. 4: Bid Sheet for Projects - Floors		
	Estimated Unit Quantity (Annual)	Unit Bid Price Per Sq. Ft.
Shampoo Carpets	50,000 Sq. Ft.	\$ Input electronically
Strip & Refinish Floors	50,000 Sq. Ft.	\$ Input electronically

Schedule No. 5: Bid Sheet for Emergency Call-Outs		
Laborers	Estimated Unit Quantity (Annual)	Unit Bid Price per Hour
Buildings		
Disaster Preparedness and Emergency Communications	5 Hours	\$ Input electronically
Fire	5 Hours	\$ Input electronically
Health & Human Services	10 Hours	\$ Input electronically
Library Services	10 Hours	\$ Input electronically
Long Beach Gas & Oil	10 Hours	\$ Input electronically
Parks, Recreation & Marine	10 Hours	\$ Input electronically
Public Works	10 Hours	\$ Input electronically
Technology & Innovation	10 Hours	\$ Input electronically

For emergency on-call requests, the City shall not pay a minimum call-out charge in excess of three (3) hours of labor, at one and one-half times the regular hourly labor rate.

BID SECTION

Compensation Schedule

The City and Contractor agree that in order to meet the obligations of this Contract, a stable supervisory and work force must be maintained and the foregoing contribute to the same.

As a minimum, the Contractor shall pay the wages and salary rates defined below to his employees performing services under this Contract:

Enter the minimum salaries, wages and fringe benefits below.		
	Salaries & Wages	Fringe Benefits
Contract Manager	\$ Input electronically (Per Week)	\$ Input electronically (Per Week)
Contract Supervisors	\$ Input electronically (Per Hour)	\$ Input electronically (Per Hour)
Contract Laborers	\$ Input electronically (Per Hour)	\$ Input electronically (Per Hour)

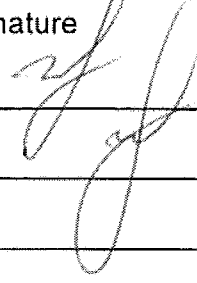
Conflict of Interest

Bidder: ABM Industry Groups, LLC

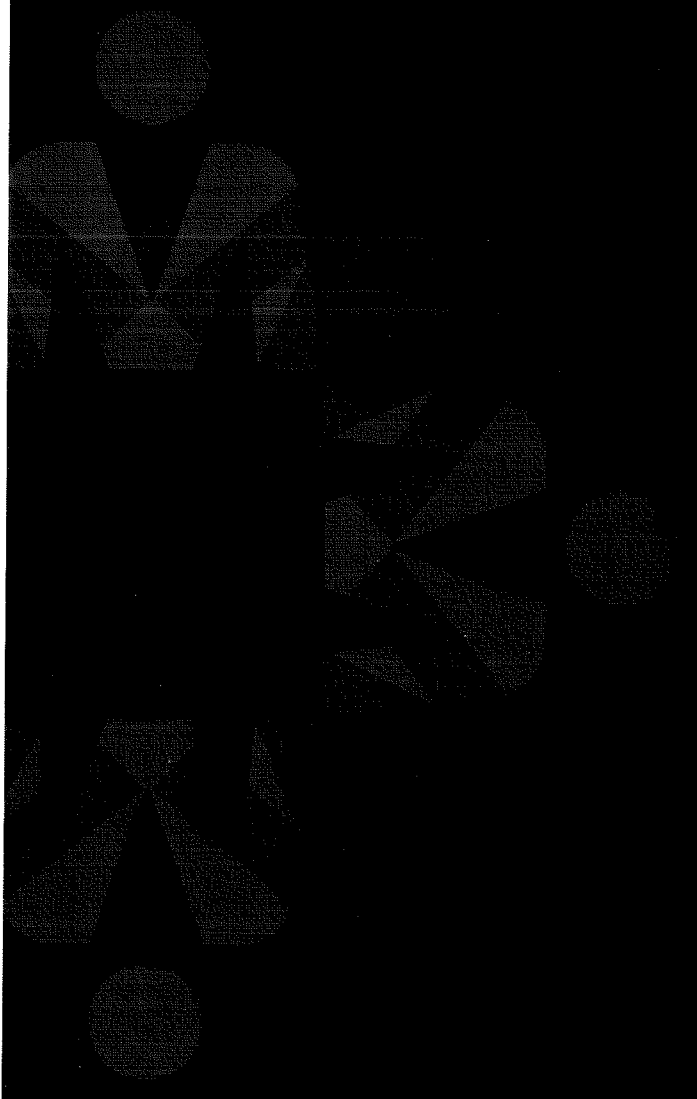
All Bidders must disclose in the space provided below the name of any officer, director, or agent who is also an employee of The City. Further, all Bidders must disclose the name of any City Employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the Bidder's firm or any of its branches.

<u>Name</u>	<u>Interest or position</u>	<u>Amount of ownership</u>
<u>None to declare</u>	<u></u>	<u></u>
<u></u>	<u></u>	<u></u>
<u></u>	<u></u>	<u></u>
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Acknowledgment of Addenda

<u>Addendum</u>	<u>Date</u>	<u>Signature</u>
No. <u>1</u>	<u>June 14, 2018</u>	
No. <u>2</u>	<u>June 25, 2018</u>	
No. <u></u>	<u></u>	<u></u>
No. <u></u>	<u></u>	<u></u>
No. <u></u>	<u></u>	<u></u>
No. <u></u>	<u></u>	<u></u>

2017 ANNUAL REPORT



ITEM 6. SELECTED FINANCIAL DATA.

The following selected financial data should be read in conjunction with Item 7., "Management's Discussion and Analysis of Financial Condition and Results of Operations," and Item 8., "Financial Statements and Supplementary Data." Unless otherwise indicated, all references to years are to our fiscal year, which ends on October 31.

	Years Ended October 31,				
	2017	2016	2015	2014	2013
<i>(in millions, except per share amounts)</i>					
Statements of Comprehensive Income Data					
Revenues ⁽¹⁾	\$ 5,453.6	\$ 5,144.7	\$ 4,897.8	\$ 4,649.7	\$ 4,427.8
Operating profit ⁽²⁾	101.9	54.7	73.6	114.8	105.3
Income from continuing operations	78.1	62.3	54.1	66.9	62.6
(Loss) income from discontinued operations, net of taxes ⁽³⁾	(74.3)	(5.1)	22.2	8.7	10.3
Per Share Data					
Net income per common share — Basic					
Income from continuing operations	\$ 1.35	\$ 1.11	\$ 0.95	\$ 1.19	\$ 1.14
Net income	\$ 0.07	\$ 1.02	\$ 1.35	\$ 1.35	\$ 1.33
Net income per common share — Diluted					
Income from continuing operations	\$ 1.34	\$ 1.09	\$ 0.94	\$ 1.17	\$ 1.12
Net income	\$ 0.07	\$ 1.01	\$ 1.33	\$ 1.32	\$ 1.30
Weighted-average common and common equivalent shares outstanding					
Basic	57.7	56.3	56.7	56.1	54.9
Diluted	58.3	56.9	57.4	57.1	56.1
Dividends declared per common share	\$ 0.680	\$ 0.660	\$ 0.640	\$ 0.620	\$ 0.600
Statements of Cash Flow Data					
Net cash provided by operating activities of continuing operations	\$ 101.7	\$ 110.5	\$ 145.5	\$ 115.6	\$ 125.2
Cash paid for income taxes, net of refunds received ⁽⁴⁾	11.8	12.6	23.7	32.9	18.7

	At October 31,				
	2017	2016	2015	2014	2013
<i>(in millions)</i>					
Balance Sheet Data					
Total assets	\$ 3,812.6	\$ 2,278.8	\$ 2,130.7	\$ 2,176.5	\$ 2,106.2
Trade accounts receivable, net of allowances ⁽⁵⁾	1,038.1	803.7	742.9	687.3	633.5
Goodwill ⁽⁶⁾	1,864.2	912.8	867.5	854.7	822.5
Other intangible assets, net of accumulated amortization ⁽⁷⁾	430.1	103.8	111.4	127.5	142.4
Long-term debt, net ⁽⁸⁾	1,161.3	268.3	158.0	319.8	314.9
Insurance claims	495.4	423.8	387.4	349.7	358.0

⁽¹⁾ Revenues in 2017 included \$208.1 million associated with acquisitions, including \$169.7 million related to the September 1, 2017 acquisition of GCA Services Group ("GCA").

⁽²⁾ Factors affecting comparability of operating profit consisted of the following:

- Operating profit in 2017 was positively impacted by a \$17.4 million impairment recovery related to our Government Services business, a \$10.9 million lower self-insurance adjustment related to prior year claims, a reduction in restructuring and related expenses, and procurement and organizational savings from our 2020 Vision initiatives. Operating profit in 2017 was unfavorably impacted by \$24.2 million of transaction expenses related to the GCA acquisition.
- Operating profit in 2016 was negatively impacted by insurance expense of \$49.6 million, consisting of a \$32.9 million unfavorable self-insurance adjustment related to prior year claims and \$16.7 million of higher insurance expense due to an increase in the rate used to record our insurance reserves during 2016. Operating profit was also unfavorably impacted by \$29.0 million of 2020 Vision restructuring and related charges and a \$22.5 million impairment charge for the Government Services business, consisting of both goodwill and long-lived asset charges. Operating profit in 2016 was favorably impacted by approximately \$22 million in savings from our 2020 Vision initiatives.

- Operating profit in 2015 was negatively impacted by a \$35.9 million unfavorable self-insurance adjustment related to prior year claims.

⁽³⁾ Loss from discontinued operations in 2017 included \$120.0 million of settlements related to the Augustus and Karapetyan cases associated with the former Security business. Income from discontinued operations for 2015 reflected the \$14.4 million after-tax gain on the sale of the Security business.

⁽⁴⁾ Cash paid for income taxes was lower by approximately \$10 million for both 2017 and 2016 and \$20 million during 2015 due to cash tax savings related to coverage provided by IFM Assurance Company, our wholly-owned captive insurance company. During 2014, cash paid for income taxes increased as certain tax assets were substantially utilized.

⁽⁵⁾ Trade accounts receivable, net of allowances, increased by \$118.1 million on September 1, 2017 as a result of the GCA acquisition.

⁽⁶⁾ Goodwill increased by \$933.9 million on September 1, 2017 as a result of the GCA acquisition and by \$53.8 million on December 1, 2015 due to the acquisition of Westway Services Holdings (2014) Ltd. ("Westway").

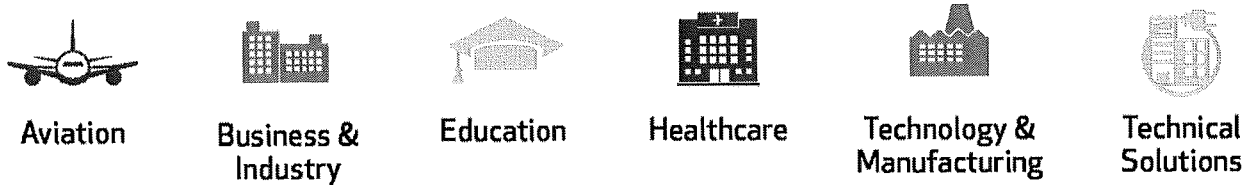
⁽⁷⁾ Other intangible assets, net of accumulated amortization, increased by \$349.0 million on September 1, 2017 as a result of the GCA acquisition.

⁽⁸⁾ On September 1, 2017, we refinanced and replaced our existing \$800.0 million credit facility with a new secured \$1.7 billion credit facility, which we used to partially fund the GCA acquisition. During 2015, we used the cash proceeds from the sale of the Security business to pay down a portion of our line of credit.

Complete annual reports are available at <http://investor.abm.com/financial-information/annual-reports>.
See attached 2017 Annual Report.

General Business Statement: ABM's 2020 Vision

In ABM's more than 100-year history, we have developed an outstanding reputation in the marketplace, and our brand continues to stand for excellence. We continuously strive to find new ways of **Building Value** for our clients. ABM recently initiated a bold, new vision that aligns us more closely with our clients and allows us to continue to be a highly valued partner – a transformation we collectively refer to as our **2020 Vision**. As part of these efforts, we recently restructured ABM into the following Industry Groups:

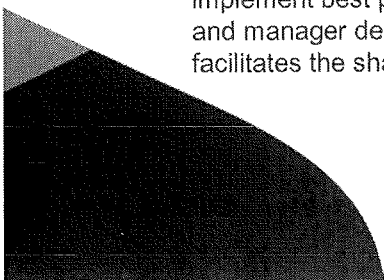


By establishing a consistent and reliable operational platform that will ultimately increase service quality, significantly improve onsite management and service worker effectiveness and positively impact how we respond to specific requirements in our clients' facilities, we are better able to understand and deliver facility solutions unique to an industry's specific challenges, goals and opportunities. The City of Long Beach is serviced by our Business & Industry Group which is further divided into the Owner-Occupied, Owner-Managed and Sports & Entertainment sub-groups. Subject matter experts lead these sub-groups and the city benefits from their expertise by dealing with fewer day-to-day issues, realizing lower operating costs and increased satisfaction.

As ABM progresses in our **2020 Vision**, our primary focus is to continue to provide the highest quality service at the most competitive value. To this end, we have focused on several strategic initiatives, including:

- **Strategic Growth:** We have aligned our business operations to better support key industry groups and have transitioned to an integrated vertical market focus through a more simplified organizational structure which includes the consolidation of shared support services (marketing, human resources and procurement). This redesign dramatically improves our ability to scale as well as our service quality.
- **The *ABMWay*:** The *ABMWay* is our approach to documenting standardized processes and procedures and it ensures our customers, our employees, and our company's success. The *ABMWay* focuses our attention on Account Management, Labor Management, Manager Development and Safety and Risk Management—key aspects of our operations. A key component of the *ABMWay* is the utilization of comprehensive Standard Operating Procedures (SOPs) around service delivery, operational execution and customer service. We document every aspect of our experience, including benchmarks and best practices, to produce the most successful outcomes for effective, positive client engagement and service delivery. Our SOPs provide step-by-step instructions for how each client relationship and service delivery program should be delivered and managed in an effort to create consistency, efficiency and success.
- **Consistent Excellence:** ABM has established a Center of Excellence (COE) to identify and help implement best practices across our organization in account management, labor management and manager development, customer service and safety and risk management. The COE facilitates the sharing of these best practices and standard operating procedures across each of

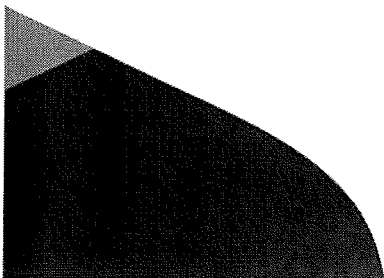
The *ABMWay*



our industry groups in a process we refer to as the **ABMWay**. As a Trusted Advisor, ABM assures that our clients are able to take advantage of industry-best processes, tools and technologies they may not otherwise be aware of.

- **Quality and Service Delivery:** ABM has adopted Lean Six Sigma principles for our Quality Assurance Program. Lean Six Sigma delivers quality practices and establishes a culture of continuous improvement that lead to greater efficiencies in the workplace. ABM has recently developed a unique way of applying Lean Six Sigma to our cleaning processes in our recently launched quality inspection system. Our quality management system is a “Real-time”, readily accessible quality management tool that allows our clients and our site personnel the ability to analyze and extract performance information, all from a quick touch of their smartphone screen!
- **Technology:** ABM has a long record of accomplishment in deploying innovative tools to enhance performance such as the utilization of industry leading computerized maintenance management systems (CMMS) to ensure we provide meaningful and actionable information about our service delivery. ABM will also continue to expand our use of technology that improve service and quality and, through the efforts of our COE, implement those applicable technologies across our client base. Internet of Things (IOT) is one the fastest growing technologies in the cleaning industry today. Cleaning equipment, consumable dispensers, and chemical dispensing systems can be embedded with electronics, software, sensors, and network connectivity to improve service delivery. As an industry leader, we can make the best recommendations to our clients to ensure their service goals and needs are met.
- **Safety:** Safety is the cornerstone of ABM’s operations. We are committed to fostering a safe working environment for every employee at all working locations, every day. We proactively prevent, detect and correct any safety or risk concern that may arise. Our risk management approach protects the life, health, safety and welfare of its employees and the public. We have fewer worker’s compensation claims and higher overall safety due to our cross-organizational focus on training our employees on how to be safe every day-in everything that they do.
- **Cost Optimization:** As part of the **2020 Vision** rollout, ABM transferred back-office functions to our shared services center for cost savings and improved efficiencies and established a new and enhanced supplier/subcontractor procurement program. Leveraging ABM’s scale to consolidate processes, centralize supplier management and additional procurement enhancements help to drive down costs for our clients.
- **Talent Development:** One of the key underpinnings of our **2020 Vision** is the investments we make in our people and the development of our personnel. To that end, we have created a Talent Management Group that will be responsible for driving best-in-class talent development throughout the organization. Having better trained and empowered employees means improved quality and customer satisfaction for our clients.

By focusing on these strategic initiatives and sharing the cost savings and quality improvements with our clients, ABM truly wishes to become the most trusted partner in facility solutions.



Credit References

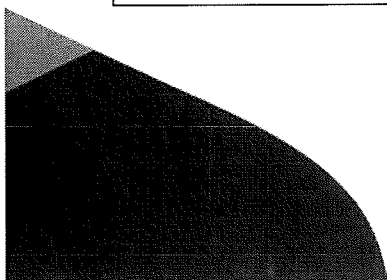
Bank Reference	
Company Name	Bank of America
Address	800 Fifth Avenue, 23 rd Floor Seattle, WA 98104
Department	Credit Inquiry Services
Phone Number	206-585-4444
Fax Number	206-585-5454
Account Number	14990-50045

Credit Reference	
Company Name	Waxie Sanitary Supply
Address	9353 Waxie Way San Diego, CA 92123
Contact Name	Robert Smith
Phone Number	808-544-8054

Credit Reference	
Company Name	Alliance Communications Management
Address	2610B Dauphin St., Ste. 103 Mobile, AL 36606
Contact Name	Rhett Barnett
Phone Number	251-433-6566
Email	rbarnett@alliancemanaged.com

Credit Reference	
Company Name	Peopleready
Address	1015 "A" Street, Tacoma, WA 98402
Contact Name	Attn: Credit Depot
Phone Number	253-572-5031 office FAX:253-207-5256

Credit Reference	
Company Name	Image Apparel
Address	1618 E. Edinger Avenue, Santa Ana, CA 92705
Contact Name	Annette M Lightfoot
Phone Number/Fax	800-445-2929 / Fax: 714-558-0887
Email	alightfoot@ia4biz.com



Chubb Global Casualty
11575 Great Oaks Way
Suite 200
Alpharetta, GA 30022

O: 678 795 4334
F: 678 795 4310
E: Robert.Hawes@chubb.com

July 20, 2018

VIA E-Mail

The City of Long Beach
Attn: City Clerk
333 W. Ocean Blvd.
Plaza Level
Long Beach, CA 90802

CHUBB

Re: Project: City of Long Beach Request for Proposals
Citywide Custodial Services – Bid #ITB LB 18-082 (“RFP”)
Policies: Excess Workers' Compensation and Employers' Liability Insurance
(Policy No. WCU C64621300)
Excess General Liability Insurance (Policy No. XSL G27872451),
Commercial Automobile Liability Insurance (Policy No. ISA
H25097403),
Policy Period: 11/1/2017 – 11/1/2018
Insurer: ACE American Insurance Company and/or any of its affiliates

To Whom It May Concern:

This letter has been written at the request of ABM Industry Groups, LLC (the “Insured”), a Named Insured under the above-captioned policies (the “Policies”) issued by ACE American Insurance Company and certain of its U.S.-based insurance company affiliates (collectively, the “Company”) as part of the casualty insurance program issued to ABM Industries Incorporated, an affiliate of the Insured for the above-captioned policy period (the “Program”). This letter is being offered in response to the Insurance requirements set forth in the “Contract – General Conditions” included on page 10 of 101 of the above-referenced RFP.

Please be advised, that as of the date of this letter and pursuant to the terms and conditions of the Policies, the following coverages and limits apply to the Policies:

A. Excess Workers' Compensation and Employer's Liability Insurance (Policy No. WCU C64621300)

Workers' Compensation Insurance

Each Accident: **Statutory**
Each Employee for Disease: **Statutory**

Employer's Liability Insurance

Each Accident: **\$1,000,000**
Each Employee for Disease: **\$1,000,000**
Annual Aggregate: **\$1,000,000**

B. Excess General Liability Insurance (Policy No. XSL G27872451)

Each Occurrence Limit **\$1,000,000** subject to a **\$2,000,000** Aggregate.

C. Commercial Automobile Liability Insurance (Policy No. ISA H25097403)

Bodily Injury and Property Damage combined single limit **\$5,000,000**.

In the event the Insured's proposal, pursuant to the RFP, is accepted and the Insured is awarded a services agreement, the Company is willing, subject to the terms described in this letter, to

- a) Endorse the Excess General Liability Insurance Policy No. XSL G27872451 and the Commercial Automobile Liability Policy No. ISA H25097403 with the Public Entity Additional Insured Endorsement (ALL-22422 0507) which will name the City of Long Beach, and its boards, officials, employees and agents;
- b) Endorse the Excess Workers' Compensation Policy No. WCU C64621300 with the Recovery from Others endorsement (WC990491 1008) which will name the City of Long Beach, and its boards, officials, employees and agents.

Providing any additional insurance coverage may be subject to further negotiation, pricing and additional collateral (if necessary) and any endorsements not already on the Program's Policies will not be added until after the Insured has been awarded the services agreement.

Notwithstanding anything to the contrary herein, no additional coverage under the Program or endorsement not already on the Policies is or will be provided unless and until ABM Industries Incorporated and the Company enter into final definitive agreements. This letter is not, and should not be interpreted to be, confirmation of coverage for any specific claim arising under any policy. Coverage for any claim under any policy is subject to the terms, conditions and limits of such policy. Moreover, it is not a guarantee of renewal; any renewal will be subject to the Company's underwriting and acceptance of the risk.

This letter is provided solely for the use in connection with the execution of the RFP submitted by the Insured to the City of Long Beach and may not be used for any other purpose without prior written consent of the Company.

Please contact me if you have any questions.

Regards,

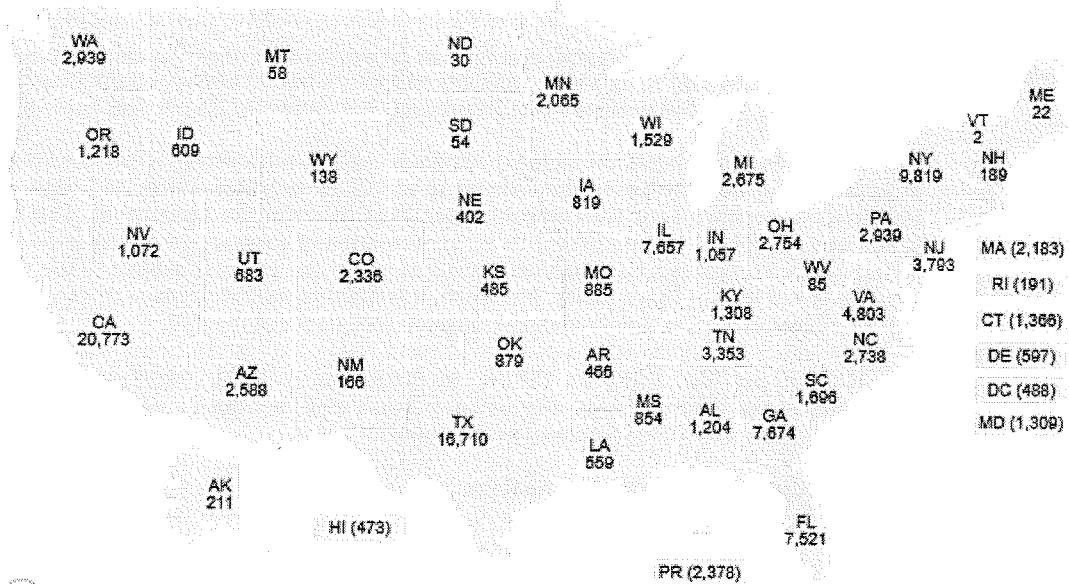


Rob Hawes, CPCU ARM
Vice President

CHUBB

Employees and Subcontractors

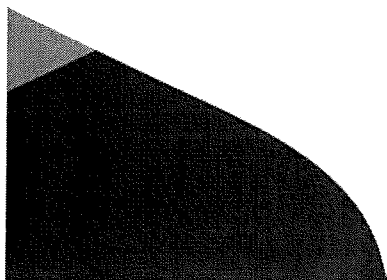
ABM US Employee Headcount



Org. Group	Staff/Mgmt	Service	Union	Non-Union	Totals
ABS - Technical Solutions US	527	614	276	865	1,141
AVI - Aviation	650	18,089	6,975	11,764	18,739
BRI - Business & Industry	2,324	45,938	26,072	22,190	48,262
COO - Commercial Ops HQ	26	0	0	26	26
CSA - Corporate	970	0	0	970	970
EDU - Education	238	6,776	1,782	5,229	7,014
GCA - GCA Services	1,806	31,138	4,601	28,343	32,944
HLC - Healthcare	476	5,106	1,445	4,137	5,582
TCM - Technology & Manufacturing	659	13,465	3,356	10,758	14,124
	7,676	121,126	44,517	84,282	128,802

Subcontractor Work

ABM will self-perform all services.



Executive Summary

We are at your service... with reliable people, technology and experience

ABM will continue to deliver the results necessary to meet and exceed expectations. We will continue to be responsive to your needs through technologically advanced communication, execution, and quality assurance. In more than 100 years of doing business, we've learned how to work hard AND smart. We offer:

- **Experience + innovation** = a combination that brings you our tradition of excellence coupled with new ways to solve problems and increase efficiencies.
- **National scale + local presence** = providing you with remarkable economies and expertise coupled with knowledge of your locale and specific needs.

By continuing to trust ABM with your service needs, you will be able to focus on taking your primary business to the next level of success. ABM will continue to provide the City of Long Beach with innovative solutions based upon the experience of knowing your business structure, and our demonstrated commitment to excellence.

What to expect from a continued partnership with ABM

Meeting your needs: No "one-size-fits-all" answers

We understand your everyday demands and special circumstances. We will never provide a "one-size-fits-all" answer. Yes, we're proud of our expertise, but we have built our business on listening to our customers.

Our company values: Working for you

Our relationship with you has been built upon our core values which are respect, fairness and dignity. We instill this in every employee at ABM, and they put it into action at your job site.

New levels of performance: You can count on our expertise

Because we continue to transform the industry through our knowledge, integrity and professionalism, we will continue to expertly handle most anything you ask of us.

A value-added relationship: Service + peace of mind

We conduct business in a way that instills a sense of confidence in our customers. It's something that reaches beyond ABM's service competence; it's a sense of security.

A local perspective: People who know you

Yes, we're a large company with powerful resources; however, we provide the resources so that our customers know us like they would a local company. We will continue to provide responsive people who have local knowledge and expertise in your line of business.

Consistent, quality and reliable service

It's what we stand for. We strive each day to deliver this service. We are customer-focused and at your service to meet your facility needs.

ABM will continue to provide personalized janitorial services with an emphasis on customer satisfaction. Through our organizational structure, leadership and consistent management, we've developed an approach that allows us to manage your facility service needs while continually keeping you satisfied.



We want to continue doing business with you.



ABM at a Glance

We provide commercial cleaning and maintenance, facility engineering, energy efficiency, and parking services for sites of all sizes in the United States and abroad. With revenues of \$5.45 billion, nearly 130,000 employees and 300+ office locations, we build value for our clients with our stand-alone and integrated service solutions.

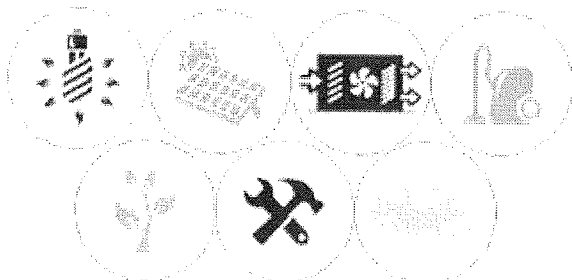
Highlights

- \$5.45 billion in annual sales
- 300+ branch offices in the United States, Puerto Rico and British Columbia, Canada
- ABM GreenCare® Program
- D&B rating of 5A2
- Expansive technology platform

- Founded in 1909
- Fortune 500 Company
- Over 20,000 clients
- Public Corporation (NYSE: ABM)
- Sarbanes Oxley Compliant (SOX)

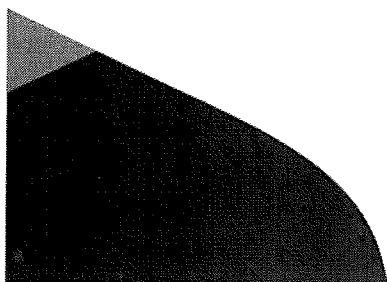
Solutions

- Electrical
- Energy
- HVAC and Mechanical
- Janitorial
- Landscape & Turf
- Maintenance & Repair
- Parking & Transportation



Industries We Serve

- Aviation & Transportation
- Banking & Financial Services
- Commercial Buildings
- Education
- Golf Courses
- Government
- Healthcare
- Hospitality
- Improvement Districts
- Industrial & Manufacturing
- Life Sciences
- Residential
- Retail
- Sports & Entertainment
- Technology



Company History

ABM began as a modest window cleaning business in San Francisco back in 1909. Referred to as American Building Maintenance Industries at the time, the young company spent the next few years growing its window washing business into a complete janitorial services company. In 1920, on the strength of founder Morris Rosenberg's strong customer relationships with several prominent owners of office buildings and movie theaters on the Pacific Coast, the company opened offices in Los Angeles, Portland, and Seattle. By 1932 ABM had roughly 1,500 employees and clients that included banks, theaters, office buildings, department stores, and one university.



Expanding Beyond a Janitorial Company

Growth of the company continued even through the end of World War II. New branches included: Dallas, Detroit, New York, Miami, Houston, Minneapolis, and Toronto. By the mid-1960s Ampco Auto Parks became the newest subsidiary of ABM. Soon after, the company acquired a mechanical services company and a security services company becoming an integrated facilities service provider. ABM was first included on the New York Stock Exchange in the early 1970s as it continued to grow in size and revenues. The eighties were a continued time of growth. ABM's parking services took on its first parking garage in New York City, our lighting subsidiary opened branches in Dallas and Denver, our security subsidiary expanded into Dallas and Oklahoma and ABM's janitorial services also opened an office in downtown Boston.

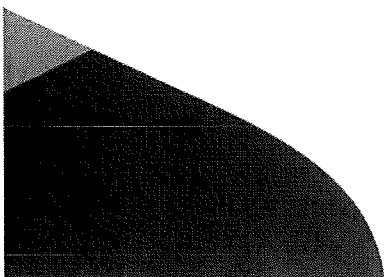
In 1994, to reflect the diversification of American Building Maintenance Industries into complete facility services, the company's name was changed to ABM Industries Incorporated. In the early 2000s, ABM made what was then its largest and one of the most important acquisitions in its history with the purchase of Chicago-based Lakeside Building Maintenance Inc., the largest privately owned janitorial contractor in the Midwest. A few years later in 2007, ABM purchased OneSource further increasing the Company's strength and reach in the market.

Growth Through Acquisitions

Through the next group of strategic acquisitions that strengthened its international, national, and regional service footprint, ABM added the Linc Group (2010), which transformed and enhanced our engineering and energy businesses, Aircserv and HHA (2012), which expanded our services in the Healthcare and Aviation industries and then GBM (2014) and Westway (2016), which expanded our janitorial, security, and engineering services into the United Kingdom. In 2017, ABM sold off its Government Services business line and, in 2017, acquired GCA Services Group (GCA), a leading provider of facility services in the commercial and education industries.

ABM Today

Today, ABM is a Fortune 500 company that provides commercial cleaning and maintenance, facility engineering, energy efficiency, and parking services to clients in the United States, Puerto Rico, Canada, and the United Kingdom. With fiscal 2017 revenues of \$5.5 B and nearly 130,000 employees, we build value for our more than 20,000 clients.



Should Your Facility Needs Expand

We have a wide range of services to meet your needs.



- Guaranteed energy saving programs
- Smart building technologies
- EV charging stations
- Renewable energy solutions



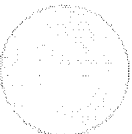
- On-site maintenance technicians
- Mobile maintenance technicians
- Preventative maintenance
- Handyman services
- Clinical engineering



- Green cleaning and recycling services
- Carpet and floor care
- Staffing and specialty services
- Clean room and GMP cleaning



- Landscape and grounds maintenance
- Golf course maintenance renovations
- Exterior pest and fertility management
- Athletic and sports field maintenance
- Irrigation maintenance and management



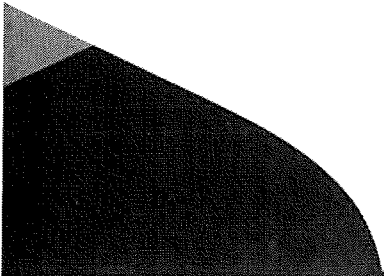
- Revenue enhancement and expense control
- Shuttle and transportation service
- Special event and valet parking services
- On and off-street parking management



- Predictive and preventive maintenance programs
- Interior and exterior energy efficiency retrofits and programs
- Engineering services, risk assessment and mitigation
- Commissioning, start-up and acceptance testing
- Life extension, upgrade and modernization



- Preventive maintenance programs
- Repairs, replacements and retrofits
- Engineering and recommissioning
- Bundled energy solutions



Our People

Our promise to provide the very best in service delivery is fulfilled by our people. Expectations need to be met by employees who are willing and able to **make a difference**, every day—which ABM employees have demonstrated consistently.



We attract, select and retain employees who will exemplify our core values—respect, integrity, collaboration, innovation and excellence—at every job site. We hire superior employees from diverse backgrounds, give them thorough training, encourage them to be accountable for their work and reward them for exceptional performance.

With well-managed people in the right jobs, City of Long Beach benefits in many ways:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with visitors to the city
- Reduced turnover, resulting in more familiar faces and more consistent service
- Lower costs because of a safer workplace

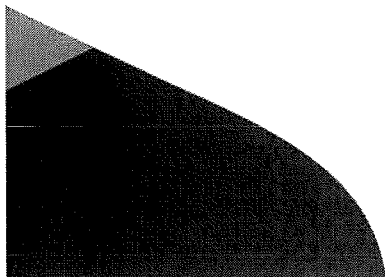
Attract and Recruit

Recruiting the best

The City of Long Beach requires personnel who can adapt to your culture and present themselves in a friendly, professional manner. That is why we make great efforts to recruit employees who don't just match the job profile, but also can adapt to meet your facility's needs and ABM's culture of learning, teamwork and providing high-quality service. ABM's reputation for providing consistent, high quality service while investing in our people's success attracts prospective employees without a great deal of solicitation or marketing. People want to work for ABM and we feel we attract the "best in class."

Jobalign

We proactively recruit from multiple sources to maximize the number of applicants that align with our expectations. We post job listings online, in college employment offices, community bulletin boards, classified ads and in our local offices. ABM has recently rolled out a new way to recruit and onboard new employees using technology through jobalign.com. Job seekers can go online to complete their applications and employment profile online and then apply through any digitally available device such as a desktop or laptop computer, tablet, smartphone, QR code or by telephone. Since virtually everyone carries a mobile device, this now increases our ability to reach more qualified candidates.



Screen and Select

Careful selection to ensure safety and quality

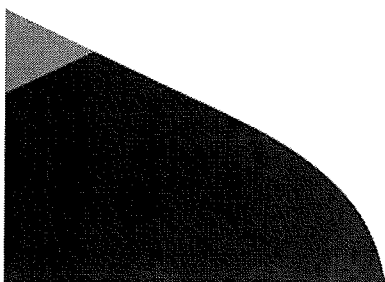
Through professional interviewing and selection processes, we select quality candidates who meet your needs. Each applicant will be personally interviewed to determine specific job interests, schedules, and possible work location preferences. To ensure the safety of your customers, employees and business assets, we provide a range of employee screening packages. We will conduct tiered screening based on your requirements.

Background Investigations

Once an eligible candidate is recruited, the hiring process begins. Due to the sensitive responsibilities our employees will be undertaking, such as exposure to cash, autos, and other property, we must make sure that our hiring process is thorough. We recommend the following be included in the pre-screening process:

- **Drug Screening** – Applicants are referred to a testing lab for drug screening. The results are forwarded to us within 24 to 48 hours. Failure to pass the drug screening will result in immediate termination of the hiring process.
- **Criminal Background Investigation** – Criminal background investigations are conducted while waiting for the results of the drug screens. The criminal background investigation advises us if the applicant has any convictions and takes 24 to 48 hours to process. If applicants pass this portion of the prescreening process, the HR clerk conducts reference checks and verifies previous employment.
- **Reference Check** – The applicant's references are contacted to verify employment information and overall work performance. Upon successful completion of the prescreening process (to include successful interview, the drug screening and the background and reference check), a job offer is extended to the candidate and all new hire paperwork is completed. The HR manager then authorizes the uniform company to provide uniforms and schedules the new hire's date to report to work and to attend orientation.
- **Department of Motor Vehicles Report** – For positions that require driving, a Department of Motor Vehicles Report is obtained to ensure the applicant has an acceptable driving record based on our standards. Applicants not meeting our standards, but passing the prescreening process, may be offered non-driving positions. Employees who hold a driving position but do not maintain an acceptable driving record will lose their driving privileges with us.

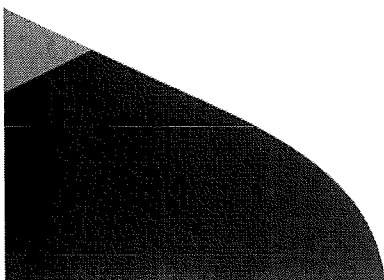
Our screening packages can also include credit checks, professional certification checks and other additional client requested screenings.



Onboard

Applicants must complete all required employment forms with signature and appropriate identification. ABM complies with all federal and state requirements to include Equal Opportunity (EEOC) standards, the Fair Credit Reporting Act (FCRA) and conforms to the Immigration Reform and Control Act of 1986 (IRCA).

Typically, our HR department notifies the hiring manager when the candidate is approved for employment and the offer letter is sent. However, based on the client's requirements, candidates can also be sent contingent job offer letters ahead of receiving results of background check and screens to facilitate the rapid hire of qualified applicants when numerous staff are needed in a relatively short period of time. In this scenario, finalized background and screening results must be received within 30 days of the contingent offer letter. However, if unfavorable information is received, we will initiate the termination process and immediately work on a replacement.



Train and Develop

ABM fosters a culture of engaged employees that is shaped by our values and provides our people an understanding of the “why” behind their jobs through ongoing open and honest communication. This is a differentiator from the competition and an added value for our clients. By investing and delivering a robust mandatory training program that integrates web-based evaluation tools, safety and skills training with ABM’s employee database, we ensure employee success, future personal growth and 100% compliance. We couple this training platform with our geographic network of technical support personnel to assure that all ABM maintenance technicians are qualified to perform the work in a safe, reliable manner and are continually challenged, enhance their skills, and become more valuable team assets.

We provide you with employees that have the training they need to successfully perform custodial services in the city, improve efficiency, and develop new skills. Every ABM employee receives the following training:

New-Hire Training

New hire training includes:

- Orientation to ABM and the client’s facility
- Common area cleaning procedures
- Explanation of individual job duties
- Proper use of equipment

ABM Managers and Supervisors conduct new employee training sessions in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures and basic job training.

Training for service workers concentrates on specific work tasks. Our Supervisors demonstrate each task step-by-step, detailing the importance of each step along the way, and train them to perform visual inspections before completing work. The Supervisors also provide guidance to the service workers as they work.

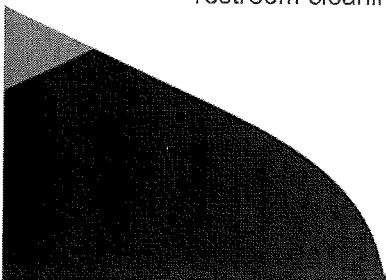
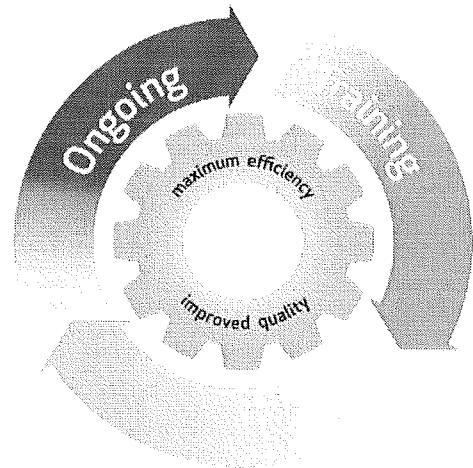
Once initial training is complete, Supervisors perform recurring reviews to make sure that they are maintaining City of Long Beach’s and ABM’s standards. By empowering our employees with comprehensive training, we minimize deficiencies and quickly identify opportunities for improvement.

Supervisors receive up to 24 hours of instruction over a three to six-month time frame, training on how to deal with employees, customer service training, leadership and communication skills training, and employee relations training. Senior Management receives national operational training, initial fieldwork and expanded leadership training.

Recurrent Training

Recurrent training includes:

- Job-specific topics (e.g. floor waxing, restroom cleaning)
- Communication skills
- Certification training



- Procedures for basic cleaning and improved productivity (to address any identified skill gaps)

Our managers conduct recurrent training sessions for current and replacement employees at your site(s). These sessions are more technical in nature and concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Employees are trained in groups specific to their function. Compliance is measured and tracked by attendance, job performance, tests, etc. to ensure all employees are receiving the proper level of training.

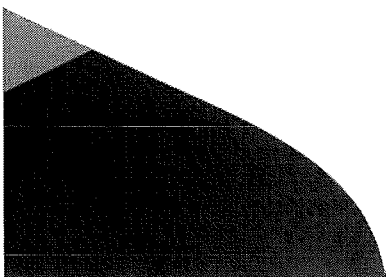
Safety Training

ABM works to reduce the occurrence of preventable accidents through regular and consistent safety training. We support our employees through direct onsite training, web-based safety training and customized site-specific training by site supervisors. Our safety training program is designed to meet or exceed OSHA requirements and incorporates best practices from organizations such as the National Safety Council (NSC), National Fire Prevention Association (NFPA), and the American Red Cross. New employees are required to attend training within 30 days of their hire date. If we are taking over services from a previous supplier, we evaluate all staff members during the transfer and, based on any identified skill gaps, recommend training to address the area(s). We ensure training does not interfere with daily work schedules.

Safety topics can vary depending on the client's requirements and services provided but typically include:

- Bloodborne pathogens
- Personal protective equipment (PPE)
- Chemical handling safety; Safety Data Sheets (SDS)
- Electrical safety
- Fire safety
- Asbestos and other hazardous materials
- Preparation for natural disasters and emergencies
- Slip and fall prevention
- Safe Lifting
- Safe use of ladders
- Accident and unsafe work condition reporting
- Eye injury prevention
- Hand and finger safety
- First aid

In addition to the programs described above, we have created a series of online safety orientation videos to facilitate training that have engaging scenes and a few moments of fun. All of this demonstrates ABM's commitment to create a culture of safety through engagement, consistency and effective communication.



Training Tools

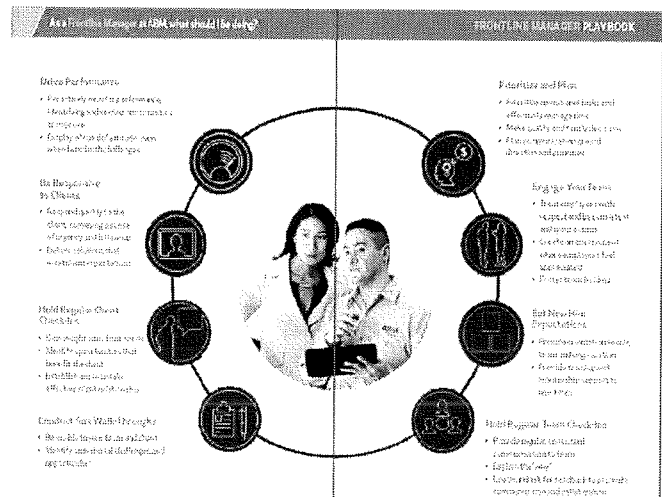
- **“STEVAL” Technical Evaluation Tool:** ABM developed the industry leading technical evaluation system for all maintenance employees transitioning or applying for a position with ABM. The system evaluates technicians in eight major and 22 minor skills categories. The basis of this evaluation program generates recommendations for skills training.
- **The Learning Spot:** The Learning Spot (TLS) is our internal learning management system and serves as our central repository for all training and education materials. Administered through an interactive web-based system, TLS includes OSHA compliance training tools as well as other technical and skills training courses at no additional cost to our clients. TLS tracks course completions, tracks technical certifications and reports course histories to ABM management. The tool also assigns customer-focused training by job function and site. TLS can be accessed 24/7 by our employees, allowing them to enhance their training or take refresher training outside of their on-site work schedule. Coupled with our monthly safety inspection program, supervisor skills training courses, and toolbox talks, safety compliance is thoroughly enforced.



Management Development

As part of the **ABMWay**, Manager Development is one of the four key areas that focuses on identifying and developing effective frontline leader attributes and behaviors to enable success. Through our Center of Excellence, we have codified best practices to support the development, growth, and success of our Frontline Managers. From this process, our **Frontline Manager Playbook** was born. Serving as a roadmap to success for our frontline managers, it details “Key Actions” that characterize a successful Frontline Manager at ABM, which are:

- Prioritize and Plan
- Engage Your Team
- Set New Hire Expectations
- Hold Regular Team Check-Ins
- Conduct Site Walk-Throughs
- Hold Regular Client Check-Ins
- Be Responsive to Clients
- Drive Performance



These key actions are further defined by several behaviors and expectations that exemplify what that key action looks like and how it's specifically achieved.



When followed consistently, we will see great results; client satisfaction and higher productivity and engagement from our team members.

This training is currently being rolled out to all Frontline Managers throughout ABM and is an important component to our overall **ABMWay** training methodology. In addition to this initial training, Frontline Managers will also receive monthly communications and trainings that further support these Key Actions and other behaviors that personify successful managers.

Retain

City facilities are staffed by highly qualified professionals who were attracted to ABM due to our strong reputation for employee development and retention. The key to any successful operation is retaining your valued service associates. Based on our competitive wage structure and benefits packages, we maintain the required staffing levels to deliver quality and consistency in cleanliness through the life of this program.

We recently initiated a program called **GPS** to facilitate regular conversations throughout the year between managers and their staff. Through this consistent contact, we see happier and more vested employees that get the training, mentoring and development they need to advance here at ABM. Should the time come, and the employee wishes to move on to a new role, with the necessary training and preparation complete, ABM is ready to promote the individual and their replacement has already been trained.

Benefits

ABM offers a wide-range of benefits to its service line and management employees. With an array of plan offerings, ABM is flexible and allows our clients to choose from a variety of benefit packages to meet your desired objectives. Our standard benefits package for non-union hourly employees will vary but from a high level typically includes:

Service Line Benefits

- Health and Dental
- Paid Vacation
- Paid Holidays
- Workers' Compensation

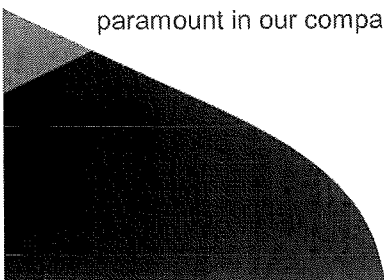
For ABM's non-union hourly employees, benefits such as recognition programs, PTO and sick leave will vary regionally and locally. Non-union employees are eligible for benefits at the discretion of the client' terms and conditions.

Management and Staff Benefits

- Health and Dental
- Paid Vacation
- Life Insurance
- Paid Holidays
- Accidental Death and Dismemberment
- Personal Days
- Long- and Short-term Disability
- Bereavement Leave
- 401(k)
- Employee Assistance Plan
- Employee Stock Purchase Plan
- Vision Insurance
- Health Care Flexible Spending Account

Recognition

Treating our employees with respect and dignity as well as rewarding them for outstanding achievement is paramount in our company's philosophy. As part of the **ABMWay**, we offer employee recognition programs



designed to recognize outstanding employees, improve job performance and satisfaction and foster a positive working environment.

Employee recognition and incentive programs are most often formulated and executed at the regional or site level. These programs are based on quality rating measurements, attendance and other key service measurement criteria. The result is an incentive program intended to encourage quality and reduce employee turnover. The retention of skilled, dynamic and talented employees is at the very core of what we do and to support this we run a number of programs to incentivize, motivate and retain those who provide excellent service.

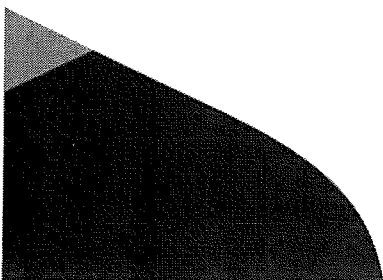
ABM employees are motivated through proven incentive programs including skills training, career planning, performance bonuses and recognition awards. We believe that praise and recognition should be a habit so that we are continuously thanking our employees for their exceptional work from both the site and corporate levels.

Grow

With **ABMCares**, we offer additional benefits and personal enrichment opportunities to our staff and management employees, including the following:

- Matching program for charitable donations
- Paid day off to volunteer
- Donations to the charity of their choice for every 10 hours volunteered

Another component of our retention program is the support we provide to employees as they grow in their careers. The city is serviced by employees who are encouraged to grow, which typically results in higher productivity and better service quality. Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths. The quality of each individual employee's service continually improves because of the ongoing coaching facilitated by regular performance reviews.



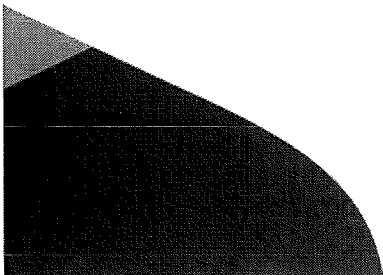
Emergency Response

ABM employs a Critical Incident Program in response to natural and man-made disasters, or any other category of event that affects life, safety or business continuity. Our Emergency Response Services initiates procedures, directs participants and ensures a single, coordinated ABM management unit manages critical incidents. Components of the program include proactive training and a reactive Emergency Operations Center (EOC). Specialized training is provided to prepare ABM employees on how to appropriately respond during emergencies and other non-planned events. The ABM EOC serves as the command center for managing responses during an emergency. Each ABM branch office has a customized emergency response procedure that is documented and shared centrally to ensure everyone is trained consistently. Communication with local law enforcement and emergency response officials, when required, is coordinated through the EOC to the local ABM branch office.



Emergency Response Services include the following:

- Flood restoration
 - Immediate local response 24/7
- Fire restoration
 - ABM utilizes its buying power to partner with three key certified restoration companies and manages process from start to finish
- Disaster Recovery
 - ABM utilizes trucks and heavy equipment for interior and exterior disaster cleanup



Technology

Clients benefit from improved communication, increased worker productivity and integrated processes to measure results. With our technology offerings, you can see what's happening at any given facility, easily identify and track areas for improvement, save money with paperless automated communications and gain the associated benefits of reduced response times.

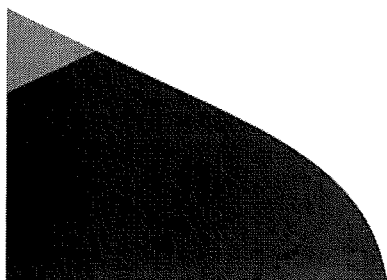
Our reliable IT infrastructure allows ABM employees to be responsive any time of the day, from any location – something one may not find with a small or local company. We increase the dependability of our people and processes through the support of efficient systems that are ultimately transparent to our clients, and visible to our senior management.

ABM's assistive technologies provides benefits that help our clients:

- Control costs
- Assure quality services
- Deliver on scheduled services or special requests
- Communicate efficiently
- Provide accurate, timely, financial information and service reports
- Consolidate information to drive process improvements

The technology component of our proposed janitorial solution includes the following:

- **Corrigo Computerized Maintenance Management System (CMMS)** - A web-based enterprise level work order management solution that enables us to automate and streamline manual processes, optimize service resources, and increase the productivity of field service personnel, vendors and subcontractors while providing real-time status updates. As a technology agnostic partner, we have experience using all types of CMMS, from third-party solutions to proprietary client systems, however, ABM's preferred CMMS is Corrigo.
- **ABM Timekeeping Technology:** Blueforce is an online tool used for employee timekeeping. Employees clock in and out via an EPay timeclock or via a hand-held device. Using Blueforce, managers can access timesheets online via MPower to see when and where an employee is clocking in and out, and, to confirm payroll hours, compare that to the hard copy sign-in sheet each week.
- **Mobile Devices** – Our onsite and management teams are equipped with mobile devices and handheld technologies that allow the account team to see real-time information about work order status, identify the nearest ABM resource to assist in emergency requests and manage employees.
- **JD Edwards Enterprise Resource Planning (ERP)** – JDE is a company-wide software platform ABM uses for financial recording and client billing.



ABM GreenCare® Cleaning

The ABM GreenCare® program focuses on products, tools, equipment, processes and policies that ensure responsible cleaning. Our program promotes a healthier and safer environment while significantly reducing the harm done to the environment. We use environmentally preferable products and sustainable procedures following the requirements of the U.S. Green Building Council (USGBC) Green Seal, Environmental Protection Agency (EPA), Environmental Choice, and the Carpet and Rug Institute, who provide nationally recognized standards for green products and procedures. This enterprise-wide program is overseen by Alan France, our dedicated Vice President of Quality and Sustainability. He is supported by ABM LEED APs and Green Associates located across the country.






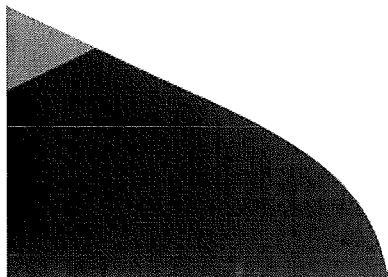

Whether our clients wish to incorporate greener processes that protect the environment or they are subject to regulations that require the implementation of sustainable practices, partnering with an expert like ABM makes it easier. Before “green” became a worldwide buzzword, we developed our ABM GreenCare® solution. Our proven processes boost the success of our clients’ sustainability efforts, which in turn, offers well-documented benefits to our facility employees, visitors and the environment.

ABM GreenCare® includes cleaning, recycling, energy, parking and landscape services that help:

- Maintain and improve the community and the environment
- Protect your property’s value, and reduce energy use for lower utility and operating costs
- Keep employees more content, healthy and productive
- Enhance your bottom line

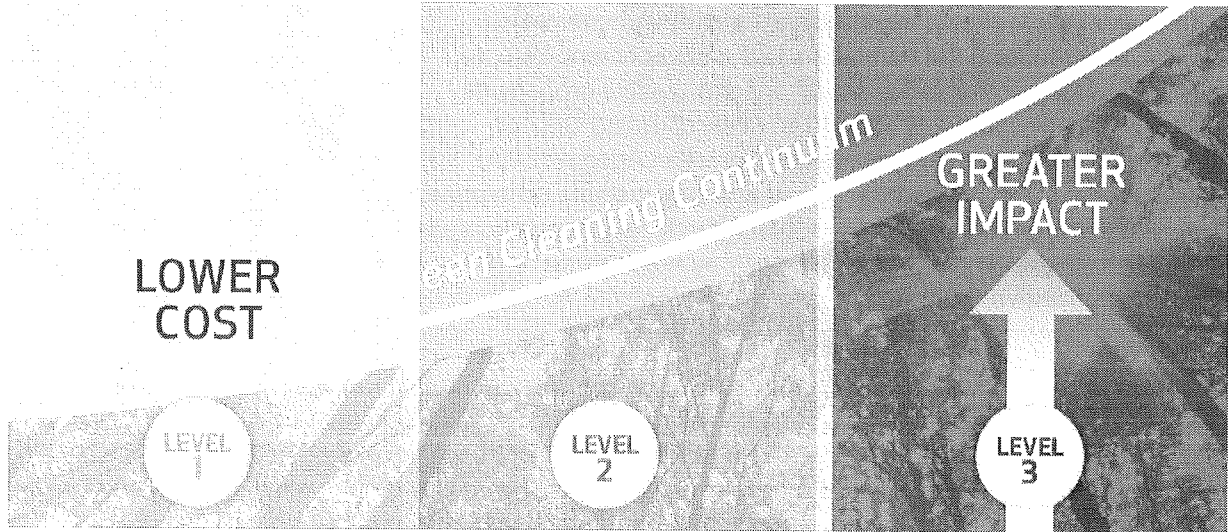
Our GreenCare® solutions also offer the following additional benefits:

 Economic Benefits	 Health & Productivity Benefits	 Community & Environmental Benefits
<ul style="list-style-type: none"> • Reduced energy and operating costs • Optimized life cycle economic performance • Increased building valuation and ROI • Decreased vacancy, improved retention • Reduced liability • Enhanced brand reputation 	<ul style="list-style-type: none"> • Improved occupant comfort and indoor air quality • Increased employee performance and productivity • Reduced absenteeism and turnover 	<ul style="list-style-type: none"> • Reduced natural resource consumption and pollution • Minimized strain on local infrastructures • Improved quality of life



A Flexible Program to Meet Your Sustainability Goals

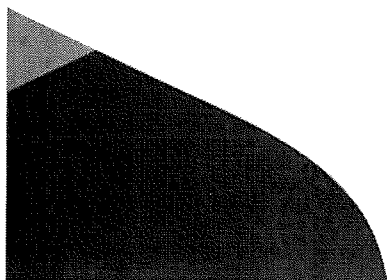
We've made the program flexible by offering three distinct levels. ABM helps our clients take a more holistic approach to green cleaning, whether it's switching to green cleaning products, implementing sustainable equipment and processes or receiving support obtaining LEED certification.



- Green Chemicals
- Green Paper Products

- Processes and Prevention
- Microfiber, Entry Way Mats, Early Spill Notification
- Chemical Dilution
- Green Equipment

- LEED Certification Support
- Low Environmental Impact Policies
- Innovative Programs
- Occupant Responsibility and Education
- Measurement & Tracking
- Auditing



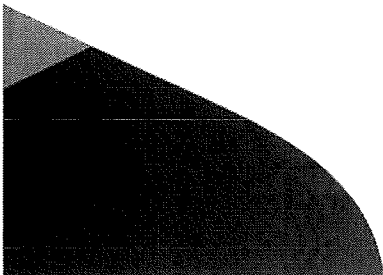
Uniforms and Identification

The city' staff and facility visitors will always be able to recognize the custodial services staff because they proudly wear the ABM uniform chosen to reflect the character of your city. The professional image of our service employees is just one more way ABM works to enhance the overall image of the city. We understand that establishing an identity and presence at your sites is imperative as security has become heightened in recent years.

The power of a uniform doesn't stop there. It also gives our service employees a greater sense of responsibility and accountability. They are required to keep their uniforms looking clean and presentable.

Our agreement with Cintas, a leader in the uniform industry and ABM's primary supplier, enables us to provide you with an array of well-made, high-quality apparel to choose from.

- Work shirts and knit polo shirts
- Slacks and trousers
- Windbreakers, parkas and outerwear
- Smocks and aprons
- T-shirts



Quality Assurance Program

At ABM, our goal is 100% customer satisfaction. As part of the **ABMWay**, we must clearly define what our clients expect from us, develop standards by which our employees will perform, and measure the results. Together with our clients, we will develop standards of performance by which the quality of services can be measured. These standards will be clear, concise, and measurable to allow us to track our performance against your service requirements. Our inspection program is based on documented procedures, regular inspections and frequent customer communications. ABM is committed to providing quality service that is based on total customer satisfaction and continuous improvement. We work with you to successfully implement a technologically driven and proven performance solution.

We have established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support your quality goals and requirements, we use a quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which new clients and ABM will customize a quality program for the facility. This performance management program will improve efficiencies and allow for greater transparency into your account activity and how we are performing against stated goals.

From the start, we select top-caliber employees and provide them with extensive ongoing training, guidance and incentives to ensure that proper safety and service procedures are their top priorities at your facility. We follow that up with investments in proprietary technology to measure our performance and share our performance with our clients.

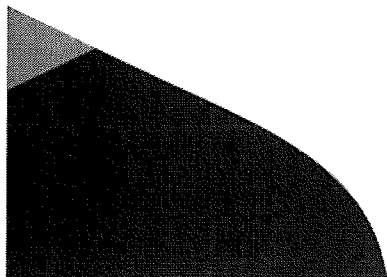


Quality Inspections

Facilities are inspected on a regular schedule (typically daily and weekly), and results from the inspection are entered into the quality management system. During inspections, tasks are rated on a scale from one to five, producing a percentage of the maximum possible. Our inspection program allows us to identify any discrepancies with our service contract requirements. If, during the course of the inspection, a maintenance issue is found, we will notify the client in a timely manner of the issue. Our managers and supervisors conducting the inspection can communicate via e-mail, phone and radio. We will correct any areas where discrepancies are found, and we will take corrective action to resolve the problem area and implement a procedure to prevent a future discrepancy.

Our quality management approach includes the following types of quality inspections and audits:

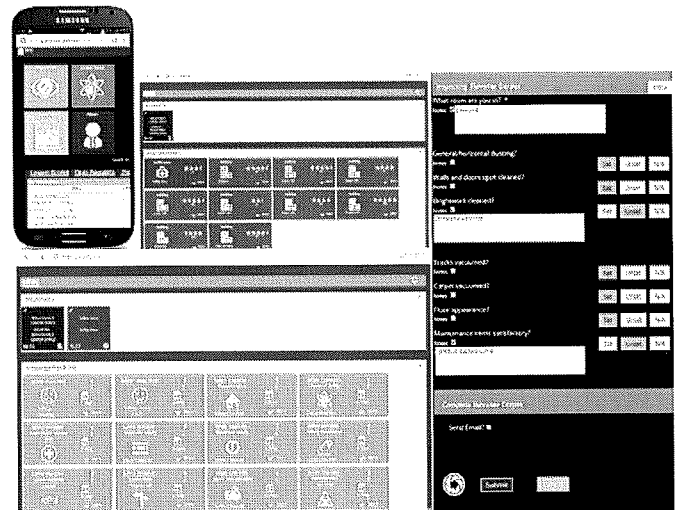
- **Self-Inspections/Peer Inspections:** Self-inspections and peer reviews are fundamental elements of first line quality control. Daily random inspections are conducted of work performance relative to documented job plans and standards. These inspections facilitate prompt identification and correction of substandard services and/or personnel performance.
- **Quality Control Inspections:** Scheduled (formal) and unscheduled (informal) inspections are conducted by the onsite team. Results Logs and any available inspection reports are reviewed and identified issues are promptly addressed.



- **Compliance Audits:** Scheduled and unscheduled audits are undertaken quarterly by the onsite manager and corporate management. Audits are also conducted by other corporate members to assess performance of all contractual requirements.
- **Client Satisfaction Feedback:** As an optional service, we can provide client satisfaction surveys for clients who want to evaluate the perceived effectiveness, timeliness and quality of our services. Surveys receiving less than satisfactory ratings are documented as client complaints and investigated. Corrective actions are implemented and tracked through until resolution and client satisfaction has been achieved.
- **Validated Client Complaints:** Onsite management investigates all client complaints. Validated complaints are reported during Performance Evaluation Meetings to identify any trends and may generate unscheduled periodic inspections. Corrective actions are implemented and tracked through resolution and client satisfaction has been achieved.

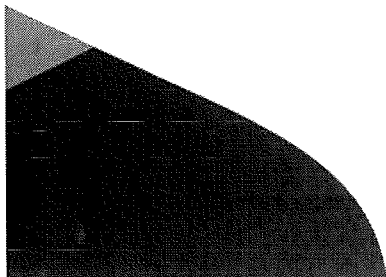
Performance Tracking

Inspection and audit results are tracked using our quality management system. This system is an in-house, custom-built inspection system, designed specifically to assist in the field of janitorial service inspections. Our quality management system accurately records the level of service performed, provides a succinct review of all cleaning areas within a particular room type and reduces the administrative dependency of having to manually input collected inspection data. The following sample graphic depicts the different views of this tool.



Our quality management system utilizes a hierarchal design that allows managers to view the historical performance of the accounts they, and their people, manage. The following benefits are achieved through use of our quality management system:

- “Real-time”, readily accessible reports, which allow our customers, and our site personnel, the ability to effectively analyze and extract the necessary information to maintain service performance.
- Trending statistical analysis from which fact-based operational decisions can be determined and/or affirmed (24 months of history remains online before being archived).
- Server based and centrally controlled by our IT and Quality departments to ensure regular maintenance, security and updates are handled properly.
- System is backed up nightly and is protected under our IT department’s disaster recovery plan.
- End users are supported by our helpdesk and dedicated corporate quality department team members.
- Customers may also participate in the data collection.
- Data can be uploaded through any desktop, laptop, tablet or smartphone with internet access which provides flexibility to important performance information without sacrificing functionality.



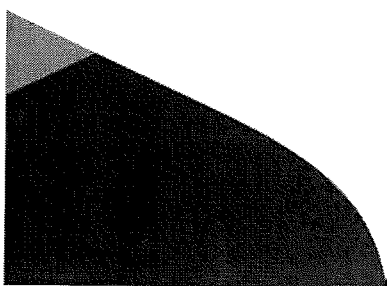
Our quality management system's design is based on our clients' requirements. We establish parameters for each cleaning area during program start up and an evaluation of the condition of the facility along with baseline quality objectives are specified at the outset. These objectives become the benchmark for all future inspections for each individual area. In the event of a service issue, we will ensure that the appropriate corrective action is completed in a timely fashion and reported back to the branch office once the issue has been addressed.

Inspection Reports

Customized inspection reports and survey results provide feedback for process improvement. Inspection reports can be viewed daily online through a password protected web portal or via an Excel report accessed via email. If an inspection score were to fall below the established benchmark, cleaning requests are then generated and sent automatically. Benchmarks or quality levels can be set and viewed against the results.

Daily inspection reports will typically contain the following information:

- Date and time, detailed location of the inspection, as well as room numbers, where applicable.
- A detailed inspection result of the area that includes compliance of contract requirements.
- Name of the person conducting the inspection.



Managing Risk through Safety Programs

Safety is the cornerstone of ABM's operations. As part of the **ABMWay**, our documented processes designed to ensure success for our customers, employees, and company, we are committed to fostering a safe working environment for every employee at all locations we service, every day. It is our responsibility to embrace the ABM **ThinkSafe** culture and proactively prevent, detect and correct any safety or risk concern that may arise. **ThinkSafe** is an ABM program that promotes the idea that almost all workplace accidents are preventable – if you make focusing on safety an integral part of your day. At ABM, we strive to create a world-class culture in all we do, and safety is a vital part of that objective.

At ABM, Risk Management consists of both Safety and Claims Management, working jointly with Operations, to ensure the safety and well-being of our employees, our customers and our customers' clients.

ThinkSafe[™]
People. Materials. Environment.

It is ABM's policy to:

- maintain a safe workplace for its employees
- use methods and processes to protect our employees and the public and to prevent damage to property and the environment
- maintain and enforce a program to fulfill this responsibility

To ensure common goals and objectives, both Safety and Claims Management report to the Vice President of Risk and Safety. We have a team of dedicated safety professionals that liaise with our Branch Operations to ensure the ABM safety culture is forefront in our employees' mind – every day. Each industry group supported by dedicated safety professionals who are familiar with their work.

ThinkSafe Programs

To reach approximately 130,000 employees, we have developed the following programs that are the cornerstone of ABM's **ThinkSafe** Program:

- An extensive **Safety Champion Program** was implemented to promote a safe working environment by creating and maintaining each employee's active interest in safety; to minimize the frequency of accidents; to identify innovative processes to address safety hazards; and to implement corrective measures to mitigate recognized safety opportunities. The goal of the program is to set the tone for safety by:
 - Assessing account conditions
 - Providing and receiving feedback from frontline management and team members
 - Recognizing safe work practices and innovative processes and procedures that drive results



- Developing a library of safety programs known to generate results across ABM
- Establishing a Safety Champion Network to share best practices / lessons learned and to implement and promote future safety initiatives
- **Leadership and Engagement Tours:** are designed to foster senior management engagement and ownership in Safety and Risk. Leaders conducting the tours include Branch Managers, Regional Vice Presidents, Regional Operations Managers, industry group and C-suite executives. These tours are designed to enhance the understanding of employees' daily tasks and promote dialogue about safety and safe working environments. They also visibly demonstrate ABM's commitment to the safety and welfare of our employees.
- **Empowerment of Field Locations:** Every operations manager, supervisor, and site lead, together with all employees, is a crucial part of ABM's Injury and Illness Prevention Program. The aim of this program is to:
 - Provide safety orientation training for all new employees
 - Train employees in the procedures and practices that would keep them safe
 - Conduct site safety inspections
 - Perform hazard assessments to identify safety system and process deficiencies
 - Take proactive actions to mitigate identified hazards
 - Provide necessary documents to injured employees; arrange for their timely medical assistance; and expedite their return to work
 - Conduct thorough investigations of incidents and implement preventive actions

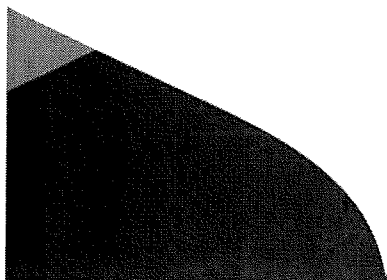
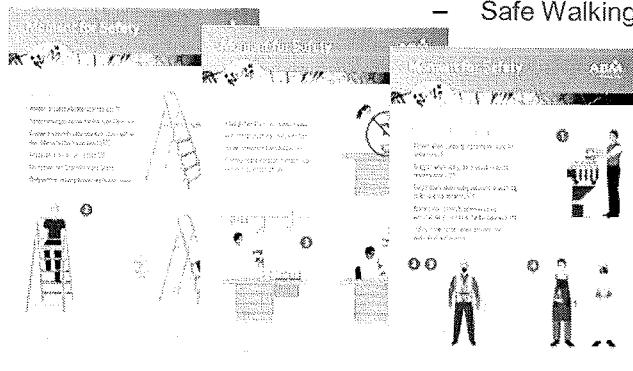
These programs have been embedded into ABM's culture and provide opportunities to minimize injuries and property damage. When incidents do occur our risk management programs become essential to get employees back to good health and back to work as quickly as possible. Our Safety and Risk Management teams have developed powerful tools to identify and mitigate hazards and other risk-related issues.

Safety Programs

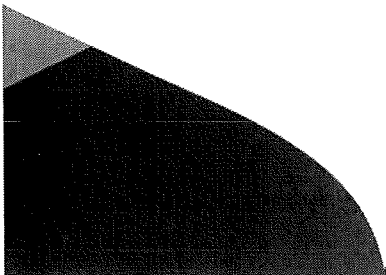
- **Moment for Safety:** Every day at ABM, our managers share a **Moment for Safety** with their teams. It promotes employees' safety awareness to the specific topic of the day and sets their minds to carry out their tasks safely.

Examples of **Moment for Safety** topics include:

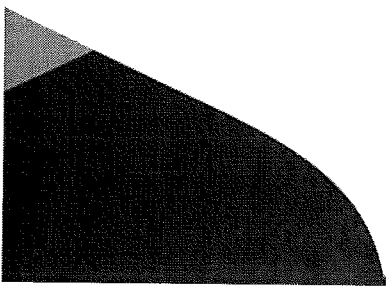
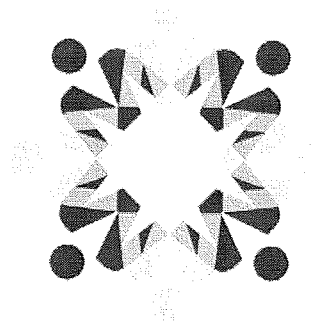
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|---------------------------|---------------------------------|
| - How to Avoid Accidents | - Personal Protective Equipment |
| - Safe Lifting Techniques | - Machine Guard Use |
| - Hand Protection | - Power Truck Safety |
| - Ladder Safety | - Lock Out for Safety |
| - Fire Safety | - Learn from Near-Accidents |
| - Slips and Falls | - Safe Walking |
| - First Aid | |



- **Safety Hotline:** To reinforce the importance of our **ThinkSafe** culture and empower our employees to address safety concerns as they arise, ABM has a toll-free Safety Hotline. This hotline (1-866-208-2114) is available 24/7, and it gives employees a means to report safety issues. While employees are encouraged to first notify their supervisors of safety hazards or issues, as part of the **ABMWay**, the hotline can be used as an alternate method to address safety concerns when a supervisor is not readily available.
- **Telematics:** ABM fleet vehicles are equipped with telematics systems that monitor employees' driving habits, including speed of travel, seatbelt use, idle time and vehicle location at every stop. Data are collected automatically, and audible alerts are sounded whenever a driver exhibits unsafe behavior. Driving habits, patterns, and violations of the policy are reviewed periodically and used to coach drivers in safe driving behaviors.
- **Medical Evaluation:** A "first call" nurse triage program to assess on-the-job injuries for appropriate treatment. This ensures that possible injuries are detected and treated promptly and properly.
- **National Clinic Program:** A specialized national network of clinics focused on assessment and treatment of work-related injuries.
- **Stay-at-Work Program:** A specific focus on returning injured employees to work once the provider releases the employee with for "light-duty" work. This program promotes employees' quick re-integration into the workforce.
- **Telephone Nurse Case Management (TCM):** Utilizing qualified nurses to assist with the medical management component of employee injuries. This program ensures continued adequate care for our injured employees.
- **Safe Work Observation Process (SWOP):** A process that reinforces ABM's safety culture through safety observations, communication and training. Its objectives are to:
 - Recognize and coach employees
 - Create a safe work environment for everyone
 - Demonstrate how to use equipment and tools properly
 - Reduce risk of injury
- **Safety Training Videos:** We created a series of online safety training vignettes to provide timely training of new employees as well as retraining when situations warrant.



*We are ready to continue to
Build Value
for the City of Long Beach.*



APPENDIX A

SPACE TYPES & SERVICE FREQUENCIES

SPACE TYPES & SERVICE FREQUENCIES

DISASTER PREPAREDNESS & EMERGENCY COMMUNICATIONS	
Emergency Communication & Operations Center (ECOC) – 51,006 sq. ft.	
Space Type	Service Frequency
Classroom	Clean 1 Day, Check 6 Days
Conference Room	Clean 5 Days
Copy, Mail or Printer Room	Clean 5 Days, Check Sat & Sun
Corridor	Clean 5 Days, Check Sat & Sun
Corridor	Clean 5 Days (Space Vac), Check Sat & Sun
Corridor	Clean 5 Days
Custodial Work Station	Clean 7 Days
ECOC Basement	Check Monthly, Clean Quarterly
ECOC Equipment Area	Clean Monthly
Elevator Car	Clean 5 Days, Check Sat & Sun
Emergency Communications	Clean 7 Days
Exercise Area/Room	Clean 7 Days
Exterior Lot & Perimeter	Clean 7 Days
Locker Room	Clean 7 Days, Refresh 7 Days
Lounge, Staff	Clean 7 Days, Refresh 7 Days
Office	Clean 1 Day
Office Common Area	Clean 5 Days
Restroom	Clean 7 Days, Refresh 7 Days
Stair	Clean 1 Day, Check 4 Days
Stair	Clean 5 Days
Storage	Clean 1 Day
Storage	Clean 1 Day
Storage	Clean Monthly
Storage	Clean Quarterly
Storage	Clean Yearly

FIRE	
Fire Department Administrative Headquarters – 244,796 sq. ft.	
Space Type	Service Frequency
Community Room	Clean 1 Day, Check 4 Days
Copy, Mail or Printer Room	Clean 5 Days
Conference Room	Clean 5 Days
Conference Room	Clean 1 Day, Check 4 Days
Corridor	Clean 5 Days
Corridor	Clean 1 Day, Check 4 Days
Custodial Work Station	Clean 5 Days
Elevator Car	Clean 5 Days
Entrance	Clean 5 Days
Exercise Area	Clean 5 Days
Exterior Entry	Clean 5 Days
Locker Room	Clean 5 Days
Lounge, Staff	Clean 5 Days

SPACE TYPES & SERVICE FREQUENCIES

Fire Department Administrative Headquarters – cont.	
Medical Exam or Treatment Area	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Showers (Foam)	Clean 5 Days
Stair	Clean 5 Days
Stair	Clean 1 Day, Check 4 Days
Storage	Clean 1 Day
Storage	Clean Monthly
Fire Training Center – 6,410 sq. ft.	
Space Type	Service Frequency
Classroom	Clean 2 Days
Corridor	Clean 1 Day, Check 2 Days
Conference Room	Clean 2 Days
Lounge, Staff	Clean 2 Days
Office	Clean 1 Day, Check 1 Day
Reception Area, Public	Clean 2 Days
Restroom	Clean 2 Days

HEALTH & HUMAN SERVICES	
Housing Authority Office – 15,356 sq. ft.	
Space Type	Service Frequency
Conference Room	Clean 5 Days
Copy, Mail or Printer Room	Clean 5 Days
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Elevator Car	Clean 5 Days
Exterior Entry	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day, Check 4 Days
Reception Area, Public	Clean 5 Days
Restroom	Clean 5 Days
Stair	Clean 5 Days
Storage	Clean 1 Day
Storage	Clean Monthly

LIBRARY SERVICES	
Alamitos Branch Library – 6,781 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day

SPACE TYPES & SERVICE FREQUENCIES

Alamitos Branch Library – cont.	
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Stair	Clean 5 Days
Storage	Clean 1 Day
Storage	Clean Yearly
Bach Branch Library – 7,181 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Storage	Clean 1 Day
Storage	Clean Monthly
Storage	Clean Yearly
Bay Shore Branch Library – 7,757 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Stair	Clean 5 Days
Storage	Clean Monthly

SPACE TYPES & SERVICE FREQUENCIES

Bret Harte Branch Library – 7,934 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Brewitt Branch Library – 4,915 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Burnett Branch Library – 8,462 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Storage	Clean 1 Day
Storage	Clean Monthly
Storage	Clean Yearly

SPACE TYPES & SERVICE FREQUENCIES

Dana Branch Library – 7,670 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Storage	Clean 1 Day
Storage	Clean Monthly
El Dorado Branch Library – 8,952 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Storage	Clean Monthly
Los Altos Branch Library – 6,827 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Storage	Clean 1 Day

SPACE TYPES & SERVICE FREQUENCIES

Main Library - 132,779 sq. ft.	
Space Type	Service Frequency
Conference Room	Clean 1 Day, Check 4 Days
Copy, Mail or Printer Room	Clean 5 Days
Corridor	Clean 5 Days, Refresh 5 Days
Corridor	Clean 5 Days
Corridor	Clean 1 Day, Check 4 Days
Custodial Work Station	Clean 5 Days
Elevator Car	Clean 5 Days, Refresh 5 Days
Exterior Entry	Clean 5 Days
Exterior Stair	Clean 1 Day, Check 4 Days
Library Archives	Clean Monthly
Library Auditorium	Clean 1 Day, Check 4 Days
Library Processing	Clean 1 Day, Check 4 Days
Library Study or Reference	Clean 5 Days, Refresh 5 Days
Library Theater	Clean 1 Day, Check 4 Days
Staff Lounge	Clean 3 Days, Check 2 Days
Office	Clean 1 Day
Restroom	Clean 5 Days, Refresh 5 Days
Restroom	Clean 1 Day, Check 4 Days
Stair	Clean 5 Days
Stair	Clean 5 Days, Refresh 5 Days
Stair	Clean Yearly, Check Monthly
Storage	Clean 1 Day
Storage	Clean Monthly
Storage	Clean Quarterly
Storage	Clean Yearly
Mark Twain Branch Library – 16,565 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Storage	Clean 1 Day
Storage	Clean Monthly

SPACE TYPES & SERVICE FREQUENCIES

Michelle Obama Library – 24,655 sq. ft.	
Space Type	Service Frequency
Corridor	Clean 5 Days
Custodial Work Station	Clean 5 Days
Exterior Lot & Perimeter	Clean 5 Days
Exterior Entry	Clean 5 Days
Exterior Patio	Clean 1 Day
Library Processing	Clean 5 Days
Library Study or Reference	Clean 5 Days
Library Community Meeting Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Office	Clean 1 Day
Restroom	Clean 5 Days
Storage	Clean 1 Day
Storage	Clean Monthly

LONG BEACH GAS & OIL (LBGO)	
S.E.R.R.F Administration Building – 2,857 sq. ft.	
Custodial Work Station	Clean 2 Days
Exterior Entry	Clean 2 Days
Exterior Lot & Perimeter	Clean 2 Days
Office	Clean 1 Day
Office, Common Area	Clean 2 Days
Restroom	Clean 2 Days
Storage	Clean Monthly

PARKS, RECREATION & MARINE	
Park Restrooms	
Location	Sq. Ft.
Admiral Kidd Park 08	895
Bixby Knolls Park 14	840
Bixby Park 29	550
McBride Park 06	643
Cesar E. Chavez Park 02	843
Cherry Park 13	452
Chittick Field: Restroom 50	384
Coolidge Park 16	428
Davenport Park 04	676
DeForest Park 17	892
DeForest Park 18	494
Drake Park 01	612
Drake-Chavez 53	550
El Dorado Park East 34 – Nature Center Lot	502
El Dorado Park East 35 - Nature Trail	342
El Dorado Park East 36 - Archery Range	442
El Dorado Park East 37	370

SPACE TYPES & SERVICE FREQUENCIES

Park Restrooms – cont.	
El Dorado Park East 38 - Campground	932
El Dorado Park East 39 - Snake Road	535
El Dorado Park East 40	448
El Dorado Park East 41 - On the Hill	1,366
El Dorado Park East 42	581
El Dorado Park East 43 - Lake Grove Area	440
El Dorado Park East 44	136
El Dorado Park West 31 - Duck Pond	2,163
El Dorado Park West 32 - Los Altos LL	376
El Dorado Park West 33	487
Heartwell Park 44	621
Heartwell Park 46	641
Heartwell Park 47	817
Heartwell Park 48	726
Houghton Park 19 – Skateboard Park	486
Houghton Park 20	753
Hudson Park 09	1,293
Los Cerritos Park 11	597
Martin Luther King, Jr. Park 05	729
Molina Restroom 52	550
Pan American Park 22	928
Ramona Park 21	326
Recreation Park 26 - Joe Rodgers Field	504
Recreation Park 27 - Kid's Play Area	1,141
Recreation Dog Park 51	120
Scherer Park 15	641
Silverado Park 10	753
Somerset Park 12	577
Stearns Champions Park 24	390
Veterans Park 07	539
Wardlow Park 23	588
Whaley Park 25	484
Space Type	Service Frequency
Building Services Satellite Supply Area*	Clean 7 Days
Custodial Work Station*	Clean 7 Days
Exterior Entry	Clean 7 Days
Restrooms, Parks Clean 7 Days, Clean 7 Days	Clean 7 Days, Clean 7 Days
Restrooms, Parks, Bixby Park 29	Clean 7 Days, Clean 4 Times a Day

*Where applicable

PARKS, RECREATION & MARINE – CONT.	
Senior Center – 47,106 sq. ft.	
Space Type	Service Frequency
Classroom, Senior Center	Clean 5 Days, Refresh 5 Days
Community Kitchen, Senior Center	Clean 5 Days, Refresh 5 Days

SPACE TYPES & SERVICE FREQUENCIES

Senior Center – cont.	
Community Room, Senior Center	Clean 5 Days, Refresh 5 Days
Conference Room, Senior Center	Clean 5 Days, Refresh 5 Days
Copy, Mail or Printer Room, Senior Center	Clean 5 Days, Refresh 5 Days
Corridor, Senior Center	Clean 5 Days, Refresh 5 Days
Custodial Work Station	Clean 5 Days
Elevator Car, Senior Center	Clean 5 Days, Refresh 5 Days
Exercise Area/Room, Senior Center	Clean 5 Days, Refresh 5 Days
Exterior Entry, Senior Center	Clean 5 Days
Exterior Hardscape (including trash bin)	Pressure Wash Monthly
Exterior Patio, Senior Center	Clean 1 Day
Exterior Stair	Clean 1 Day, Check 4 Days
Floors	Buff Monthly
Game Room, Senior Center	Clean 5 Days, Refresh 5 Days
Locker Room, Senior Center	Clean 5 Days, Refresh 5 Days
Lounge, Staff, Senior Center	Clean 5 Days, Refresh 5 Days
Medical Exam or Treatment Area, Senior Center	Clean 5 Days, Refresh 5 Days
Office, Senior Center	Clean 5 Days, Refresh 5 Days
Office Common Area, Senior Center	Clean 5 Days, Refresh 5 Days
Office, Public Contact, Senior Center	Clean 5 Days, Refresh 5 Days
Reception Area, Public, Senior Center	Clean 5 Days, Refresh 5 Days
Restroom, Senior Center	Clean 5 Days, Refresh 5 Days
Stair, Senior Center	Clean 5 Days
Storage	Clean 1 Day
Storage	Clean Monthly

PUBLIC WORKS	
Public Service Bureau Buildings – 15,613 sq. ft.	
Space Type	Service Frequency
(Street/Amin)	
Classroom	Clean 1 Day, Check 4 Days
Corridor	Clean 1 Day, Check 4 Days
Corridor (Space Vac)	Clean 1 Day, Check 4 Days
Conference Room	Clean 1 Day, Check 4 Days
Exterior Entry	Clean 1 Day
Locker Room	Clean 2 Days, Check 3 Days
Lounge, Staff	Clean 2 Days, Check 3 Days
Meeting Room	Clean 1 Day, Check 4 Days
Office	Clean 1 Day
Office, Common Area	Clean 2 Days
Office, Public Contact	Clean 5 Days
Restroom	Clean 5 Days
Restroom	Clean 2 Days, Check 3 Days
Storage	Clean 1 Day
Storage	Clean Monthly

SPACE TYPES & SERVICE FREQUENCIES

(Facilities)	
Office	Clean 2 days, Check 3 days
Common Area	Clean 2 days, Check 3 days
Restroom	Clean 5 days
Restroom	Clean 5 days
Public Service Bureau -Traffic Operations (at LBGO) – 3,952 sq. ft.	
Space Type	Service Frequency
Locker Room	Clean 2 Days, Check 3 Days
Lounge, Staff	Clean 2 Days, Check 3 Days
Office	Clean 1 Day
Office, Common Area	Clean 2 Days
Restroom	Clean 2 Days, Check 3 Days
Stair	Clean 1 Day, Check 4 Days
Public Service Bureau - Street Maintenance - Graffiti Office – 282 sq. ft.	
Space Type	Service Frequency
Office	Clean 2 Days, Check 3 days
Restroom	Clean 5 Days
Temple/Willow Environmental Services Building – 25,533 sq. ft.	
Space Type	Service Frequency
Building Services, Satellite Supply Area	Clean 5 Days
Copy, Mail or Printer Room	Clean 5 Days
Conference Room	Clean 5 Days
Corridor	Clean 5 Days
Corridor	Clean 1 Day, Check 4 Days
Custodial Work Station	Clean 5 Days
Elevator Car	Clean 5 Days
Exercise Area/Room	Clean 5 Days
Exterior Entry	Clean 5 Days
Locker Room	Clean 5 Days
Lounge, Staff	Clean 5 Days
Meeting Room	Clean 5 Days
Office	Clean 1 Day, Check 4 Days
Reception Area, Public	Clean 5 Days
Restroom (Foam)	Clean 5 Days
Stair	Clean 1 Day, Check 4 Days
Storage	Clean 1 Day, Check 4 Days
Storage	Clean Quarterly

SPACE TYPES & SERVICE FREQUENCIES

TECHNOLOGY & INNOVATION DEPARTMENT	
Wireless Communications – 25,278 sq. ft.	
Space Type	Service Frequency
Exterior Entry	Clean 5 Days
Corridor	Clean 1 Day, Check 4 Days
Conference Room	Clean 1 Day, Check 4 Days
Lounge, Staff	Clean 2 Days, Check 3 Days
Office	Clean 1 Day
Restroom	Clean 5 Days

APPENDIX B

TASKS & FREQUENCIES LEVEL 1

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Athletic Playing Court: Clean 3 Days (Autoscrub)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Autoscrub	3 Days	Hard Surface Floors

Athletic Playing Court: Clean 5 Days (Autoscrub)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Autoscrub	5 Days	Hard Surface Floors

Auditorium: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	7 Days in 4 Weeks	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Belmont Pool Bleachers: Clean Floor 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Sweep Floors	7 Days	Hard Surface Floors
Sweep Visible Soil Only	7 Days	Hard Surface Floors
Spot Mop	7 Days	Hard Surface Floors
Wet Clean Floors	1 Day	Scrubbable Floors

Building Services Satellite Supply Area: Clean 5 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Building Services Satellite Supply Area: Clean 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Childcare Area - Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surfaces	11 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Childcare Area - Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Classroom: Check Daily, Clean Monthly

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	Every 4th Week	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Clean Writing Board Erasers and Trays	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	Every 4th Week	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Classroom: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	19 of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	19 of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Community Kitchen: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Clean Furniture	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Appliances	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Community Kitchen: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Clean Furniture	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Clean Appliances	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Community Kitchen: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Clean Furniture	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Clean Appliances	3 Days	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Community Kitchen: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Clean Furniture	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Appliances	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Community Kitchen, Senior Center: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Spot Clean Appliances	5 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Wet Clean Floors	1 Day	Scrubbable Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Community Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Monday - Friday

Community Room: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors	11 Day in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	11 Day in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Community Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	11 Day in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Community Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Computer Equipment Room: Clean 5 Days

Routine Cleaning	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Computer Room: Clean 3 Days

Routine Cleaning	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	11 Day in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors

Conference Room: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Conference Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Conference Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Clean Writing Board Erasers and Trays	3 Days	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	Every 4th Week	Hard Surface Floors
	Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Conference Room: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	4 Days	All Floor Surfaces
	Clean Writing Board Erasers and Trays	4 Days	All Floor Surfaces
	Remove Carpet Stains	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Conference Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	5 Days	All Floor Surfaces
Routine Cleaning	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
Burnishing	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Conference Room: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Copy, Mail or Printer Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Copy, Mail or Printer Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Empty and Service Recycle Containers	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors	11 Day in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	11 Day in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Copy, Mail or Printer Room: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Empty and Service Recycle Containers	4 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	11 Day in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	11 Day in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Copy, Mail or Printer Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Copy, Mail or Printer Room: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Empty and Service Recycle Containers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	7 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Corridor: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	3 out of 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Corridor: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	1 Day	All Floor Surfaces
	Spot Clean Drinking Fountain	4 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Corridor: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
Routine Cleaning	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	7 Days in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Corridor: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	11 Day in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	11 Day in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Corridor: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Clean and Disinfect Drinking Fountain	4 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	11 Day in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	11 Day in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Corridor: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Corridor: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	7 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	7 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

Corridor: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	5 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Routine Cleaning	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Refreshing	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	1 Day	Burnished Floors

Corridor: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

Corridor: Clean 5 Days (Space Vac)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Dust Building Surfaces	Every 4th Week	All Floor Surfaces
Dust Furniture Surfaces	1 Day	All Floor Surfaces
Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
Spot Clean Building Surfaces	1 Day	All Floor Surfaces
Remove Carpet Stains	5 Days	Carpeted Floors
Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors

Corridor: Clean 5 Days (Space Vac), Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors	

Council Chamber: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Writing Board Erasers and Trays	5 Days	All Floor Surfaces
Routine Cleaning	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Custodial Work Station: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Spot Mop	1 Day	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	4 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Spot Mop	4 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Darkroom: Clean 1 Day, Check 4 Days

Routine Cleaning	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

EEOC Basement: Check Monthly, Clean Quarterly

Routine Cleaning	Remove Litter	Monthly	All Floor Surfaces
	Rinse Floors with Water Hose	Quarterly	Hard Surface Floors

EEOC Equipment: Area Clean Monthly

Routine Cleaning	Dust Building Surfaces	Monthly	All Floor Surfaces
	Remove Carpet Stains	Monthly	Carpeted Floors
	Vacuum Completely (with Detail)	Monthly	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Monthly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Monthly	Hard Surface Floors

Elevator Car: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Elevator Door Tracks	5 Days	All Floor Surfaces
Routine Cleaning	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Elevator Car: Clean 5 Days, Refresh 5 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Elevator Door Tracks	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Refreshing	Remove Litter	5 Days
Refresh Trash Receptacles		5 Days	All Floor Surfaces
Spot Clean Drinking Fountain		5 Days	All Floor Surfaces
Spot Clean Furniture Surfaces		5 Days	All Floor Surfaces
Spot Clean Building Surfaces		5 Days	All Floor Surfaces
Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only		5 Days	Hard Surface Floors
Spot Mop		5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Emergency Communications: Clean 7 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Empty and Service Recycle Containers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Exercise Area/Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Refill Dispensers	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	2 Days	Hard Surface Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Exercise Area/Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Exercise Area/Room: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
Routine Cleaning	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	7 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Mop	7 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Exterior Entry: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Outside Floor Mats	1 Day	All Floor Surfaces
	Sweep Floors	1 Day	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry: Clean 1 Day, Check 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	4 Day	All Floor Surfaces
	Clean Floor Mats	4 Day	All Floor Surfaces
	Sweep Floors	4 Day	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Outside Floor Mats	1 Day	All Floor Surfaces
	Sweep Floors	1 Day	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
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TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Remove Litter	3 Days	All Floor Surfaces
Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
Dust Building Surfaces	1 Day	All Floor Surfaces
Spot Clean Building Surfaces	3 Days	All Floor Surfaces
Clean Outside Floor Mats	3 Days	All Floor Surfaces
Sweep Floors	3 Days	Hard Surface Floors
Spot Mop	2 Days	Hard Surface Floors
Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Outside Floor Mats	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry: Clean 6 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	6 Days	All Floor Surfaces
	Remove Litter	6 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	6 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	6 Days	All Floor Surfaces
	Clean Outside Floor Mats	6 Days	All Floor Surfaces
	Sweep Floors	6 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry: Clean 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Clean Outside Floor Mats	7 Days	All Floor Surfaces
Sweep Floors	7 Days	Hard Surface Floors
Spot Mop	5 Days	Hard Surface Floors
Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry, Restrooms, Clean 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Clean Outside Floor Mats	7 Days	All Floor Surfaces
	Rinse Floors with Water Hose	7 Days	Hard Surface Floors

Exterior Lot & Perimeter: 2 Days

Routine Cleaning	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces

Exterior Lot & Perimeter: 5 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces

Exterior Lot & Perimeter: 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces

Exterior Patio: Clean 1 Day

Routine Cleaning	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Rinse Floor with Water Hose	1 Day	All Floor Surfaces

Exterior Patio: Clean 1 Day, Check 3

Routine Cleaning	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Spot Rinse or Spot Mop Floors	3 Days	All Floor Surfaces
	Rinse Floors With Water Hose	1 Day	All Floor Surfaces

Exterior Patio: Clean 1 Day, Check 4 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Spot Rinse or Spot Mop Floors	5 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Rinse Floors With Water Hose	1 Day	All Floor Surfaces
Exterior Patio: Clean 3 Days			
Routine Cleaning	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Spot Rinse or Spot Mop Floors	2 Days	All Floor Surfaces
	Rinse Floors With Water Hose	1 Day	All Floor Surfaces
Exterior Patio: Clean 5 Days			
Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Spot Rinse or Spot Mop Floors	4 Days	All Floor Surfaces
	Rinse Floors With Water Hose	1 Day	All Floor Surfaces
Exterior Stair: Clean 1 Day, Check 4 Days			
Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Sweep Floors	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
Game Room: Clean 2 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Game Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Game Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Holding Area: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
Routine Cleaning	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Burnishing	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Holding Area: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Laundry: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
Routine Cleaning	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Library Archives: Clean Monthly

Routine Cleaning	Empty and Service Trash Receptacles	Monthly	All Floor Surfaces
	Dust Building Surfaces	Monthly	All Floor Surfaces
	Dust Furniture Surfaces	Monthly	All Floor Surfaces
	Spot Clean Furniture Surfaces	Monthly	All Floor Surfaces
	Spot Clean Building Surfaces	Monthly	All Floor Surfaces
	Remove Carpet Stains	Monthly	Carpeted Floors
	Vacuum Completely (with Detail)	Monthly	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Monthly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Monthly	Hard Surface Floors
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Library Auditorium: Clean 1 Day, Check 4 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors
	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
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Library Community Meeting Room: Clean 5 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Carpet (visible soil only)	5 Days	Carpeted Floors
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Library Processing: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
Routine Cleaning	Dust Furniture - Cleared Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	7 Days in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

Library Processing: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	7 Days in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

Library Study or Reference: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Library Study or Reference: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Routine Cleaning	Spot Mop	19 out of 20 Days
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Refreshing	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

Library Theater: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

Locker Room: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	7 Days in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	2 Days	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Locker Room: Clean 2 Days, Check 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
Routine Cleaning	Vacuum Visible Soil and Traffic Lanes	7 Days in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	2 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Locker Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Refill Dispensers	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	11 Day in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	3 Days	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Locker Room: Clean 5 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Locker Room: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Routine Cleaning	Damp Mop Non-carpet Floors	7 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Locker Room: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors	
Refreshing	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Fixtures	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Refresh Dispensers	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors
Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors	
Spot Mop	5 Days	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Locker Room: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Damp Mop Non-carpet Floors	7 Days	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Locker Room: Clean 7 Days, Refresh 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Routine Cleaning	Damp Mop Non-carpet Floors	7 Days	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Refresh Trash Receptacles	7 Days	All Floor Surfaces
	Spot Clean Fixtures	7 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	7 Days	All Floor Surfaces
	Refresh Dispensers	7 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil Only	7 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	7 Days	Hard Surface Floors
	Spot Mop	7 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Locker Room: Clean 1 Day, Check 4 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	1 Day	Hard Surface Floors
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Locker Room: Clean 5 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	5 Days	Hard Surface Floors
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Lounge, Staff: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	2 Days	All Floor Surfaces
Routine Cleaning	Clean Appliances - Exterior Only	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	7 Days in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Lounge, Staff: Clean 2 Days, Check 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	2 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	7 Days in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
Routine Cleaning	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Lounge, Staff: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Refill Dispensers	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	3 Days	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	11 Day in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	11 Day in 4 Weeks	Hard Surface Floors
Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Lounge, Staff: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	4 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	4 Days	All Floor Surfaces
	Refill Dispensers	4 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
Routine Cleaning	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	4 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Clean Appliances - Exterior Surfaces Only	4 Days	All Floor Surfaces
	Remove Carpet Stains	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	11 Day in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	11 Day in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Lounge, Staff: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Routine Cleaning	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Lounge, Staff: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Lounge, Staff: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
Routine Cleaning	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	7 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Lounge, Staff: Clean 7 Days, Refresh 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Routine Cleaning	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Spot Clean Fixtures	7 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	7 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	7 Days	All Floor Surfaces
	Clean Appliances - Exterior Only	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	7 Days	Hard Surface Floors
	Spot Mop	7 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Medical Dressing Room - Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	1 Day	Burnished Floors

Medical Exam or Treatment Area: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Medical Work Area: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Meeting Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Clean Writing Board Erasers and Trays	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Meeting Room - Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Clean Writing Board Erasers and Trays	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Routine Cleaning	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Multipurpose Room - Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Office: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Empty and Service Recycle Containers	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Routine Cleaning	Spot Mop	3 out of 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Office: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Mop	3 out of 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Office Common Area: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	7 Days in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	7 Days in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Office Common Area: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	7 Days in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	7 Days in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Office Common Area: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
Routine Cleaning	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
	Burnishing	Burnish Floors with Finish	Every 4th Week

Office, Multi-Shift: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Empty and Service Recycle Containers	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	7 Days in 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Office, Public Contact: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Empty and Service Recycle Containers	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture - Cleared Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
Routine Cleaning	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Office, Public Contact: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture - Cleared Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Office, Public Contact: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Empty and Service Recycle Containers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture - Cleared Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

On-Call Sleeping Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Pool Deck: Clean 2 Days

Routine Cleaning	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Rinse Floors with Water Hose	2 Days	Hard Surface Floors

Pool Deck: Clean 5 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Rinse Floors with Water Hose	5 Days	Hard Surface Floors

Pool Deck: Clean 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Rinse Floors with Water Hose	7 Days	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Printing\Duplicating: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Printing\Duplicating: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Reception Area, Public: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 of 20 Days	Hard Surface Floors
Routine Cleaning	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Reception Area, Public: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Reception Area, Public: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Routine Cleaning	Spot Mop	19 of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Refreshing	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

Restroom: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Restroom: Clean 1 Day, Check 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Descal Toilet and Urinals	1 Day	All Floor Surfaces
	Refresh Dispensers	2 Days	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Clean and Refill Floor Drains	1 Day	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Restroom: Clean 1 Day, Check 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Descal Toilet and Urinals	1 Day	All Floor Surfaces
	Refresh Dispensers	3 Days	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Routine Cleaning	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Restroom: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refresh Dispensers	5 Days	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors	
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Restroom: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	2 Days	Hard Surface Floors
	Clean and Refill Floor Drains	2 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Restroom: Clean 2 Days, Check 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Disinfect All Surfaces	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	7 Days in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	7 Days in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	2 Days	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Restroom: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
Routine Cleaning	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	11 Day in 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	11 Day in 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Damp Mop Non-carpet Floors	3 Days	Hard Surface Floors
	Clean and Refill Floor Drains	3 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Restroom: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors	
Clean and Refill Floor Drains	5 Days	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Restroom: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
	Clean and Refill Floor Drains	5 Days	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Restroom: Clean 5 Days, Refresh 5 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	5 Days	Hard Surface Floors
	Clean and Refill Floor Drains	5 Days	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Fixtures	5 Days	All Floor Surfaces
	Refresh Dispensers	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Visible Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Restroom: Clean 6 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	6 Days	All Floor Surfaces
	Remove Litter	6 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	6 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	6 Days	All Floor Surfaces
	Descalc Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	6 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	6 Days	All Floor Surfaces
	Spot Clean Building Surfaces	6 Days	All Floor Surfaces
	Remove Carpet Stains	6 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	6 Days	Hard Surface Floors
Clean and Refill Floor Drains	6 Days	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Restroom: Clean 7 Days, Refresh 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Descalc Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Sweep Floors	7 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	7 Days	Hard Surface Floors
	Clean and Refill Floor Drains	7 Days	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Refreshing	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Refresh Trash Receptacles	7 Days	All Floor Surfaces
	Spot Clean Fixtures	7 Days	All Floor Surfaces
	Refresh Dispensers	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Sweep Visible Soil Only	7 Days	Hard Surface Floors
	Spot Mop	7 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Restroom: Clean 1 Day (Foam), Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Fixtures	4 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
Routine Cleaning	Sweep Floors	1 Day	Hard Surface Floors
	Clean and Disinfect Floors, Partitions and Fixtures - Spray Foam	1 Day	Hard Surface Floors
	Sweep Visible Soil Only	4 Days	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors

Restroom: Clean 2 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Spot Clean Building Surfaces	2 Days	All Floor Surfaces
Sweep Floors	2 Days	Hard Surface Floors
Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	2 Days	Hard Surface Floors
Clean and Refill Floor Drains	2 Days	Hard Surface Floors

Restroom: Clean 3 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	3 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Sweep Floors	3 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	3 Days	Hard Surface Floors
	Clean and Refill Floor Drains	3 Days	Hard Surface Floors

Restroom: Clean 5 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	5 Days	Hard Surface Floors
	Clean and Refill Floor Drains	5 Days	Hard Surface Floors

Restroom: Clean 7 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Descal Toilets and Urinals	1 Day	All Floor Surfaces
Refill Dispensers	7 Days	All Floor Surfaces
Dust Building Surfaces	Every 4th Week	All Floor Surfaces
Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
Spot Clean Building Surfaces	7 Days	All Floor Surfaces
Sweep Floors	7 Days	Hard Surface Floors
Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	7 Days	Hard Surface Floors
Clean and Refill Floor Drains	7 Days	Hard Surface Floors

Restrooms, Parks: Clean 7 Days, 2 Times Per Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Descal Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
Routine Cleaning	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Sweep Floors	7 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	7 Days	Hard Surface Floors
	Clean and Refill Floor Drains	7 Days	Hard Surface Floors
	Pressure Wash Interior & Exterior (Building and Hardscape)	Quarterly	Interior and Exterior All Surfaces

Showers: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Clean and Refill Floor Drains	5 Days	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Showers: Clean 2 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Sweep Floors	2 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	2 Days	Hard Surface Floors
Clean and Refill Floor Drains	2 Days	Hard Surface Floors	

Showers: Clean 5 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	5 Days	Hard Surface Floors
Clean and Refill Floor Drains	5 Days	Hard Surface Floors	

Showers: Clean 7 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Sweep Floors	7 Days	Hard Surface Floors
Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	7 Days	Hard Surface Floors
Clean and Refill Floor Drains	7 Days	Hard Surface Floors

Stair: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
Routine Cleaning	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Stair: Clean 2 Day, Check 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	2 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors	

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
<hr/>			
Stair: Clean 5 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
Routine Cleaning	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
<hr/>			
Stair: Clean 5 Days, Refresh 5 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	19 out of 20 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors
	Sweep Visible Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Stair: Clean Monthly, Check Weekly

Routine Cleaning	Remove Litter	1 Day	All Floor Surfaces
	Dust Building Surfaces	Every 4th Week	All Floor Surfaces
	Spot Clean Building Surfaces	Every 4th Week	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
Routine Cleaning	Vacuum Visible Soil Only	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Stair: Clean Yearly, Check Monthly

Routine Cleaning	Remove Litter	Monthly	All Floor Surfaces
	Spot Mop	Monthly	Hard Surface Floors

Storage: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 out of 4 Weeks	Carpeted Floors
	Vacuum Completely (with Detail)	Every 4th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Spot Mop	3 out of 4 Weeks	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors

TASKS & FREQUENCIES - BASE SERVICE: LEVEL 1

Storage: Clean Monthly

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	Monthly	All Floor Surfaces
	Dust Building Surfaces	Monthly	All Floor Surfaces
	Remove Carpet Stains	Monthly	Carpeted Floors
	Vacuum Completely (with Detail)	Monthly	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Monthly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Monthly	Hard Surface Floors

Storage: Clean Quarterly

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	Quarterly	All Floor Surfaces
	Dust Building Surfaces	Quarterly	All Floor Surfaces
	Remove Carpet Stains	Quarterly	Carpeted Floors
	Vacuum Completely (with Detail)	Quarterly	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Quarterly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Quarterly	Hard Surface Floors

Storage: Clean Yearly

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	Yearly	All Floor Surfaces
	Dust Building Surfaces	Yearly	All Floor Surfaces
	Remove Carpet Stains	Yearly	Carpeted Floors
	Vacuum Completely (with Detail)	Yearly	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Yearly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Yearly	Hard Surface Floors

APPENDIX C

ENHANCED SERVICES LEVEL 2

MINIMUM WEEKLY LABOR HOURS FOR ENHANCED SERVICES (LEVEL 2)

The City may elect to award an enhanced service level for certain buildings or groups of buildings. The chart below specifies the minimum required hours for routine services at the enhanced level. The tasks and frequencies are specified in the *Appendix D: Tasks and Frequencies, Enhanced Services (Level 2)* and the total increase in the required number of hours for each building or group of buildings are specified in *Bid Schedule No. 2*.

Department	Buildings	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	When Contractor shall perform the work
Disaster Preparedness and Emergency Communications (Travel time is not included.)	Emergency Communications & Operations Center	8.00	8.00	8.00	8.00	8.00	6.0	6.0	52.0	Every Day: 8:00 am – 5:00 pm. Contractor shall provide one employee per day.
	Fire (Travel time is not included.)	12.00	12.00	12.00	12.00	12.00	--	--	60.0	Monday – Friday: 8:00 am – 5:00 pm.
	Fire Training Center	--	--	5.00	--	5.00	--	--	10.00	Monday & Thursday: 8:00 am – 12:00 pm.
	Subtotal: Fire	12.00	12.00	17.00	12.00	17.00	--	--	70.00	
Health & Human Services (Travel time is not included.)	Administrative Headquarters	4.00	4.00	4.00	4.00	4.00	--	--	20.0	Monday – Friday: 6:00 pm – 10:00 pm.
	Housing Authority Office	4.00	4.00	4.00	4.00	4.00	--	--	20.0	Monday – Friday: 6:00 pm – 10:00 pm.
Library Services (Travel times are not included.)	Main Library	--	16.00	16.00	16.00	16.00	10.00	--	74.00	Tuesday – Thursday: 7:00 am – 12:00 pm, Friday: 7:00 am – 10:00 am, and Saturday: 8:15 am – 10:00 am for tasks performed in public areas that create noise, odor or interfere with the use of public areas. Staff areas and other areas can be cleaned during the following 2 hours as long as there is no noise, odor or interference with the public or staff.
	Alamitos Branch Library	--	3.00	3.00	3.00	1.50	1.50	--	12.00	Tuesday – Thursday: 10:15 am – 12:00 pm, and Friday & Saturday: 9:15 am – 10:00 am for tasks performed in public areas that create noise, odor or interfere with the use of public areas. Staff areas and other areas can be cleaned during the following 2 hours as long as there is no noise, odor or interference with the public or staff.
	Bach Branch Library	--	3.00	3.00	3.00	1.50	1.50	--	12.00	Tuesday – Thursday: 10:15 am – 12:00 pm, and Friday & Saturday: 9:15 am – 10:00 am for tasks performed in public areas that create noise, odor or interfere with the use of public areas. Staff areas and other areas can be cleaned during the following 2 hours as long as there is no noise, odor or interference with the public or staff.
	Bay Shore Branch Library	--	3.00	3.00	3.00	1.50	1.50	--	12.00	Tuesday – Thursday: 10:15 am – 12:00 pm, and Friday & Saturday: 9:15 am – 10:00 am for tasks performed in public areas that create noise, odor or interfere with the use of public areas. Staff areas and other areas can be cleaned during the following 2 hours as long as there is no noise, odor or interference with the public or staff.
	Bret Harte Branch Library	--	2.50	2.50	2.50	2.00	2.00	--	11.50	Tuesday – Thursday: 10:15 am – 12:00 pm, and Friday & Saturday: 9:15 am – 10:00 am for tasks performed in public areas that create noise, odor or interfere with the use of public areas. Staff areas and other areas can be cleaned during the following 2 hours as long as there is no noise, odor or interference with the public or staff.
	Brewitt Branch Library	--	2.00	2.00	2.00	1.50	1.50	--	9.00	Tuesday – Thursday: 10:15 am – 12:00 pm, and Friday & Saturday: 9:15 am – 10:00 am for tasks performed in public areas that create noise, odor or interfere with the use of public areas. Staff areas and other areas can be cleaned during the following 2 hours as long as there is no noise, odor or interference with the public or staff.
		Subtotal: Library Services	--	36.50	36.50	36.50	36.50	36.50	--	146.50

MINIMUM WEEKLY LABOR HOURS FOR ENHANCED SERVICES (LEVEL 2)

Department	Buildings	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	When Contractor shall perform the work
Library Services (Cont.) (Travel times are not included.)	Burnett Branch Library	--	3.00	3.00	3.00	1.50	1.50	--	12.00	Tuesday – Thursday: 10:15 am – 12:00 pm, and Friday & Saturday: 9:15 am – 10:00 am for tasks performed in public areas that create noise, odor or interfere with the use of public areas. Staff areas and other areas can be cleaned during the following 2 hours as long as there is no noise, odor or interference with the public or staff.
	Dana Branch Library	--	3.00	3.00	3.00	1.50	1.50	--	12.00	
	El Dorado Branch Library	--	3.00	3.00	3.00	2.00	2.00	--	13.00	
	Los Altos Branch Library	--	3.00	3.00	3.00	1.50	1.50	--	12.00	
	Mark Twain Branch Library	--	5.00	5.00	5.00	4.00	4.00	--	23.00	
	Michelle Obama Library	--	4.00	4.00	4.00	4.00	4.00	--	20.00	
	Main Library (Day Porter)	--	8.00	6.00	6.00	7.00	7.00	7.00	35.00	Tuesday: 12:00 pm – 8:00 pm, Wednesday: 12:00 pm – 6:00 pm, Thursday: 12:00 pm – 7:00 pm, and Friday & Saturday: 10:00 am – 5:00 pm.
	Mark Twain Branch Library (Day Porter)	--	7.00	6.00	6.00	7.00	7.00	7.00	34.00	Tuesday, Thursday, Friday & Saturday: 10:00 am – 5:00 pm, and Wednesday: 10:00 am – 4:00 pm.
	Subtotal: Library Services	--	65.50	62.50	64.50	52.50	46.50	--	291.50	

Long Beach Gas & Oil (Travel time is not included.)	SERRF Administration	1.00	--	--	1.00	--	--	--	2.00	Monday & Thursday: 8:00 am – 10:00 am.
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Parks, Recreation & Marine (Park Restrooms: Travel time to the first building is not included. Travel times between each building and back to 1 st building are included. Senior Center: Travel time is not included.)	Park Restrooms – Route 1	11.50	11.50	11.50	11.50	11.50	11.50	11.50	80.50	1 st Cleaning Every Day: 4:00 am – 10:00 am. Contractor shall provide two employees for each group.	
	Park Restrooms – Route 2	10.25	10.25	10.25	10.25	10.25	10.25	10.25	71.75		
	Park Restrooms – Route 3	10.50	10.50	10.50	10.50	10.50	10.50	10.50	73.50		
	Park Restrooms – Route 4	9.75	9.75	9.75	9.75	9.75	9.75	9.75	68.25		
	Park Restrooms – Route 1	11.50	11.50	11.50	11.50	11.50	11.50	11.50	80.50	2 nd Cleaning Every Day: 1:00 pm – 7:00 pm. Contractor shall provide two employees for each group.	
	Park Restrooms – Route 2	10.25	10.25	10.25	10.25	10.25	10.25	10.25	71.75		
	Park Restrooms – Route 3	10.50	10.50	10.50	10.50	10.50	10.50	10.50	73.50		
	Park Restrooms – Route 4	9.75	9.75	9.75	9.75	9.75	9.75	9.75	68.25		
	Senior Center	10.00	10.00	10.00	10.00	10.00	10.00	--	--	50.00	Monday – Friday: 4:00 am – 8:00 am. (two employees) Refresher Monday – Friday: 12:00 pm – 2:00 pm
	Subtotal: Parks, Recreation & Marine	94.00	94.00	94.00	94.00	94.00	94.00	84.00	84.00	638.00	

MINIMUM WEEKLY LABOR HOURS FOR ENHANCED SERVICES (LEVEL 2)

Department	Buildings	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	When Contractor shall perform the work
Public Works (Travel time is not included.)	Public Service Bureau	6.00	6.00	6.00	6.00	6.00	--	--	30.00	Monday – Friday: 5:00 am – 8:30 am. Staff lounges (break rooms) shall not be cleaned between 11:00 am and 12:00 pm.
	Traffic Operations (at LBGO)	2.00	2.00	2.00	2.00	2.00	--	--	10.00	Monday – Friday: 7:00 am – 1:00 pm. Staff lounges (break rooms) shall not be cleaned between 11:00 am and 12:00 pm.
	Environmental Services	8.00	8.00	8.00	8.00	8.00	--	--	40.00	Monday – Friday: 5:00 am – 2:00 pm. Contractor shall provide one employee per day.
	Street Maint. Graffiti Office	.50	.50	.50	.50	.50	--	--	2.50	Monday – Friday: 7:00 am – 8:00 am
	Subtotal: Public Works	16.50	16.50	16.50	16.50	16.50	--	--	82.50	
Technology & Innovation (Travel time is not included.)	Wireless Communication	3.00	3.00	3.00	3.00	3.00	--	--	15.00	Monday – Friday: 8:00 am – 2:00 pm
Total All Buildings		138.50	203.00	205.00	203.00	195.00	136.50	90.00	1171.00	

PARK RESTROOM GROUPS

Group 1	Group 2	Group 3	Group 4
*Eldorado West Park Restroom 31 Eldorado West Park Restroom 30 Eldorado West Park Restroom 32 Eldorado West Park Restroom 33 Eldorado East Park Restroom 34 Eldorado East Park Restroom 35 Eldorado East Park Restroom 36 Eldorado East Park Restroom 37 Eldorado East Park Restroom 38 Eldorado East Park Restroom 39 Eldorado East Park Restroom 40 Eldorado East Park Restroom 41 Eldorado East Park Restroom 42 Eldorado East Park Restroom 43	*Pan American Restrooms 22 Heartwell Park Restrooms 46 Heartwell Park Restrooms 44 Heartwell Park Restrooms 47 Heartwell Park Restrooms 48 Wardlow Park Restrooms 23 Stearns Park Restrooms 24 Whaley Park Restrooms 25 Recreation Park Restrooms 26 Recreation Park Restrooms 27	*Davenport Park Restroom 04 Ramona Park Restroom 21 Coolidge Park Restroom 16 Houghton Park Restroom 19 Houghton Park Restroom 20 Deforest Park Restroom 17 Deforest Park Restroom 18 Scherer Park Restroom 15 Bixby Knolls Park Restroom 14 Cherry Park Restroom 13 Somerset Park Restroom 12 Los Cerritos Park Restroom 11	*Veterans Park Restroom 07 Silverado Park Restroom 10 Hudson Park Restroom 09 Seaside Park 57 Admiral Kidd Park Restroom 08 Drake Park Restroom 01 Cesar Chavez Park Restroom 02 Bixby Park Restroom 29 California Recreation Park Restroom 06 ML King Restroom 05 Chittick Field 50 Molina Restroom 52 Drake-Chavez 53
* Contractor shall store chemicals, supplies and equipment at this location for this route.			

APPENDIX D

TASKS & FREQUENCIES LEVEL 2

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Athletic Playing Court: Clean 3 Days (Autoscrub)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Autoscrub	3 Days	Hard Surface Floors

Athletic Playing Court: Clean 5 Days (Autoscrub)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Autoscrub	5 Days	Hard Surface Floors

Auditorium: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Belmont Pool Bleachers: Clean Floor 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Sweep Floors	7 Days	Hard Surface Floors
	Sweep Visible Soil Only	7 Days	Hard Surface Floors
	Spot Mop	7 Days	Hard Surface Floors
	Wet Clean Floors	1 Day	Scrubable Floors

Building Services Satellite Supply Area: Clean 5 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Building Services Satellite Supply Area: Clean 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Childcare Area - Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surfaces	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Childcare Area - Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Burnishing	Burnish Floors with Finish	Every 4th Week
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Classroom: Check Daily, Clean Monthly

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Classroom: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Routine Cleaning	Damp Mop Non-carpet Floors	1 Day
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Classroom, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Routine Cleaning	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Community Kitchen: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Clean Furniture	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Appliances	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors	

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	4 Times Per Year	Carpeted Floors

Community Kitchen: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Clean Furniture	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
Routine Cleaning	Clean Appliances	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	4 Times Per Year	Carpeted Floors

Community Kitchen: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Clean Furniture	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Clean Appliances	3 Days	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	4 Times Per Year	Carpeted Floors

Community Kitchen: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Clean Furniture	5 Days	All Floor Surfaces
Routine Cleaning	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Appliances	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	4 Times Per Year	Carpeted Floors

Community Kitchen, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Wet Clean Floors	1 Day	Scrubable Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Appliances	Detail Kitchen and Appliances	4 Times Per Year	All Floor Surfaces
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	4 Times Per Year	Carpeted Floors

Community Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
Routine Cleaning	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Monday - Friday
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Community Room: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Community Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	2 Days	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Community Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Routine Cleaning	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Community Room, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Routine Cleaning	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Computer Equipment Room: Clean 5 Days

Routine Cleaning	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Computer Room: Clean 3 Days

Routine Cleaning	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Conference Room: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	1 Day	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Conference Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors	

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Routine Cleaning	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Conference Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Clean Writing Board Erasers and Trays	3 Days	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Conference Room: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	4 Days	All Floor Surfaces
	Clean Writing Board Erasers and Trays	4 Days	All Floor Surfaces
Routine Cleaning	Remove Carpet Stains	4 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Visible Soil and Traffic Lanes	3 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Conference Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Conference Room, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Conference Room: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Copy, Mail or Printer Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Copy, Mail or Printer Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Empty and Service Recycle Containers	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Dust Mop, Sweep or Vacuum Hard Surface Floors	2 Days	Hard Surface Floors	

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Copy, Mail or Printer Room: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Empty and Service Recycle Containers	4 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 Days	Hard Surface Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Copy, Mail or Printer Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Copy, Mail or Printer Room, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Copy, Mail or Printer Room: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Empty and Service Recycle Containers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
Routine Cleaning	Vacuum Visible Soil and Traffic Lanes	6 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	6 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	6 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Drinking Fountain	4 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
Routine Cleaning	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day Weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	4 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	4 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
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TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	5 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Refreshing	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
Burnishing	Spot Mop	5 Days	Hard Surface Floors
	Burnish Floors with Finish	1 Day	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	5 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Refreshing	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	1 Day	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	6 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors	6 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	6 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 5 Days (Space Vac)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Corridor: Clean 5 Days (Space Vac), Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	5 Days	Carpeted Floors
Routine Cleaning	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Council Chamber: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Writing Board Erasers and Trays	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Custodial Work Station: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Dust Building Surfaces	1 Day	All Floor Surfaces
Spot Clean Building Surfaces	1 Day	All Floor Surfaces
Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Spot Mop	1 Day	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	4 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Custodial Work Station: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Disinfect Storage Shelves	Monthly	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Darkroom: Clean 1 Day, Check 4 Days

Routine Cleaning	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

EEOC Basement: Check Monthly, Clean Quarterly

Routine Cleaning	Remove Litter	1 Day	All Floor Surfaces
	Rinse Floors with Water Hose	Quarterly	Hard Surface Floors

EEOC Equipment: Area Clean Monthly

Routine Cleaning	Dust Building Surfaces	Monthly	All Floor Surfaces
	Remove Carpet Stains	Monthly	Carpeted Floors
	Vacuum Completely (with Detail)	Monthly	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Monthly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Monthly	Hard Surface Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Elevator Car: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Elevator Door Tracks	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	5 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Completely (with Detail)	5 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	5 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	6 Times Per Year	Carpeted Floors

Elevator Car: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Elevator Door Tracks	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	5 Days	Carpeted Floors
Routine Cleaning	Vacuum Completely (with Detail)	5 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	5 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Refreshing	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	6 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Elevator Car, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Elevator Door Tracks	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	5 Days	Carpeted Floors
Routine Cleaning	Vacuum Completely (with Detail)	5 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	5 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Refreshing	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	6 Times Per Year	Carpeted Floors

Emergency Communications: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Empty and Service Recycle Containers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Routine Cleaning	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors

Exercise Area/Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Refill Dispensers	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Exercise Area/Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Exercise Area/Room, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Exercise Area/Room: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	7 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
Routine Cleaning	Spot Mop	7 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	2 Times Per Year	Burnished Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors
Exterior Entry: Clean 1 Day			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Outside Floor Mats	1 Day	All Floor Surfaces
	Sweep Floors	1 Day	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors
Exterior Entry: Clean 1 Day, Check 3 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	4 Day	All Floor Surfaces
	Clean Floor Mats	4 Day	All Floor Surfaces
	Sweep Floors	4 Day	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors
Exterior Entry: Clean 2 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Outside Floor Mats	1 Day	All Floor Surfaces
	Sweep Floors	1 Day	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors
Exterior Entry: Clean 3 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
Dust Building Surfaces	1 Day	All Floor Surfaces
Spot Clean Building Surfaces	3 Days	All Floor Surfaces
Clean Outside Floor Mats	3 Days	All Floor Surfaces
Sweep Floors	3 Days	Hard Surface Floors
Spot Mop	2 Days	Hard Surface Floors
Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry, Senior Center: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Outside Floor Mats	5 Days	All Floor Surfaces
	Pressure Wash Exterior Hardscape	Quarterly	Hardscape 25' Around Perimeter of Building
	Sweep Floors	5 Days	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors

Exterior Entry: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Clean Outside Floor Mats	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry: Clean 6 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	6 Days	All Floor Surfaces
	Remove Litter	6 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	6 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Building Surfaces	6 Days	All Floor Surfaces
	Clean Outside Floor Mats	6 Days	All Floor Surfaces
	Sweep Floors	6 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry: Clean 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Clean Outside Floor Mats	7 Days	All Floor Surfaces
	Sweep Floors	7 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
	Rinse Floors with Water Hose	1 Day	Hard Surface Floors

Exterior Entry, Restrooms, Clean 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Clean Outside Floor Mats	7 Days	All Floor Surfaces
	Rinse Floors with Water Hose	7 Days	Hard Surface Floors

Exterior Hardscape (Including Trash Bin)

Routine Cleaning	Pressure Wash Hardscapes	Monthly	All Exterior Surfaces
	Pressure Wash Trash Bin(s)	Monthly	All Trash Bin(s)

Exterior Lot & Perimeter: 2 Days

Routine Cleaning	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces

Exterior Lot & Perimeter: 5 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces

Exterior Lot & Perimeter: 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Exterior Patio, Senior Center: Clean 1 Day

Routine Cleaning	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Rinse Floor with Water Hose	1 Day	All Floor Surfaces
	Pressure Wash	Quarterly	All Surfaces, Trash Bin

Exterior Patio: Clean 1 Day

Routine Cleaning	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Rinse Floor with Water Hose	1 Day	All Floor Surfaces

Exterior Patio: Clean 1 Day, Check 3

Routine Cleaning	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Spot Rinse or Spot Mop Floors	3 Days	All Floor Surfaces
	Rinse Floors With Water Hose	1 Day	All Floor Surfaces

Exterior Patio: Clean 1 Day, Check 4 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Spot Rinse or Spot Mop Floors	5 Days	All Floor Surfaces
	Rinse Floors With Water Hose	1 Day	All Floor Surfaces

Exterior Patio: Clean 3 Days

Routine Cleaning	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Spot Rinse or Spot Mop Floors	2 Days	All Floor Surfaces
	Rinse Floors With Water Hose	1 Day	All Floor Surfaces

Exterior Patio: Clean 5 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Spot Rinse or Spot Mop Floors	4 Days	All Floor Surfaces
	Rinse Floors With Water Hose	1 Day	All Floor Surfaces

Exterior Stair: Clean 1 Day, Check 4 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Sweep Floors	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
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Game Room: Clean 2 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Game Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors
Game Room: Clean 5 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	5 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	5 Days	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Game Room, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	5 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	5 Days	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Holding Area: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Every 4th Week	Hard Surface Floors
	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Holding Area: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Laundry: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors

Library Archives: Clean Monthly

Routine Cleaning	Empty and Service Trash Receptacles	Monthly	All Floor Surfaces
	Dust Building Surfaces	Monthly	All Floor Surfaces
	Dust Furniture Surfaces	Monthly	All Floor Surfaces
	Spot Clean Furniture Surfaces	Monthly	All Floor Surfaces
	Spot Clean Building Surfaces	Monthly	All Floor Surfaces
	Remove Carpet Stains	Monthly	Carpeted Floors
	Vacuum Completely (with Detail)	Monthly	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Monthly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Monthly	Hard Surface Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Library Auditorium: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors
	Spot Mop	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Library Community Meeting Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Routine Cleaning	Damp Mop Non-carpet Floors	Every 4th Week	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Library Processing: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day th Week	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Library Processing: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Library Study or Reference: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Library Study or Reference: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Refreshing	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Library Theater: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	1 Day	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Locker Room: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	2 Days	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Locker Room: Clean 2 Days, Check 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	2 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Locker Room: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Refill Dispensers	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces

Locker Room: Clean 3 Days

Routine Cleaning	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	3 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Locker Room: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Locker Room: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	7 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Locker Room: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Fixtures	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Refresh Dispensers	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
Vacuum Visible Soil Only	5 Days	Carpeted Floors	

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Locker Room, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Fixtures	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Refresh Dispensers	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors
Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	5 Days	Hard Surface Floors	

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Locker Room: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Damp Mop Non-carpet Floors	7 Days	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Locker Room: Clean 7 Days, Refresh 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	6 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	6 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	7 Days	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Refresh Trash Receptacles	7 Days	All Floor Surfaces
	Spot Clean Fixtures	7 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	7 Days	All Floor Surfaces
	Refresh Dispensers	7 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
Refreshing	Vacuum Visible Soil Only	7 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	7 Days	Hard Surface Floors
	Spot Mop	7 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Locker Room: Clean 1 Day, Check 4 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	1 Day	Hard Surface Floors
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Locker Room: Clean 5 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	5 Days	Hard Surface Floors
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors

Lounge, Staff: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	2 Days	All Floor Surfaces
	Clean Appliances - Exterior Only	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Lounge, Staff: Clean 2 Days, Check 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	2 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Lounge, Staff: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces	
	Remove Litter	3 Days	All Floor Surfaces	
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces	
	Clean and Disinfect Drinking Fountain	3 Days	All Floor Surfaces	
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces	
	Refill Dispensers	3 Days	All Floor Surfaces	
	Dust Building Surfaces	1 Day	All Floor Surfaces	
	Dust Furniture Surfaces	1 Day	All Floor Surfaces	
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces	
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces	
	Spot Clean Appliances - Exterior Surfaces Only	3 Days	All Floor Surfaces	
	Remove Carpet Stains	3 Days	Carpeted Floors	
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors	
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors	
	Dust Mop, Sweep or Vacuum Hard Surface Floors	2 Days	Hard Surface Floors	
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors	
	Spot Mop	2 Days	Hard Surface Floors	
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors	
	Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Lounge, Staff: Clean 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Remove Litter	4 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	4 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	4 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	4 Days	All Floor Surfaces
	Refill Dispensers	4 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Spot Clean Furniture Surfaces	4 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	4 Days	All Floor Surfaces
	Remove Carpet Stains	4 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	3 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Burnishing	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Lounge, Staff: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (Include Detail)	1 Day	Hard Surface Floors
Routine Cleaning	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Lounge, Staff, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface	1 Day	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Floors (include Detail)		
Routine Cleaning	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Lounge, Staff: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Burnishing	Spot Mop	4 Days
Damp Mop Non-carpet Floors		1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Lounge, Staff: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Lounge, Staff: Clean 7 Days, Refresh 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Clean and Disinfect Drinking Fountain	7 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
Routine Cleaning	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Spot Clean Fixtures	7 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	7 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Appliances - Exterior Surfaces Only	7 Days	All Floor Surfaces
	Clean Appliances - Exterior Only	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	7 Days	Hard Surface Floors
	Spot Mop	7 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Medical Dressing Room - Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
Routine Cleaning	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	1 Day	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Medical Exam or Treatment Area: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Medical Exam or Treatment Area, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Meeting Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Meeting Room - Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Multipurpose Room - Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Clean Writing Board Erasers and Trays	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
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TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Empty and Service Recycle Containers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Empty and Service Recycle Containers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Office: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Burnishing	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office Common Area: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office Common Area: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
Routine Cleaning	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office Common Area: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office Common Area, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office, Multi-Shift: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Empty and Service Recycle Containers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office, Public Contact: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Empty and Service Recycle Containers	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture - Cleared Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Office, Public Contact: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture - Cleared Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Burnishing	Burnish Floors with Finish	Every 4th Week
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office, Public Contact, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Empty and Service Recycle Containers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture - Cleared Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	2 Times Per Year	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Office, Public Contact: Clean 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Empty and Service Recycle Containers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture - Cleared Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture - Cleared Surfaces	7 Days	All Floor Surfaces
Routine Cleaning	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	19 out of 20 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	19 out of 20 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

On-Call Sleeping Room: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Pool Deck: Clean 2 Days

Routine Cleaning	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Rinse Floors with Water Hose	2 Days	Hard Surface Floors

Pool Deck: Clean 5 Days

Routine Cleaning	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Rinse Floors with Water Hose	5 Days	Hard Surface Floors

Pool Deck: Clean 7 Days

Routine Cleaning	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Rinse Floors with Water Hose	7 Days	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Printing\Duplicating: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Printing\Duplicating: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Reception Area, Public: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Reception Area, Public: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors	
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Reception Area, Public: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Routine Cleaning	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Refreshing	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Reception Area, Public, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Dust Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Routine Cleaning	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Refreshing	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Drinking Fountain	5 Days	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
Burnishing	Burnish Floors with Finish	Every 2nd Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 1 Day, Check 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refresh Dispensers	2 Days	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 1 Day, Check 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Routine Cleaning	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Descalate Toilets and Urinals	1 Day	All Floor Surfaces
	Refresh Dispensers	3 Days	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil Only	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	1 Day	All Floor Surfaces
	Descalate Toilets and Urinals	1 Day	All Floor Surfaces
	Refresh Dispensers	5 Days	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	4 Days	All Floor Surfaces
	Spot Clean Building Surfaces	4Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Visible Soil Only	5 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	3 out of 4 weeks	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 2 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	1 Day	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	2 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Remove Carpet Stains	2 Days	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	2 Days	Hard Surface Floors
	Clean and Refill Floor Drains	2 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors
Restroom: Clean 2 Days, Check 3 Days			
Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Disinfect All Surfaces	2 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Descalate Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	2 Days	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	2 Days	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	3 Days	All Floor Surfaces
	Descalate Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
Routine Cleaning	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Remove Carpet Stains	3 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	2 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	2 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	3 Days	Hard Surface Floors
	Clean and Refill Floor Drains	3 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	4 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
	Clean and Refill Floor Drains	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors
Annual Projects	Deep Clean of Facility	2 Times Per Year	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Restroom: Clean 5 Days, Check Sat & Sun

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	6 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	5 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	5 Days	Hard Surface Floors
	Clean and Refill Floor Drains	5 Days	Hard Surface Floors
	Spot Mop	2 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	5 Days	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Routine Cleaning	Clean and Refill Floor Drains	5 Days	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Fixtures	5 Days	All Floor Surfaces
	Refresh Dispensers	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Visible Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom, Senior Center: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	5 Days	Hard Surface Floors
Routine Cleaning	Clean and Refill Floor Drains	5 Days	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Refresh Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Fixtures	5 Days	All Floor Surfaces
	Refresh Dispensers	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Visible Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 6 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	6 Days	All Floor Surfaces	
	Remove Litter	6 Days	All Floor Surfaces	
	Empty and Service Trash Receptacles	6 Days	All Floor Surfaces	
	Disinfect All Surfaces	1 Day	All Floor Surfaces	
	Clean and Disinfect Fixtures	6 Days	All Floor Surfaces	
	Descalc Toilets and Urinals	1 Day	All Floor Surfaces	
	Refill Dispensers	6 Days	All Floor Surfaces	
	Dust Building Surfaces	1 Day	All Floor Surfaces	
	Spot Clean Furniture Surfaces	6 Days	All Floor Surfaces	
	Spot Clean Building Surfaces	6 Days	All Floor Surfaces	
	Remove Carpet Stains	6 Days	Carpeted Floors	
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors	
	Vacuum Completely (with Detail)	5 Days	Carpeted Floors	
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors	
	Damp Mop Non-carpet Floors	6 Days	Hard Surface Floors	
Clean and Refill Floor Drains	6 Days	Hard Surface Floors		
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors	
	Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
	Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 7 Days, Refresh 7 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Disinfect All Surfaces	1 Day	All Floor Surfaces
	Clean and Disinfect Fixtures	7 Days	All Floor Surfaces
	Descalc Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Remove Carpet Stains	7 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	6 Days	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	7 Days	Hard Surface Floors
	Clean and Refill Floor Drains	7 Days	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Refresh Trash Receptacles	7 Days	All Floor Surfaces
	Spot Clean Fixtures	7 Days	All Floor Surfaces
	Refresh Dispensers	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Sweep Visible Soil Only	7 Days	Hard Surface Floors
	Spot Mop	7 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Restroom: Clean 1 Day (Foam), Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Spot Clean Fixtures	4 Days	All Floor Surfaces
	Descalc Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Floors	1 Day	Hard Surface Floors
	Clean and Disinfect Floors, Partitions and Fixtures - Spray Foam	1 Day	Hard Surface Floors
	Sweep Visible Soil Only	4 Days	Hard Surface Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Spot Mop	4 Days	Hard Surface Floors
	Clean and Refill Floor Drains	1 Day	Hard Surface Floors

Restroom: Clean 2 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Descalate Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces
	Sweep Floors	2 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	2 Days	Hard Surface Floors
	Clean and Refill Floor Drains	2 Days	Hard Surface Floors

Restroom: Clean 3 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	3 Days	All Floor Surfaces
	Remove Litter	3 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	3 Days	All Floor Surfaces
	Descalate Toilets and Urinals	1 Day	All Floor Surfaces
Routine Cleaning	Refill Dispensers	3 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	3 Days	All Floor Surfaces
	Spot Clean Building Surfaces	3 Days	All Floor Surfaces
	Sweep Floors	3 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	3 Days	Hard Surface Floors
	Clean and Refill Floor Drains	3 Days	Hard Surface Floors

Restroom: Clean 5 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Descalate Toilets and Urinals	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Refill Dispensers	5 Days	All Floor Surfaces
Dust Building Surfaces	1 Day	All Floor Surfaces
Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
Spot Clean Building Surfaces	5 Days	All Floor Surfaces
Sweep Floors	5 Days	Hard Surface Floors
Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	5 Days	Hard Surface Floors
Clean and Refill Floor Drains	5 Days	Hard Surface Floors

Restroom: Clean 7 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Sweep Floors	7 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	7 Days	Hard Surface Floors
	Clean and Refill Floor Drains	7 Days	Hard Surface Floors

Restrooms, Parks: Clean 7 Days, 2 Times a Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Sweep Floors	7 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	7 Days	Hard Surface Floors
	Clean and Refill Floor Drains	7 Days	Hard Surface Floors
	Pressure Wash Interior & Exterior (Building and Hardscape)	Quarterly	Interior and Exterior All Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Restrooms, Parks, Bixby Park 29: Clean 7 Days, 4 Times a Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Descalate Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Sweep Floors	7 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	7 Days	Hard Surface Floors
	Clean and Refill Floor Drains	7 Days	Hard Surface Floors
	Pressure Wash Interior & Exterior (Building and Hardscape)	Quarterly	Interior and Exterior All Surfaces

Showers: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Clean and Disinfect Fixtures	5 Days	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Clean and Refill Floor Drains	5 Days	Hard Surface Floors

Showers: Clean 2 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Days	All Floor Surfaces
	Remove Litter	2 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	2 Days	All Floor Surfaces
	Descalate Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	2 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	2 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Sweep Floors	2 Days	Hard Surface Floors
Routine Cleaning	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	2 Days	Hard Surface Floors
	Clean and Refill Floor Drains	2 Days	Hard Surface Floors

Showers: Clean 5 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	5 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Sweep Floors	5 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	5 Days	Hard Surface Floors
Annual Projects	Deep Clean of Facility	2 Times Per Year	All Floor Surfaces

Showers: Clean 7 Days (Foam)

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	7 Days	All Floor Surfaces
	Remove Litter	7 Days	All Floor Surfaces
	Empty and Service Trash Receptacles	7 Days	All Floor Surfaces
	Descale Toilets and Urinals	1 Day	All Floor Surfaces
	Refill Dispensers	7 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Furniture Surfaces	7 Days	All Floor Surfaces
	Spot Clean Building Surfaces	7 Days	All Floor Surfaces
	Sweep Floors	7 Days	Hard Surface Floors
	Clean & Disinfect Floors, Partitions & Fixtures - Spray Foam	7 Days	Hard Surface Floors
	Clean and Refill Floor Drains	7 Days	Hard Surface Floors

Stair: Clean 1 Day, Check 4 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Routine Cleaning	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
Burnishing	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Stair: Clean 2 Day, Check 3 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	2 Day	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	2 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	3 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	3 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	3 Days	Hard Surface Floors
Burnishing	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Stair, Senior Center: Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Routine Cleaning	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
	Buff Floors	Monthly	Burnished Floors
Annual Projects – Hard Floors	Strip, Wax, and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Stair: Senior Center Clean 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
Routine Cleaning	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Stair: Clean 5 Days, Refresh 5 Days

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Dust Building Surfaces	2 Days	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors

TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

	Vacuum Visible Soil and Traffic Lanes	4 Days	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors	4 Days	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Spot Mop	4 Days	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Refreshing	Disinfect Building and Fixture Contact Surfaces	5 Days	All Floor Surfaces
	Remove Litter	5 Days	All Floor Surfaces
	Spot Clean Building Surfaces	5 Days	All Floor Surfaces
	Remove Carpet Stains	5 Days	Carpeted Floors
	Vacuum Visible Soil Only	5 Days	Carpeted Floors
	Sweep Visible Soil Only	5 Days	Hard Surface Floors
	Spot Mop	5 Days	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors
Annual Projects – Hard Floors	Strip and Refinish Floors	Every 2 Years	Burnished Floors
Annual Projects – Carpet	Shampoo Carpet, Extraction Method	2 Times Per Year	Carpeted Floors

Stair: Clean Monthly, Check Weekly

Routine Cleaning	Remove Litter	1 Day	All Floor Surfaces
	Dust Building Surfaces	1 Day	All Floor Surfaces
	Spot Clean Building Surfaces	1 Day	All Floor Surfaces
	Remove Carpet Stains	1 Day	Carpeted Floors
	Vacuum Visible Soil Only	1 Day	Carpeted Floors
	Vacuum Completely (with Detail)	1 Day	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors -Obvious Soil Only	1 Day	Hard Surface Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
	Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors
Burnishing	Burnish Floors with Finish	Every 4th Week	Burnished Floors

Stair: Clean Yearly, Check Monthly

Routine Cleaning	Remove Litter	Monthly	All Floor Surfaces
	Spot Mop	Monthly	Hard Surface Floors

Storage: Clean 1 Day

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	1 Day	All Floor Surfaces
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TASKS & FREQUENCIES – ENHANCED SERVICES: LEVEL 2

Empty and Service Trash Receptacles	1 Day	All Floor Surfaces
Dust Building Surfaces	1 Day	All Floor Surfaces
Spot Clean Building Surfaces	1 Day	All Floor Surfaces
Remove Carpet Stains	1 Day	Carpeted Floors
Vacuum Visible Soil and Traffic Lanes	1 Day	Carpeted Floors
Vacuum Completely (with Detail)	1 Day	Carpeted Floors
Dust Mop, Sweep or Vacuum Hard Surface Floors	1 Day	Hard Surface Floors
Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	1 Day	Hard Surface Floors
Spot Mop	1 Day	Hard Surface Floors
Damp Mop Non-carpet Floors	1 Day	Hard Surface Floors

Storage: Clean Monthly

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	Monthly	All Floor Surfaces
	Dust Building Surfaces	Monthly	All Floor Surfaces
	Remove Carpet Stains	Monthly	Carpeted Floors
	Vacuum Completely (with Detail)	Monthly	Carpeted Floors
Routine Cleaning	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Monthly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Monthly	Hard Surface Floors

Storage: Clean Quarterly

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	Quarterly	All Floor Surfaces
	Dust Building Surfaces	Quarterly	All Floor Surfaces
	Remove Carpet Stains	Quarterly	Carpeted Floors
	Vacuum Completely (with Detail)	Quarterly	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Quarterly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Quarterly	Hard Surface Floors

Storage: Clean Yearly

Routine Cleaning	Disinfect Building and Fixture Contact Surfaces	Yearly	All Floor Surfaces
	Dust Building Surfaces	Yearly	All Floor Surfaces
	Remove Carpet Stains	Yearly	Carpeted Floors
	Vacuum Completely (with Detail)	Yearly	Carpeted Floors
	Dust Mop, Sweep or Vacuum Hard Surface Floors (include Detail)	Yearly	Hard Surface Floors
	Damp Mop Non-carpet Floors	Yearly	Hard Surfaces Floors

APPENDIX E

LOCATIONS/BUILDINGS

**APPENDIX E
LOCATIONS/BUILDINGS**

DISASTER PREPAREDNESS AND EMERGENCY COMMUNICATIONS		
Emergency Communications & Operations Center	2990 Redondo Avenue	90806
FIRE DEPARTMENT		
Administrative Headquarters	3205 Lakewood Blvd.	90808
Fire Training Center	2249 Argonne Avenue	90815
HEALTH & HUMAN SERVICES		
Housing Authority Office	521 East 4 th Street	90802
LIBRARY SERVICES		
Main Library	101 Pacific Avenue	90802
Alamitos Branch Library	1836 East 3 rd Street	90802
Bach Branch Library	4055 Bellflower Blvd.	90808
Bay Shore Branch Library	195 Bay Shore Avenue	90803
Brewitt Branch Library	4036 East Anaheim Street	90804
Burnett Branch Library	560 East Hill Street	90806
Dana Branch Library	3680 Atlantic Avenue	90807
El Dorado Branch Library	2900 Studebaker Road	90815
Harte Branch Library	1595 West Willow Street	90810
Los Altos Branch Library	5614 Britton Drive	90815
Mark Twain Branch Library	1401 East Anaheim Street	90813
Michelle Obama Library	5870 Atlantic Avenue	90805
LONG BEACH GAS & OIL (LBGO)		
SERRF Administration	120 Pier S Avenue	90744
PARKS, RECREATION & MARINE		
Long Beach Senior Center	1150 East 4 th Street	90802
<i>Park Restrooms Group 1</i>		
El Dorado Park West: Restrooms 31 – 34	2800 Studebaker Road	90815
El Dorado Park East: Restrooms 35 – 43	7550 East Spring Street	90815

**APPENDIX E
LOCATIONS/BUILDINGS**

<i>Park Restrooms Group 2</i>		
Pan American Park: Restroom 22	5157 Centralia Avenue	90808
Heartwell Park: Restrooms 44, 46 – 48	5801 East Parkcrest Street	90808
Wardlow Park: Restroom 23	3457 Stanbridge Avenue	90808
Stearns Park: Restroom 24	4520 East 23 rd Street	90815
Whaley Park: Restroom 25	5620 Atherton Street	90815
Recreation Park: Restrooms 26, 27	4900 East 7 th Street	90804
Recreation Dog Park 51	5201 East 7 th Street	90804
<i>Park Restrooms Group 3</i>		
Davenport Park: Restroom 4	2910 East 57 th Way	90805
Ramona Park: Restroom 21	3301 East 65 th Street	90805
Coolidge Park: Restroom 16	352 East Neece Street	90805
Houghton Park: Restrooms 19 – 20	6301 Myrtle Avenue	90805
DeForest Park: Restrooms 17 – 18	6255 DeForest Avenue	90805
Scherer Park: Restroom 15	4600 Long Beach Blvd.	90805
Bixby Knolls Park: Restroom 14	1000 San Antonio Drive	90807
Cherry Park: Restroom 13	1901 East 45 th Street	90807
Somerset Park: Restroom 12	1500 East Carson Street	90807
Los Cerritos Park: Restroom 11	3750 Del Mar Avenue	90807
<i>Park Restrooms Group 4</i>		
Veterans Park: Restroom 7	101 East 28 th Street	90806
Silverado Park: Restroom 10	1545 West 31 st Street	90810
Hudson Park: Restroom 9	2335 Webster Avenue	90810
Seaside Park: Restroom 49	14 th Street at Chestnut Ave.	90813
Admiral Kidd Park: Restroom 8	2125 Santa Fe Avenue	90810
Drake Park: Restroom 1	951 Marine Avenue	90813
Cesar Chavez Park: Restroom 2	401 Golden Avenue	90802
Bixby Park: Restroom 29	130 Cherry Avenue	90802
McBride Park: Restroom 6	1550 Martin Luther King Ave.	90813
Martin Luther King, Jr. Park: Restroom 5	1105 19 th Street	90806

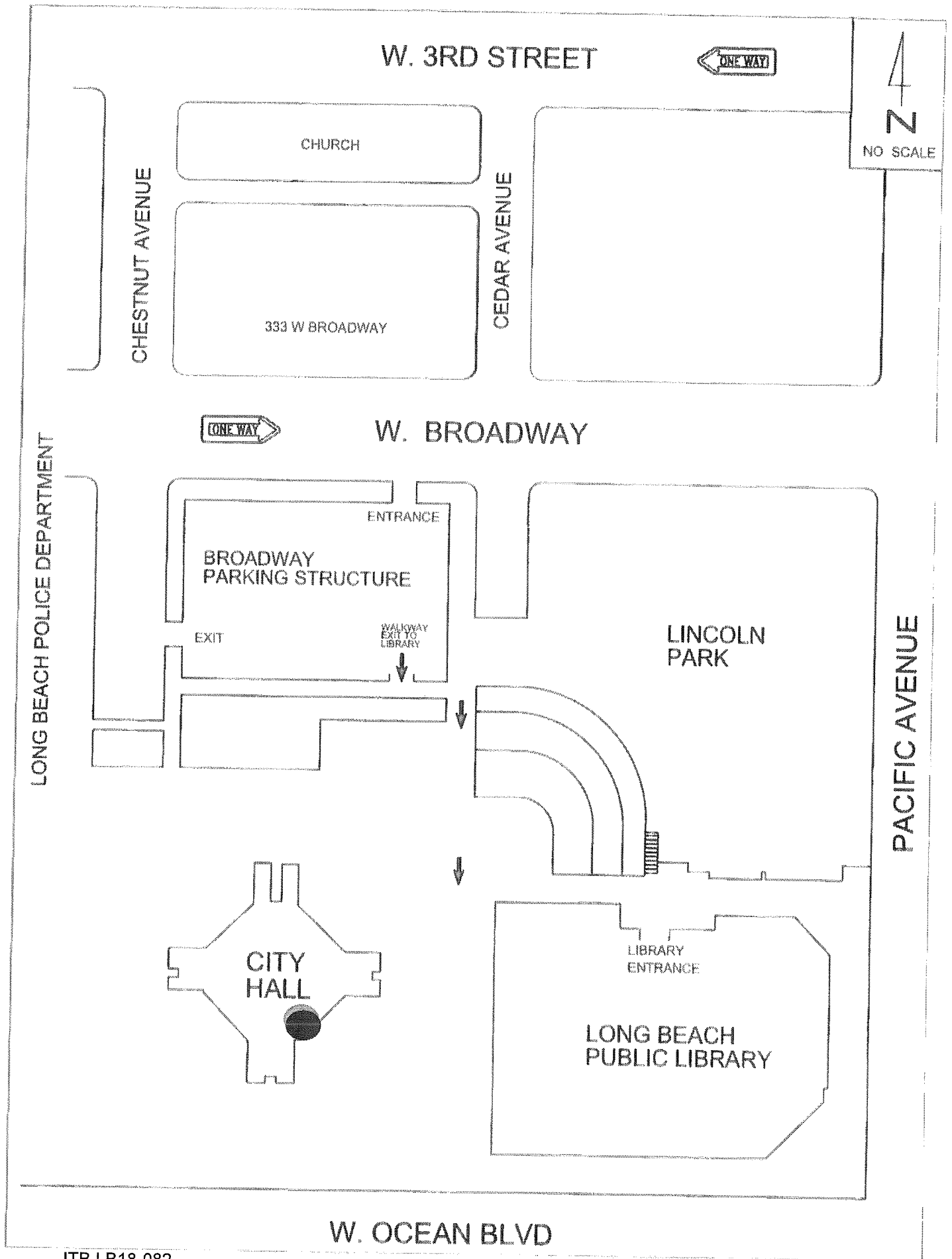
**APPENDIX E
LOCATIONS/BUILDINGS**

<i>Park Restrooms Group 4 – CONT.</i>		
Chittick Field: Restroom 50	1900 Walnut Avenue	90806
Molina Restroom 52	4951 Oregon Avenue	90805
Drake-Chavez 53	1000 Deforest Avenue	90806
PUBLIC WORKS		
Environmental Services Bureau	2929 East Willow Street	90806
Public Service Bureau (Street Maintenance)	1651 San Francisco Avenue	90813
Public Service Bureau – Traffic Operations (at LBGO Facility)	2400 East Spring Street	90806
Public Service Bureau – Graffiti Office	101 East Spring Street	90806
TECHNOLOGY & INNOVATION DEPARTMENT		
Wireless Communications	5580 Cherry Avenue	90805

ATTACHMENT A

MAP OF CIVIC CENTER

MANDATORY PRE-BID CONFERENCE IS LOCATED IN CITY HALL. THERE IS 30 MINUTES FREE PARKING IN THE CIVIC CENTER PARKING STRUCTURE OFF OF BROADWAY AND CHESTNUT OR OTHER PARKING IN THE AREA.



**ATTACHMENT B
Non-Mandatory Site Visit Schedule
June 12 - June 19, 2018**

Department	Building	Address	Date	Time	Notes:
Preparedness and Emergency Communications	Emergency Communications Operations Center	2990 Redondo Ave	June 13-15, 2018	9:00 AM - 11:00 AM	Contact 8-9250 from the Visitor's Pedestrian
Fire	Administrative Headquarters	3205 Lakewood Blvd	June 12-13, 2018	8:00 AM - 12:00 PM	Contact Officer Jeff Jonkey 562-570-7451
Fire	Fire Training Center	2249 Argonne Ave	June 18-19, 2018	8:00 AM - 12:00 PM	Contact Chelsea Davis 562-570-3351
Health & Human Services	Housing Authority	521 E 4th St	June 19, 2018	10:00 AM - 12:00 PM	Please check in at Front Counter. Contact Massih 562-570-6050
Library Services	Various Libraries	Various	Various	*Mon: Closed Tues: 12—7PM Wed: 12—6PM Thurs: 12—7PM Fri: 10AM—5PM *Sat: 10AM—5PM *Sun (4 locations only): 12—4PM	*Open to the public (all locations closed on Monday only 4 locations open on Sundays -- Bay Shore, El Dorado & Michelle Obama). Please refer to website: www.lbpl.org for specific site information. Tours are available only Monday through Friday. Contact Felix Fernandez, phone 562-570-6050
Long Beach Gas & Oil	SERRF Administration	120 Pier S Avenue	June 19, 2018	9:00 AM - 3:00 PM	Contact Michele York 562-570-7840
Parks, Recreation & Marine	Various Parks Locations	Various	Open to the Public	Open to the Public	Open to the Public
Parks, Recreation & Marine	Senior Center	1150 E 4th St	June 12-13, 2018	Mondays - Fridays 8:00 AM - 4:30 PM	Contact Paul Whitacre 562-570-4886
Public Works, Environmental Services Bureau	Environmental Services Bureau	2929 E Willow	13-Jun-18	9:00 AM	All Visitors should park off of Willow St (east of 1st St) and check in with the receptionist at the front. Please contact Dustin Borrelli, phone 562-570-4886 for any questions
Public Works, Public Services Bureau	San Francisco Yard-Street Maintenance	1651 San Francisco Ave		7:00 AM - 5:00 PM	Site Contact: Ray (Ramon) Valenzuela 562- 577-8803
Public Works, Public Services Bureau	San Francisco Yard-Facilities Management	1651 San Francisco Ave		7:00 AM - 5:00 PM	Site Contact: Ray (Ramon) Valenzuela 562- 577-8803
Public Works, Public Services Bureau	Street Graffiti Office (at Veterans Park)	101 E Spring St		10:30 AM - 4:00 PM	Site Contact: Ray (Ramon) Valenzuela 562- 577-8803
Public Works, Public Services Bureau	Traffic Ops	2400 E Spring St/Bldg 560	June 12-19, 2018	10:00 AM - 12:00 PM	Contact Marcela Lance 562-570-3264
Technology & Innovation	Wireless Communications	5580 Cherry Ave	June 14, 2018	8:00 AM - 10:45 AM	Contact John Black 562-570-4801

**CITY OF LONG BEACH
CERTIFICATION OF SITE EXAMINATION**

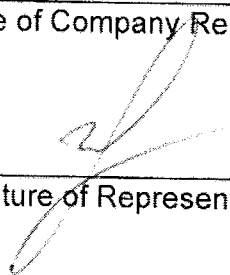
Each bidder shall be fully informed of the conditions relating to the construction of the Work and the employment of labor thereon. Failure to do so will not relieve a successful bidder of this obligation to furnish all material and labor necessary to carry out the provisions of this Contract.

Each bidder shall examine the site(s) for the Work described herein to its satisfaction. Bidders shall attend a mandatory pre-bid inspection of the building and site(s), conducted by the City, as specified in the Special Provisions. Failure to attend the mandatory pre-bid inspection shall be cause for rejection of the Bid.

This is to certify that I have examined the subject building(s) and site(s) and the bid is complete and there will be no additional payment for failure to examine the building(s) and site(s) thoroughly.

Date of Site Examination Company

Michael Keegan
Name of Company Representative Printed


Signature of Representative

July 12, 2018
Date

BIDDER'S BOND

City of Long Beach

KNOW ALL MEN BY THESE PRESENTS: That we, ABM Industry Groups, LLC

_____, As Principal, and Travelers Casualty and Surety Company of America

_____, a corporation, organized and existing under and by virtue of the laws of the State of CT, with its principal place of business in the City of Hartford

_____, State of CT, with a paid up capital of not less than Two Hundred Fifty Thousand Dollars (\$250,000.00), incorporated, as aforesaid, for the purpose of making, guaranteeing or becoming a surety upon bonds and undertakings required or authorized by law, and having heretofore complied with all of the requirements of law of the State of California regulating the formation of admission of such corporation to transact business in this State, as Surety, are held firmly bound unto the City of Long Beach, a municipal corporation, organized under the laws of the State of California, and situated in the County of Los Angeles, in the sum of Ten Percent of Amount Bid

Dollars (\$ 10% of Amount Bid), lawful money of the United States of America, for the payment whereof the Principal and sureties bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

Bid Number: ITB LB 18-082; Citywide Custodial Services

The condition of the above obligation is such that:

If the bid of said Principal hereto attached shall be accepted by the City of Long Beach and the contract for delivery of goods, material, equipment or supplies, or for the furnishing of services, materials, supplies, labor and performing work, all as specified in the specifications, notice inviting bids and bid, be awarded to the Principal, and if Principal shall enter into a contract therefore with the City of Long Beach within ten (10) days after the contract is delivered to Principal for signature, and Principal shall, in connection with said contracts, furnish and deliver to the City of Long Beach a good and sufficient faithful performance bond, if required in the notice inviting bids, and a good and sufficient labor and material (payment) bond, if required in the notice bids, with surety or sureties, then this obligation shall be void; otherwise it shall remain in full force and effect.

ABM Industry Groups, LLC
Name of Principal – Typed

By: _____
Signature of Principal's Officer

Travelers Casualty and Surety Company of America
Name of Surety

By: _____
Signature of Surety's *Simone Gerhard*
Attorney-in-Fact

COPY

(Principal and Surety shall attach Notary's Certificate of Acknowledgement of Execution)

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

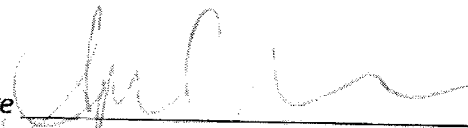
County of Los Angeles

On JUL 17 2010 before me, April Martinez, Notary Public, personally appeared Simone Gerhard who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature 
April Martinez, Notary Public

COPY



**Travelers Casualty and Surety Company of America
Travelers Casualty and Surety Company
St. Paul Fire and Marine Insurance Company**

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company are corporations duly organized under the laws of the State of Connecticut (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint **Simone Gerhard**, of Los Angeles, California, their true and lawful Attorney-in-Fact to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this Instrument to be signed, and their corporate seals to be hereto affixed, this 3rd day of February, 2017.



State of Connecticut

City of Hartford ss.

By:
Robert L. Raney, Senior Vice President

On this the 3rd day of February, 2017, before me personally appeared **Robert L. Raney**, who acknowledged himself to be the Senior Vice President of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.

My Commission expires the 30th day of June, 2021



Marie C. Tetreault
Marie C. Tetreault, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, **Kevin E. Hughes**, the undersigned, Assistant Secretary of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which remains in full force and effect.

Dated this _____ day of **JUL 17 2018**



COPY

Kevin E. Hughes, Assistant Secretary

*To verify the authenticity of this Power of Attorney, please call us at 1-800-421-3880.
Please refer to the above-named Attorney-in-Fact and the details of the bond to which the power is attached.*



DATE: November 17, 2017
TO: Maureen Cano
FROM: Simone Gerhard
RE: Bond No. 106815234
CITY OF LONG BEACH
ITB LB14-065 - Provide Custodial Services (CITYWIDE)

Enclosed please find the renewal document for the above referenced bond. This document has been executed at your request for the 2017 to 2018 term. Please note the renewal document must be properly signed and the corporate seal affixed.

Please forward the original to CITY OF LONG BEACH; a copy has been enclosed for your files.

If you should have any questions or if I may be of further assistance, please do not hesitate to call me at (213)630-1386.

Sincerely,

Simone Gerhard

enclosures
Record # 2450895

cc: TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA

This Bond Replaces Liberty Mutual Insurance Company Bond #070013143
Effective: 10/6/2017

BID NO. LB14-065
BOND NO. 106815234
Effective: 10/6/2017 to 10/6/2018

BOND FOR FAITHFUL PERFORMANCE

KNOW ALL MEN BY THESE PRESENTS: THOSE we,
ABM Industry Groups, LLC dba ABM Onsite Services - West
As PRINCIPAL, and Travelers Casualty and Surety Company of America, Located at _____
Hartford, CT, a corporation, incorporated under the laws of the
State of CT, Admitted as a surety in the State of California and authorized to transact business in the State of California, as
SURETY, are held and firmly bound unto the **CITY OF LONG BEACH, CALIFORNIA**, a municipal corporation, in the sum of
One Million Thirty-Four Thousand Four Hundred Eighty-Seven and 91/100s DOLLARS
(\$ 1,034,487.91**), lawful money of the United States of America, for the payment of which sum, well and truly to be made, we bind
ourselves, our respective heirs, administrators, executors, successors and assigns, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH THAT:

WHEREAS, said Principal has been awarded and is about to enter the annexed contract (incorporated herein by this reference)
with said City of Long Beach for the ITB LB14-065 - Provide Custodial Services (CITYWIDE), And
is required by said City to give this bond in connection with the execution of said contract;

NOW, THEREFORE, if said Principal shall well and truly keep and faithfully perform all of the covenants, conditions, agreements
and obligations of said contract on said Principal's part to be kept, done and performed, at all times and in the manner specified therein, then
this obligation shall be null and void, otherwise it shall be and remain in full force and effect;

PROVIDED, that any modifications, alterations, or changes which may be made in said contract, or in the work to be done, or in
the services to be rendered, or in any materials or articles to be furnished pursuant to said contract, or the giving by the City of any
extension of time for the performance of said contract, or the giving of any other forbearance upon the part of either the City or the Principal
to the other, shall not in any way release the Principal or the Surety, or either of them, or their respective heirs, administrators, executors,
successors or assigns, from any liability arising hereunder, and notice to the Surety of any such modifications, alterations, changes,
extensions or forbearances is hereby waived. No premature payment by said City to said Principal shall release or exonerate the Surety
unless the officer of said City ordering the payment shall have actual notice at the time the order is made that such payment is in fact
premature, and the only to the extent that such payment shall result in actual loss to the Surety, but in no event in an amount more than the
amount of such premature payment.

IN WITNESS WHEREOF, the above named Principal and Surety have executed, or caused to be executed, this instrument with
all of the formalities required by law on this 17th day of November, 2017.

ABM Industry Groups, LLC dba ABM Onsite Services - West
CONTRACTOR / PRINCIPAL

Travelers Casualty and Surety Company of America
SURETY

By: _____

Name: _____

Title: _____

By: _____

Name: _____

Title: _____

By: _____

Name: Stazione Gerhard

Title: Attorney-in-Fact

Telephone: 213 630 1386

Approved as to form this _____ day of _____, 20____

Charles Parkin, City Attorney

By: _____
Deputy

approved as to sufficiency this _____ day of _____, 20____

By: _____
City Manager/City Engineer

- Note: 1. Both PRINCIPAL AND SURETY before a Notary Public and a Notary's certificate must acknowledge execution of this bond
Certificate of Acknowledgment must be attached.
2. A corporation must execute the bond by 2 authorized officers and, if executed by a person not listed in Sec. 313, Calif. Corporate
Code, then a certified copy of a resolution of its Board of Directors authorizing execution must be attached.

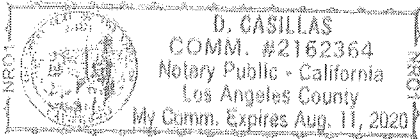
CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Los Angeles

On NOV 17 2017 before me, D. Casillas, Notary Public, personally appeared Simone Gerhard who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature _____

A handwritten signature in cursive script, appearing to read 'D. Casillas', written over a horizontal line.

Signature of Notary Public

POWER OF ATTORNEY

TRAVELERS

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

Attorney-In Fact No. 231967

Certificate No. 007277767

KNOW ALL MEN BY THESE PRESENTS: That Farmington Casualty Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company are corporations duly organized under the laws of the State of Connecticut, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc. is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Tracy Aston, KD Conrad, Simone Gerhard, Edward C. Spector, Lisa K. Crail, B. Aleman, Renato F. Reyes, April Martinez, and Marina Tapia

of the City of Los Angeles, State of California their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 23rd day of June 2017

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company



State of Connecticut
City of Hartford ss.

By: [Signature]
Robert L. Raney, Senior Vice President

On this the 23rd day of June 2017, before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.
My Commission expires the 30th day of June, 2021.



[Signature]
Marie C. Tetreault, Notary Public

EQUAL BENEFITS ORDINANCE DISCLOSURE FORM

As a condition of being awarded a contract with the City of Long Beach ("City"), the selected Contractor/Vendor ("Contractor") may be required during the performance of the Contract, to comply with the City's nondiscrimination provisions of the Equal Benefits Ordinance ("EBO") set forth in the Long Beach Municipal Code section 2.73 et seq. The EBO requires that during the performance of the contract, the Contractor shall provide equal benefits to its employees with spouses and employees with domestic partners. Benefits include but are not limited to, health benefits, bereavement leave, family medical leave, membership and membership discounts, moving expenses, retirement benefits and travel benefits. A cash equivalent payment is permitted if an employer has made all reasonable efforts to provide domestic partners with access to benefits but is unable to do so. A situation in which a cash equivalent payment might be used if where the employer has difficulty finding an insurance provider that is willing to provide domestic partner benefits.

The EBO is applicable to the following employers:

- For-profit employers that have a contract with the City for the purchase of goods, services, public works or improvements and other construction projects in the amount of \$100,000 or more
- For-profit entities that generate \$350,000 or more in annual gross receipts leasing City property pursuant to a written agreement for a term exceeding 29 days in any calendar year

Contractors who are subject to the EBO must certify to the City before execution of the contract that they are in compliance with the EBO by completing the EBO Certification Form, attached, or that they have been issued a waiver by the City. Contractors must also allow authorized City representatives access to records so the City can verify compliance with the EBO.

The EBO includes provisions that address difficulties associated with implementing procedures to comply with the EBO. Contractors can delay implementation of procedures to comply with the EBO in the following circumstances

- 1) By the first effective date after the first open enrollment process following the contract start date, not to exceed two years, if the Contractor/vendor submits evidence of taking reasonable measures to comply with the EBO; or
- 2) At such time that the administrative steps can be taken to incorporate nondiscrimination in benefits in the Contractor/vendor's infrastructure, not to exceed three months; or
- 3) Upon expiration of the contractor's current collective bargaining agreement(s).


Compliance with the EBO

If a contractor has not received a waiver from complying with the EBO and the timeframe within which it can delay implementation has expired but it has failed to comply with the EBO, the

Contractor may be deemed to be in material breach of the Contract. In the event of a material breach, the City may cancel, terminate or suspend the City agreement, in whole or in part. The City also may deem the Contractor an irresponsible bidder and disqualify the Contractor from contracting with the City for a period of three years. In addition, the City may assess liquidated damages against the Contractor which may be deducted from money otherwise due the Contractor. The City may also pursue any other remedies available at law or in equity.

By my signature below, I acknowledge that the Contractor understands that to the extent it is subject to the provisions of the Long Beach Municipal Code section 2.73, the Contractor shall comply with this provision.

Printed Name: Curtis Van Buskirk Title: Vice President of Operations

Signature:  Date: July 12, 2018

Business Entity Name: ABM Industry Groups, LLC

**CERTIFICATION OF COMPLIANCE WITH THE
EQUAL BENEFITS ORDINANCE**

Section 1. CONTRACTOR/VENDOR INFORMATION

Name: ABM Industry Groups, LLC Federal Tax ID No. [REDACTED]
Address: 14201 Franklin Avenue
City: Tustin State: CA ZIP: 92780
Contact Person: Michael Keegan Telephone: 714-878-6667
Email: michael.keegan@abm.com Fax: 949-585-5994

Section 2. COMPLIANCE QUESTIONS

- A. The EBO is inapplicable to this Contract because the Contractor/Vendor has no employees. Yes ✓ No
- B. Does your company provide (or make available at the employees' expense) any employee benefits? ✓ Yes No
(If "yes," proceed to Question C. If "no," proceed to section 5, as the EBO does not apply to you.)
- C. Does your company provide (or make available at the employees' expense) any benefits to the spouse of an employee?
 ✓ Yes No
- D. Does your company provide (or make available at the employees' expense) any benefits to the domestic partner of an employee?
 ✓ Yes No (If you answered "no" to both questions C and D, proceed to section 5, as the EBO is not applicable to this contract. If you answered "yes" to both Questions C and D, please continue to Question E. If you answered "yes" to Question C and "no" to Question D, please continue to section 3.)
- E. Are the benefits that are available to the spouse of an employee identical to the benefits that are available to the domestic partner of an employee? ✓ Yes No
(If "yes," proceed to section 4, as you are in compliance with the EBO. If "no," continue to section 3.)

Section 3. PROVISIONAL COMPLIANCE

- A. Contractor/vendor is not in compliance with the EBO now but will comply by the following date:
- By the first effective date after the first open enrollment process following the contract start date, not to exceed two years, if the Contractor/vendor submits evidence of taking reasonable measures to comply with the EBO; or
- At such time that the administrative steps can be taken to incorporate nondiscrimination in benefits in the Contractor/vendor's infrastructure, not to exceed three months; or

_____ Upon expiration of the contractor's current collective bargaining agreement(s).

- B. If you have taken all reasonable measures to comply with the EBO but are unable to do so, do you agree to provide employees with a cash equivalent? (The cash equivalent is the amount of money your company pays for spousal benefits that are unavailable for domestic partners.)

___ Yes ___ No

Section 4. REQUIRED DOCUMENTATION

At time of issuance of purchase order or contract award, you may be required by the City to provide documentation (copy of employee handbook, eligibility statement from your plans, insurance provider statement, etc.) to verify that you do not discriminate in the provision of benefits.

Section 5. CERTIFICATION

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that I am authorized to bind this entity contractually. By signing this certification, I further agree to comply with all additional obligations of the Equal Benefits Ordinance that are set forth in the Long Beach Municipal Code and in the terms of the contract of purchase order with the City.

Executed this 12th day of July, 2018, at Tustin, CA

Name Curtis Van Buskirk Signature 

Title Vice President of Operations Federal Tax ID No. 

Debarment, Suspension, Ineligibility and Voluntary Exclusion Certification

Please read Acceptance of Certification and Instructions for Certification before completing

As a current or potential vendor for the City of Long Beach (City) your firm, through its business relationship with the City, may be the recipient of federal grant funds. As such, the City is required to document that neither your business entity or organization, nor any of your principals are debarred, suspended, ineligible, or have voluntarily been excluded from receiving federal grant funds. Consistent with Executive Order No. 12549 Title 2 CFR Part 18 Subpart C, all potential recipients of federal grant funds are required to comply with the requirements specified below. By submission of proposal/bid/agreement, the undersigned, under penalty of perjury, certifies that the participant, nor any of its principals in the capacity of owner, director, partner, officer, manager, or other person with substantial influence in the development or outcome of a covered transaction, whether or not employed by the participant:

- Are not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any Federal department or agency;
- Have not, within a three (3) year period preceding this bid/agreement/proposal, been suspended, debarred, voluntarily excluded or declared ineligible by a federal agency;
- Do not presently have a proposed debarment proceeding pending;
- Have not, within a three (3) year period preceding this bid/agreement/proposal, been indicted or convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct;
- Have not, within a three (3) year period preceding this bid/agreement/proposal, had one or more public transactions (Federal, State, or local) terminated for cause or default.

If reorganization, management turnover, or a shift or change of principals' status occurs, written notice must be submitted within 21 days. Subsequent disclosure of unfavorable information will be subject to thorough review and remedial action. Updated versions of this certification may be requested on a routine basis.

Where the potential prospective recipient of Federal assistance funds is unable to certify to any of the statement in this certification, such prospective participant shall attach an explanation to the applicable bid/agreement/proposal.

ABM Industry Groups, LLC

Business/Contractor/Agency

Curtis Van Buskirk

Vice President of Operations

Name of Authorized Representative

Title of Authorized Representative



Signature of Authorized Representative

July 12, 2018

Date

r21411

Acceptance of Certification

1. This bid/agreement/proposal or like document has the potential to be a recipient of Federal funds. In order to be in compliance with Code of Federal Regulations, the City requires this completed form. By signing and submitting this document, the prospective bidder/proposer is providing the certification and acknowledgement as follows:
2. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549.
3. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
4. The potential recipient of Federal assistance funds agrees by submitting this bid/agreement/proposal or like document that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

Instructions for completing the form, Attachment –Debarment Certification

1. The City of Long Beach sometimes receives Federal funding on certain purchases/projects. To ensure that the City is in compliance with Federal regulations we require this form to be completed.
2. The City of Long Beach checks the System for Award Management at www.sam.gov to make sure that Contractors who are awarded City contracts and/or purchase orders are not debarred or suspended. Prospective contractors should perform a search on this website for your company and or persons associated with your business.
3. If your business is in compliance with the conditions in the form, please have the appropriate person complete and sign this form and return with your bid/proposal/agreement.
4. If at any time, your business or persons associated with your business become debarred or suspended, we require that you inform us of this change in status.
5. If there are any exceptions to the certification, please include an attachment. Exceptions will not necessarily result in denial of award, but will be considered in determining bidder responsibility. For any exception, indicate to whom it applies, initiating agency and dates of action.
6. Note: Providing false information may result in criminal prosecution or administrative sanctions.

If you have any questions on how to complete this form, please contact the Purchasing Division in the City of Long Beach Business Relations Bureau at 562-57-6200

Request for Taxpayer Identification Number and Certification

Give Form to the
 requester. Do not
 send to the IRS.

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. ABM Industry Groups, LLC		
	2 Business name/disregarded entity name, if different from above <small>DBAs: ABM Onsite Services - West; ABM Onsite Services; ABM Janitorial Services; ABM Facility Services; ABM Parking Services; ABM B&E; ABM High Tech; ABM Education; ABM Healthcare; ABM Industrial and Manufacturing; ABM Sports & Entertainment; Diversco</small>		
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input checked="" type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <small>Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.</small> <input type="checkbox"/> Other (see instructions) ▶ _____ <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate		4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
	5 Address (number, street, and apt. or suite no.) PO Box 745799		Requester's name and address (optional)
	6 City, state, and ZIP code Los Angeles, CA 90074-5799		
	7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

	Social security number																							
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; height: 20px;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> <td colspan="9"></td> </tr> </table>													-	-									
-	-																							
	OR Employer identification number <div style="background-color: black; width: 100%; height: 20px;"></div>																							

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here	Signature of U.S. person ▶	Date ▶ <u>2/3/17</u>
------------------	----------------------------	----------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:


- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

Attachment I

Secretary of State Certification

https://businesssearch.sos.ca.gov/CBS/SearchResults?SearchType=LPLLC&SearchCriteria=ABM+Industry+Groups&SearchSubType=Keyword

lesforce ABM - theSHELF Qvidian 11.0 - Login ABM Helpdesk Blueforce from EPA CyberSure



Alex Padilla California Secretary of State

[Home](#)
[About](#)
[Business](#)
[Notary & Authentications](#)
[Elections](#)
[Campaign & Lobbying](#)
[State Archives](#)
[Registries](#)
[News](#)
[Contact](#)

Business Entities (BE)

Online Services

- File LLC Statement of Information
- File Corporation Statement of Information
- Business Search
- Current Processing Dates
- Disclosure Search

Service Options

- Name Availability

Forms, Samples & Fees

- Statements of Information (annual/biennial reports)
- Filing Tips
- Information Requests (certificates, copies & status reports)
- Service of Process

Business Search - Results

The California Business Search is updated daily and reflects work processed through Tuesday, June 12, 2018. Please refer to document [Processing Times](#) for the received dates of filings currently being processed. The data provided is not a complete or certified record of an entity.

- Select an entity name below to view additional information. Results are listed alphabetically in ascending order by entity name, or you can select a column title to change the sort order.
- To refine the search results, enter a word or a string of words in the "Narrow search results" box. The "Narrow search results" will search on all fields of the initial search results.
- For information on checking or reserving a name, refer to [Name Availability](#).
- For information on requesting a more extensive search, refer to [Information Requests](#).
- For help with searching an entity name, refer to [Search Tips](#).
- For descriptions of the various fields and status types, refer to [Frequently Asked Questions](#).

Results of search for LP:LLC Name keyword "ABM Industry Groups" returned 1 entity record (out of 1 record found).

Show entities per page Narrow search results:

Entity Number	Registration Date	Status	Entity Name	Jurisdiction	Agent for Service of Process
201634310227	12/08/2016	ACTIVE	ABM INDUSTRY GROUPS, LLC	DELAWARE	C T CORPORATION SYSTEM (C0168406)

Attachment J
Current Customers in the Long Beach Area

Bidder: ABM Industry Groups, LLC

Customer	Address	Phone	Name/Title of Contact	Sq. Ft Cleaned
Jamison Service, Inc.	5000 Spring Street	562-429-4672	Veronica Guerrero Property Manager	163,358 sq. ft
Jamison Service, Inc.	4811 Airport Way	562-429-4672	Veronica Guerrero Property Manager	126,271 sq. ft
The Interchange Building	1500 W. Carson	714-904-3002	John Doyle Owner	23,955 sq. ft
Desert Commercial II LLC C/O Ensemble Real Estate Services	444 W. Ocean	562-436-1359	Elizabeth Save Assistant Property Manger	188,154 sq.ft
Kilroy Realty Corporation	3780 Kilroy Airport Way	562-427-3834	Finland Alejo Property Manager	880,562 sq. ft
Union Bank of California	400 Oceangate	562-432-7000	Kim Sowma Property Manager	153,283 sq. ft
RiverRock Real Estate	200 Pine	562-420-7763	John Waldon Property Manager	66,044 sq.ft
Salvation Army	180 E. Ocean Blvd.	562-491-8485	Melanie Sanchez Property Manager	191,175 sq. ft
Meltdown Management	2883 Spring St.	562-685-8100	Diana Andrade Property Manager	65,169 sq. ft
Meltdown Management	2750 & 2760 E. Spring St.	562-685-8100	Vickie Deway Senior Property Manager	21000 sq. ft

Attachment K
Discontinued Customers in Previous Five Years


Bidder: ABM Industry Groups, LLC

Customer	Address	Phone	Name/Title of Contact	Sq. Ft Cleaned
Long Beach Downtown Alliance	100 E. Broadway	562-485-1080	Broc Coward, COO	3 square miles of street and sidewalk
Bixby Land Company	5150 E. Pacific Highway	949-336-7033	Natalie Lokos Property Manager	105,911
Cushman & Wakefield	401 E. Ocean Blvd.	562-491-8309	Emilia Prunean Senior Assistant Property Manager	130,752
Ominet	1500 Hughes Way	310-513-8942	Helen Choi Property Manager	282,761
Pacific Condo	850 E. Ocean Blvd.	562-437-0085	Laurent Melin General Manager	
Parallel Partners	301 E. Ocean Blvd.	562-436-4000	Joy Chavez Assistant Property Manager	179,629

ITB LB18-082

Licenses

City of Long Beach Business License

	CITY OF LONG BEACH, CALIFORNIA BUSINESS LICENSE OWNERSHIP NON-TRANSFERABLE LICENSE EXPIRES: 01/12/2019	PREPARED: 05/02/2018 P2						
	THE LICENSEE NAMED BELOW IS AUTHORIZED TO OPERATE THE FOLLOWING:							
<table border="1"> <tr> <td>ACCOUNT NUMBER: BU21130570</td> <td>BUSINESS TYPE: JANITORIAL SERVICE</td> </tr> <tr> <td>OWNER: ABM SERVICES INC</td> <td>DBA NAME: ABM JANITORIAL SERVICES</td> </tr> <tr> <td colspan="2">LOCATED AT: 165 TECHNOLOGY100DR IRVINE CA 926182440</td> </tr> </table>			ACCOUNT NUMBER: BU21130570	BUSINESS TYPE: JANITORIAL SERVICE	OWNER: ABM SERVICES INC	DBA NAME: ABM JANITORIAL SERVICES	LOCATED AT: 165 TECHNOLOGY100DR IRVINE CA 926182440	
ACCOUNT NUMBER: BU21130570	BUSINESS TYPE: JANITORIAL SERVICE							
OWNER: ABM SERVICES INC	DBA NAME: ABM JANITORIAL SERVICES							
LOCATED AT: 165 TECHNOLOGY100DR IRVINE CA 926182440								
<p align="right"> AUTHORIZED BY: JOHN GROSS DIRECTOR OF FINANCIAL MANAGEMENT </p>								

California Contractors License

STATE OF CALIFORNIA	
	CONTRACTORS STATE LICENSE BOARD
Pursuant to Chapter 9 of Division 3 of the Business and Professions Code and the Rules and Regulations of the Contractors State License Board, the Registrar of Contractors does hereby issue this license to:	
A B M INDUSTRY GROUPS LLC	
License Number 1022002	
to engage in the business or act in the capacity of a contractor in the following classifications:	
B - GENERAL BUILDING CONTRACTOR D63 - CONSTRUCTION CLEAN-UP	
Witness my hand and seal this day, February 16, 2017	
 _____ Agustin "Augie" Beltran, Board Chair	Issued December 22, 2016
This license is the property of the Registrar of Contractors, is not transferable, and shall be returned to the Registrar upon demand when suspended, revoked, or invalidated for any reason. It becomes void if not renewed.	 _____ Cindi A. Christenson, Registrar of Contractors
<small>13L-24 (REV. 03/15)</small>	<small>OSP 15 130648 AUDIT NO: 024125</small>

Sample Invoice



ABM
14141 SOUTHWEST FREEWAY SUITE 400
SUGAR LAND, TX 77478

CLIENT

CITY OF LONG BEACH
101 PACIFIC AVE
LIBRARY SERVICES
LONG BEACH, CA 90802

INVOICE

INVOICE # INVOICE DATE

12588429 07/31/18

CLIENT # JOB #

7490114 32497606

CLIENT PO # DUE DATE

BPLB15000004 07/31/18

SERVICE LOCATION

CITY OF LB BRANCH LIBRARIES
101 PACIFIC AVENUE
LONG BEACH, CA 90822

SERVICES FOR JULY 2018

REMARKS	AMOUNT	TAX RATE	TAX	TOTAL
Commercial Janitorial Service BRANCH LIBRARY DAY PORTER-MARK TWAIN LIBRARY	15,473.28	0.000%	0.00	15,473.28

Send ACH Payments To:
BANK OF AMERICA
Account # 1499505328
Transit # 122000030
Remittances: ACH@ABM.com

Please note:
Our NEW Remit To address:
PO BOX 52809
LOS ANGELES, CA 90074-2609

PRE-TAX TOTAL	\$15,473.28
TAX	\$0.00
TOTAL	\$15,473.28

For questions about this invoice, email ABM.Billing@abm.com.
For all other inquiries, please contact your ABM Representative.

Are you receiving too much paper? Go Green and receive paperless invoices. Email us at ABM.Billing@abm.com to sign up.



City of Long Beach

Department of Financial Management
Purchasing Division
333 W Ocean Blvd. 7th floor, Long Beach, California 90802
p 562.570.6200

June 14, 2018

NOTICE TO BIDDERS

ADDENDUM NO. 1

**ITB LB18-082
Citywide Custodial Services**

This addendum changes and supersedes the language in the original Invitation to Bid. Please acknowledge receipt of this addendum by signing and submitting with your bid. Any bidder who fails to submit this addendum may be disqualified.

The City would like to make the following revision:

Whereas Attachment K states Discontinued Customers in Previous 6 Months, it should state Discontinued Customers in Previous Five (5) Years. A revised Attachment K is provided attached to this addendum.

PREPARED BY: Sokunthea Kol, Buyer II

ACKNOWLEDGED BY: ABM Industry Groups, LLC
Company Name
Curtis Van Buskirk Vice President
Print Name Title
[Signature] 7/13/18
Signature Date



City of Long Beach

Department of Financial Management
Purchasing Division
333 W Ocean Blvd. 7th floor, Long Beach, California 90802
p 562.570.6200

June 25, 2018

NOTICE TO BIDDERS

ADDENDUM NO. 2: Q & A

**ITB LB18-082
Citywide Custodial Services**

This addendum changes and supersedes the language in the original Invitation to Bid. Please acknowledge receipt of this addendum by signing and submitting with your bid. Any bidder who fails to submit this addendum may be disqualified.

The questions and answers are as follows:

1. Q: I wanted to know if there was more details about using a sub-contractor, please let me know if you can, and if our sub-contractor can use products not listed if so what items do you need the SDS sheets?

A: Please refer to Section 44. Assignment and Subcontracting section for information regarding subcontracting and Section 6. Approved Equal / Alternate Brands.

The Contractor shall follow the requirements under the Cal OSHA Hazard Communication Standard and provide and maintain Safety Data Sheets (SDS) for any and all chemical products used in the performance of this Contract at each site, in a labeled notebook.

2. Q: If you award sometime in September, when is the new supplier expected to start providing the services?

A: Please refer to Section 48 Contract Transition.

3. Q: Can you advise if I can use product from a chemical manufacturer that is not listed? I am with Proctor and Gamble and wanted to know how we can be an option for products.

A: Please refer to Section 6. Approved Equal / Alternate Brands.

4. Q: When will the remodeling be finished at ---**Chittick Field: Restroom 50**

A: Chittick Field Restroom is complete.

5. Q: When will Construction be finished at -- **Hudson Park: Restroom 9**

A: Hudson Park Restroom has no construction scheduled, restroom is open.

6. Q: When will the remodeling be finished at --- **Molina Restroom 52**

A: Molina is scheduled to open September 2018.

7. Q: Please provide the square footage for each site?

A: Please see Appendix A for the square footage for each site.

8. Q: Please provide a floor plan for each site?

A: A floor plan is not available. Most City facilities are currently open to the public and Bidders can view the sites at their own discretion. Optional site visits were offered between June 12, 2018 and June 19, 2018 to all bidders wishing to physically inspect buildings that are not open to the public.

9. Q: What is the current monthly and yearly price?

A: The current bid/contract with the pricing is available on the City's website.

Please go to the City's website below and search Contract #33516.

<http://citydocs.longbeach.gov/CityContracts/CustomSearch.aspx?SearchName=CityContracts>

10. Q: Did the scope of work change from the previous contract?

A: There are changes to the bid specifications and requirements.

11. Q: Will you please provide a copy of the current award proposal?


A: See answer to question #9.

PREPARED BY: Sokunthea Kol, Buyer II

ACKNOWLEDGED BY: ABM Industry Groups, LLC
Company Name

Curtis Von Buskirk
Print Name

Vice President
Title


Signature

7/13/18
Date

**BID SECTION
Bidder's Questionnaire**

1. Name of Company

ABM Industry Groups, LLC

2. Address

14201 Franklin Avenue

Tustin, California 92780

3. Area Code/Phone Number

714 / 878-8667

Limited Liability Company (DE)

4. Is your Company a Corporation _____, Partnership _____, or individually owned _____?

If incorporated, in what state? _____?

5. Give names and titles of persons of authority in your organization. If partnership, list all partners and the percentage owned by each partner.

ABM Industry Groups, LLC is a subsidiary of ABM Industries, Inc. - a publicly-traded corporation.

A corporate officer list is included in our proposal.

6. What types of services do you provide other than cleaning?

Engineering Services; Energy; and Parking Services

7. How long has your organization been in business under your present name? 1 yr, 6 mos

Former names, if any ABM Onsite Services - West, Inc.; ABM Services; ABM Janitorial Services

ABM Janitorial Services - Southwest, Inc.; American Building Maintenance; American Plant Protection, Inc.

How long under former names? Note: ABM's began in 1909 when it was founded by Morris Rosenberg in San Francisco and has gone through many legal entity iterations since then.

8. Affiliated companies (If parent company, list subsidiaries and divisions. If subsidiary or division, name of parent company, its principals and their addresses):

A complete list of subsidiaries is included in our proposal.

BID SECTION
Bidder's Questionnaire

9. What are your craft labor affiliations?

ABM is a signatory to the Collective Bargaining Agreement with SEIU United Service Workers West.

Other Industry organization and affiliations include: AAAE, BOMA, CREW, CoreNet, IREM, NACORE,

ICSC, IFMA, ISSA, NPA, US Green Building Council, among others.

10. What surety companies have furnished bonds for you in the past?

Travelers Casualty and Surety Company of America; Fidelity and Deposit Company of Maryland
Federal Insurance Company, and Liberty Mutual Insurance Companies

11. What are your bond limits? \$70M Single; \$500M Aggregate

12. Are there any judgments, suits or claims pending against your firm? If so,
submit brief details on a separate sheet and attach. Please refer to our Statement of Liabilities

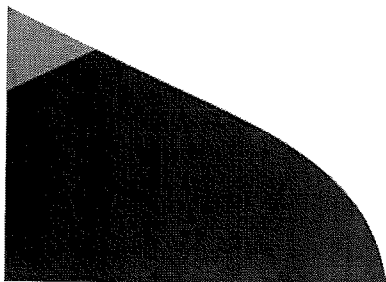
13. Are there any liens for labor or material filed on any of your work? No If so, submit
brief details on a separate sheet and attach.

14. Please furnish the following:

- List the organizations or firms, their addresses, contacts, phone numbers, and approximate square feet cleaned for all current customers in the Long Beach area and a representative sample of current customers (**see Attachment J**).
- List the organizations or firms, their addresses, contacts, phones numbers, and approximate square feet for all previous customers for whom your services have been discontinued for any reason within the past six months (**see Attachment K**).

Statement of Liabilities

ABM Industry Groups, LLC. is a subsidiary of ABM Industries, Inc., a publicly traded Delaware corporation (NYSE Symbol: ABM) which employs almost 130,000 employees and is one of America's leading facility service contractors, providing energy management, engineering, janitorial, lighting, parking, janitorial supplies and other property services to hundreds of markets in the United States, Canada and the United Kingdom. ABM's 10-K and other pertinent financial information are available online at www.abm.com. In the ordinary course of performing services for customers, it is inevitable that disagreements will arise. We can assure you that the Company is financially stable, and that there are no pending disagreements which will impair our ability to provide you with top quality service. We are not a debtor in bankruptcy or a known defendant in any action which would materially affect any agreement.



Bid Results

Bidder Details

Vendor Name ABM Industry Groups, LLC
Address 14201 Franklin Ave
 Tustin, CA 92780
 United States
Respondee Michael Keegan
Respondee Title Director of Business Development
Phone 714-878-6667 Ext.
Email Michael.Keegan@abm.com
Vendor Type NONE

Bid Detail

Bid Format Electronic
Submitted July 24, 2018 9:18:49 AM (Pacific)
Delivery Method Electronic
Bid Responsive
Bid Status Submitted
Confirmation # 148205
Ranking 0

Respondee Comment

Attached ABM RFP Proposal Response does include all required bid attachments and information. Bid site would only allow for one document upload, so it's all combined in one attachment.

Buyer Comment

Attachments

File Title	File Name	File Type
ABM Proposal Response-With Required Attachments Included	ABM Proposal City of Long Beach ITB LB 18-082.pdf	Completed Bid Document and Required Attachments

Line Items

Discount Terms 2% 20 net 30

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
Schedule 1: Routine Services							
1	Weekly Wages/Salaries for Laborers (Labor & Training Hours)						
	Disaster Preparedness and Emergency Communications Bid Item R1	LT	1	\$605.6200	\$605.6200	\$593.5076	
2	Weekly Fringe Benefits for Laborers (Labor & Training Hours)						
	Disaster Preparedness and Emergency Communications Bid Item R2	LT	1	\$40.0300	\$40.0300	\$39.2294	

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
3	Weekly Wages/Salaries for Supervisors						
	Disaster Preparedness and Emergency Communications Bid Item R3	LT	1	\$51.0400	\$51.0400	\$50.0192	
4	Weekly Fringe Benefits for Supervisors						
	Disaster Preparedness and Emergency Communications Bid Item R4	LT	1	\$20.5200	\$20.5200	\$20.1096	
5	Weekly Payroll Taxes & Insurance						
	Disaster Preparedness and Emergency Communications Bid Item R5	LT	1	\$161.5800	\$161.5800	\$158.3484	
6	Weekly Chemicals & Supplies						
	Disaster Preparedness and Emergency Communications Bid Item R6	LT	1	\$16.0300	\$16.0300	\$15.7094	
7	Weekly Tools & Equipment						
	Disaster Preparedness and Emergency Communications Bid Item R7	LT	1	\$16.0300	\$16.0300	\$15.7094	
8	Weekly Overhead						
	Disaster Preparedness and Emergency Communications Bid Item R8	LT	1	\$59.3900	\$59.3900	\$58.2022	
9	Weekly Profit for Routine Services						
	Disaster Preparedness and Emergency Communications Bid Item R9	LT	1	\$28.2600	\$28.2600	\$27.6948	

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
10	Subtotal of Bid Items R1 through R9						
	Disaster Preparedness and Emergency Communications Bid Item R10	LT	1	\$998.5000	\$998.5000	\$978.5300	
11	Weekly Wages/Salaries for Laborers (Labor & Training Hours)						
	Fire Dept. Bid Item R1	LT	1	\$716.2700	\$716.2700	\$701.9446	
12	Weekly Fringe Benefits for Laborers (Labor & Training Hours)						
	Fire Dept. Bid Item R2	LT	1	\$47.3400	\$47.3400	\$46.3932	
13	Weekly Wages/Salaries for Supervisors						
	Fire Dept. Bid Item R3	LT	1	\$51.0400	\$51.0400	\$50.0192	
14	Weekly Fringe Benefits for Supervisors						
	Fire Dept. Bid Item R4	LT	1	\$20.5200	\$20.5200	\$20.1096	
15	Weekly Payroll Taxes & Insurance						
	Fire Dept. Bid Item R5	LT	1	\$182.9600	\$182.9600	\$179.3008	
16	Weekly Chemicals & Supplies						
	Fire Dept. Bid Item R6	LT	1	\$18.9500	\$18.9500	\$18.5710	
17	Weekly Tools & Equipment						
	Fire Dept. Bid Item R7	LT	1	\$18.9500	\$18.9500	\$18.5710	
18	Weekly Overhead						
	Fire Dept. Bid Item R8	LT	1	\$68.7300	\$68.7300	\$67.3554	
19	Weekly Profit for Routine Services						
	Fire Dept. Bid Item R9	LT	1	\$32.7500	\$32.7500	\$32.0950	
20	Subtotal of Bid Items R1 through R9						
	Fire Dept. Bid Item R10	LT	1	\$1,178.5800	\$1,178.5800	\$1,155.0084	
21	Weekly Wages/Salaries for Laborers (Labor & Training Hours)						
	Health & Human Services Dept. Bid Item R1	LT	1	\$267.0600	\$267.0600	\$261.7188	

Citywide Custodial Services (ITB LB18-082), bidding on July 24, 2018 11:00 AM (Pacific)

Printed 08/03/2018

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
22	Weekly Fringe Benefits for Laborers (Labor & Training Hours)						
	Health & Human Services Dept. Bid Item R2	LT	1	\$17.6500	\$17.6500	\$17.2970	
23	Weekly Wages/Salaries for Supervisors						
	Health & Human Services Dept. Bid Item R3	LT	1	\$23.1200	\$23.1200	\$22.6576	
24	Weekly Fringe Benefits for Supervisors						
	Health & Human Services Dept. Bid Item R4	LT	1	\$9.3100	\$9.3100	\$9.1238	
25	Weekly Payroll Taxes & Insurance						
	Health & Human Services Dept. Bid Item R5	LT	1	\$69.1900	\$69.1900	\$67.8062	
26	Weekly Chemicals & Supplies						
	Health & Human Services Dept. Bid Item R6	LT	1	\$7.0700	\$7.0700	\$6.9286	
27	Weekly Tools & Equipment						
	Health & Human Services Dept. Bid Item R7	LT	1	\$7.0700	\$7.0700	\$6.9286	
28	Weekly Overhead						
	Health & Human Services Dept. Bid Item R8	LT	1	\$26.3400	\$26.3400	\$25.8132	
29	Weekly Profit for Routine Services						
	Health & Human Services Dept. Bid Item R9	LT	1	\$19.7300	\$19.7300	\$19.3354	
30	Subtotal of Bid Items R1 through R9						
	Health & Human Services Dept. Bid Item R10	LT	1	\$446.5400	\$446.5400	\$437.6092	

Citywide Custodial Services (ITB.LB18-082), bidding on July 24, 2018, 11:00 AM (Pacific)

Printed 08/03/2018

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
31	Weekly Wages/Salaries for Laborers (Labor & Training Hours)						
	Library Services Dept. Bid Item R1	LT	1	\$4,577.3100	\$4,577.3100	\$4,485.7638	
32	Weekly Fringe Benefits for Laborers (Labor & Training Hours)						
	Library Services Dept. Bid Item R2	LT	1	\$371.3000	\$371.3000	\$363.8740	
33	Weekly Wages/Salaries for Supervisors						
	Library Services Dept. Bid Item R3	LT	1	\$313.3500	\$313.3500	\$307.0830	
34	Weekly Fringe Benefits for Supervisors						
	Library Services Dept. Bid Item R4	LT	1	\$107.5000	\$107.5000	\$105.3500	
35	Weekly Payroll Taxes & Insurance						
	Library Services Dept. Bid Item R5	LT	1	\$1,166.1500	\$1,166.1500	\$1,142.8270	
36	Weekly Chemicals & Supplies						
	Library Services Dept. Bid Item R6	LT	1	\$121.1200	\$121.1200	\$118.6976	
37	Weekly Tools & Equipment						
	Library Services Dept. Bid Item R7	LT	1	\$121.1200	\$121.1200	\$118.6976	
38	Weekly Overhead						
	Library Services Dept. Bid Item R8	LT	1	\$419.1700	\$419.1700	\$410.7866	
39	Weekly Profit for Routine Services						
	Library Services Dept. Bid Item R9	LT	1	\$200.5500	\$200.5500	\$196.5390	
40	Subtotal of Bid Items R1 through R9						
	Library Services Dept. Bid Item R10	LT	1	\$7,397.5700	\$7,397.5700	\$7,249.6186	
41	Weekly Wages/Salaries for Laborers (Labor & Training Hours)						
	Long Beach Gas & Oil Dept. Bid Item R1	LT	1	\$22.4500	\$22.4500	\$22.0010	

Citywide Custodial Services (ITB-LB18-082), bidding on July 24, 2018 11:00 AM (Pacific)

Printed 08/03/2018

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
42	Weekly Fringe Benefits for Laborers (Labor & Training Hours)						
	Long Beach Gas & Oil Dept. Bid Item R2	LT	1	\$1.4800	\$1.4800	\$1.4504	
43	Weekly Wages/Salaries for Supervisors						
	Long Beach Gas & Oil Dept. Bid Item R3	LT	1	\$4.6300	\$4.6300	\$4.5374	
44	Weekly Fringe Benefits for Supervisors						
	Long Beach Gas & Oil Dept. Bid Item R4	LT	1	\$9.0200	\$9.0200	\$8.8396	
45	Weekly Payroll Taxes & Insurance						
	Long Beach Gas & Oil Dept. Bid Item R5	LT	1	\$6.6100	\$6.6100	\$6.4778	
46	Weekly Chemicals & Supplies						
	Long Beach Gas & Oil Dept. Bid Item R6	LT	1	\$2.5000	\$2.5000	\$2.4500	
47	Weekly Tools & Equipment						
	Long Beach Gas & Oil Dept. Bid Item R7	LT	1	\$2.5000	\$2.5000	\$2.4500	
48	Weekly Overhead						
	Long Beach Gas & Oil Dept. Bid Item R8	LT	1	\$13.8900	\$13.8900	\$13.6122	
49	Weekly Profit for Routine Services						
	Long Beach Gas & Oil Dept. Bid Item R9	LT	1	\$1.9600	\$1.9600	\$1.9208	
50	Subtotal of Bid Items R1 through R9						
	Long Beach Gas & Oil Dept. Bid Item R10	LT	1	\$65.0400	\$65.0400	\$63.7392	

Citywide Custodial Services (ITB LB18-082), bidding on July 24, 2018 11:00 AM (Pacific)

Printed 08/03/2018

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
51	Weekly Wages/Salaries for Laborers (Labor & Training Hours)						
	Parks, Recreation & Marine Dept. Bid Item R1	LT	1	\$5,601.4400	\$5,601.4400	\$5,489.4112	
52	Weekly Fringe Benefits for Laborers (Labor & Training Hours)						
	Parks, Recreation & Marine Dept. Bid Item R2	LT	1	\$432.7400	\$432.7400	\$424.0852	
53	Weekly Wages/Salaries for Supervisors						
	Parks, Recreation & Marine Dept. Bid Item R3	LT	1	\$393.8100	\$393.8100	\$385.9338	
54	Weekly Fringe Benefits for Supervisors						
	Parks, Recreation & Marine Dept. Bid Item R4	LT	1	\$135.1100	\$135.1100	\$132.4078	
55	Weekly Payroll Taxes & Insurance						
	Parks, Recreation & Marine Dept. Bid Item R5	LT	1	\$1,439.5300	\$1,439.5300	\$1,410.7394	
56	Weekly Chemicals & Supplies						
	Parks, Recreation & Marine Dept. Bid Item R6	LT	1	\$148.2500	\$148.2500	\$145.2850	
57	Weekly Tools & Equipment						
	Parks, Recreation & Marine Dept. Bid Item R7	LT	1	\$148.2500	\$148.2500	\$145.2850	
58	Weekly Overhead						
	Parks, Recreation & Marine Dept. Bid Item R8	LT	1	\$512.8200	\$512.8200	\$502.5636	
59	Weekly Profit for Routine Services						
	Parks, Recreation & Marine Dept. Bid Item R9	LT	1	\$245.2200	\$245.2200	\$240.3156	

Citywide Custodial Services (ITB LB18-082), bidding on July 24, 2018 11:00 AM (Pacific)

Printed 08/03/2018

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
60	Subtotal of Bid Items R1 through R9						
	Parks, Recreation & Marine Dept. Bid Item R10	LT	1	\$9,057.1700	\$9,057.1700	\$8,876.0266	
61	Weekly Wages/Salaries for Laborers (Labor & Training Hours)						
	Public Works Dept. Bid Item R1	LT	1	\$863.9800	\$863.9800	\$846.7004	
62	Weekly Fringe Benefits for Laborers (Labor & Training Hours)						
	Public Works Dept. Bid Item R2	LT	1	\$56.9900	\$56.9900	\$55.8502	
63	Weekly Wages/Salaries for Supervisors						
	Public Works Dept. Bid Item R3	LT	1	\$78.7500	\$78.7500	\$77.1750	
64	Weekly Fringe Benefits for Supervisors						
	Public Works Dept. Bid Item R4	LT	1	\$31.6800	\$31.6800	\$31.0464	
65	Weekly Payroll Taxes & Insurance						
	Public Works Dept. Bid Item R5	LT	1	\$224.7900	\$224.7900	\$220.2942	
66	Weekly Chemicals & Supplies						
	Public Works Dept. Bid Item R6	LT	1	\$22.8600	\$22.8600	\$22.4028	
67	Weekly Tools & Equipment						
	Public Works Dept. Bid Item R7	LT	1	\$22.8600	\$22.8600	\$22.4028	
68	Weekly Overhead						
	Public Works Dept. Bid Item R8	LT	1	\$85.3700	\$85.3700	\$83.6626	
69	Weekly Profit for Routine Services						
	Public Works Dept. Bid Item R9	LT	1	\$40.7400	\$40.7400	\$39.9252	
70	Subtotal of Bid Items R1 through R9						
	Public Works Dept. Bid Item R10	LT	1	\$1,428.0200	\$1,428.0200	\$1,399.4596	

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
71	Weekly Wages/Salaries for Laborers (Labor & Training Hours)						
	Technology & Innovation Dept. Bid Item R1	LT	1	\$194.0800	\$194.0800	\$190.1984	
72	Weekly Fringe Benefits for Laborers (Labor & Training Hours)						
	Technology & Innovation Dept. Bid Item R2	LT	1	\$12.8000	\$12.8000	\$12.5440	
73	Weekly Wages/Salaries for Supervisors						
	Technology & Innovation Dept. Bid Item R3	LT	1	\$13.8600	\$13.8600	\$13.5828	
74	Weekly Fringe Benefits for Supervisors						
	Technology & Innovation Dept. Bid Item R4	LT	1	\$9.4100	\$9.4100	\$9.2218	
75	Weekly Payroll Taxes & Insurance						
	Technology & Innovation Dept. Bid Item R5	LT	1	\$49.5800	\$49.5800	\$48.5884	
76	Weekly Chemicals & Supplies						
	Technology & Innovation Dept. Bid Item R6	LT	1	\$5.1400	\$5.1400	\$5.0372	
77	Weekly Tools & Equipment						
	Technology & Innovation Dept. Bid Item R7	LT	1	\$5.1400	\$5.1400	\$5.0372	
78	Weekly Overhead						
	Technology & Innovation Dept. Bid Item R8	LT	1	\$26.8800	\$26.8800	\$26.3424	
79	Weekly Profit for Routine Services						
	Technology & Innovation Dept. Bid Item R9	LT	1	\$7.9500	\$7.9500	\$7.7910	

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
80	Subtotal of Bid Items R1 through R9						
	Technology & Innovation Dept. Bid Item R10	LT	1	\$324.8400	\$324.8400	\$318.3432	
81	Weekly Wages/Salary for Contract Manager (Minimum Weekly Contract Manager Hours = 20)						
	Bid Item R11	LT	1	\$703.9600	\$703.9600	\$689.8808	Includes Payroll Taxes and Insurance.
82	Weekly Fringe Benefits for Contract Manager (Minimum Weekly Contract Manager Hours = 20)						
	Bid Item R12	LT	1	\$107.7900	\$107.7900	\$105.6342	Based off of 20 hrs. per month. Includes Health Coverage, Cell Phone, Vacation, Sick, Overhead and Profit.
83	Total Maximum Weekly Price for Routine Services for all Buildings (Total of Bid Items R10, R11, and R12)						
	Bid Item R13	LT	1	\$22,671.9100	\$22,671.9100	\$22,218.4718	
84	Total Maximum Annual Price for Routine Services for all Buildings (Bid Item R13 x 52 Weeks per year)						
	Bid Item R14	LT	1	\$1,178,939.3200	\$1,178,939.3200	\$1,155,360.5336	
85	Bid Item R10 divided by Minimum Weekly Labor Hours						
	Disaster Preparedness and Emergency Communications (Cost Per Labor Hour)	PER HOUR	1	\$23.2200	\$23.2200	\$22.7556	All Burden Included
86	Bid Item R10 divided by Minimum Weekly Labor Hours						
	Fire Dept. (Cost Per Labor Hour)	PER HOUR	1	\$24.5500	\$24.5500	\$24.0590	All Burden Included
87	Bid Item R10 divided by Minimum Weekly Labor Hours						
	Health & Human Services Dept. (Cost Per Labor Hour)	PER HOUR	1	\$21.5200	\$21.5200	\$21.0896	All Burden Included
88	Bid Item R10 divided by Minimum Weekly Labor Hours						
	Library Service Dept. (Cost Per Labor Hour)	PER HOUR	1	\$24.3300	\$24.3300	\$23.8434	All Burden Included
89	Bid Item R10 divided by Minimum Weekly Labor Hours						
	Long Beach Gas & Oil Dept. (Cost Per Labor Hour)	PER HOUR	1	\$43.3600	\$43.3600	\$42.4928	All Burden Included

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
90	Bid Item R10 divided by Minimum Weekly Labor Hours						
	Parks, Recreation & Marine Dept. (Cost Per Labor Hour)	PER HOUR	1	\$24.3500	\$24.3500	\$23.8630	All Burden Included
91	Bid Item R10 divided by Minimum Weekly Labor Hours						
	Public Works Dept. (Cost Per Labor Hour)	PER HOUR	1	\$25.5000	\$25.5000	\$24.9900	All Burden Included
92	Bid Item R10 divided by Minimum Weekly Labor Hours						
	Technology & Innovation Dept. (Cost Per Labor Hour)	PER HOUR	1	\$25.9800	\$25.9800	\$25.4604	All Burden Included
				Subtotal	\$1,244,407.2400	\$1,219,519.0952	
Schedule 2: Enhanced Services							
93	Cost Per Labor Hour (from corresponding item in Schedule 1)						
	Disaster Preparedness and Emergency Communications (Cost Per Labor Hour)	PER HOUR	1	\$23.2200	\$23.2200	\$22.7556	All Burden Included
94	Cost Per Labor Hour (from corresponding item in Schedule 1)						
	Fire Dept. (Cost Per Labor Hour)	PER HOUR	1	\$24.5500	\$24.5500	\$24.0590	All Burden Included
95	Cost Per Labor Hour (from corresponding item in Schedule 1)						
	Health & Human Services Dept. (Cost Per Labor Hour)	PER HOUR	1	\$21.5200	\$21.5200	\$21.0896	All Burden Included
96	Cost Per Labor Hour (from corresponding item in Schedule 1)						
	Library Service Dept. (Cost Per Labor Hour)	PER HOUR	1	\$24.3300	\$24.3300	\$23.8434	All Burden Included
97	Cost Per Labor Hour (from corresponding item in Schedule 1)						
	Long Beach Gas & Oil Dept. (Cost Per Labor Hour)	PER HOUR	1	\$43.3600	\$43.3600	\$42.4928	All Burden Included

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
98	Cost Per Labor Hour (from corresponding item in Schedule 1)						
	Parks, Recreation & Marine Dept. (Cost Per Labor Hour)	PER HOUR	1	\$24.3500	\$24.3500	\$23.8630	All Burden Included
99	Cost Per Labor Hour (from corresponding item in Schedule 1)						
	Public Works Dept. (Cost Per Labor Hour)	PER HOUR	1	\$25.5000	\$25.5000	\$24.9900	All Burden Included
100	Cost Per Labor Hour (from corresponding item in Schedule 1)						
	Technology & Innovation Dept. (Cost Per Labor Hour)	PER HOUR	1	\$25.9800	\$25.9800	\$25.4604	All Burden Included
101	Total Maximum Weekly Price (Additional Weekly Labor Hours Multiplied by Cost Per Labor Hour)						
	Disaster Preparedness and Emergency Communications (Total Maximum Weekly Price)	LOT	1	\$348.3000	\$348.3000	\$341.3340	
102	Total Maximum Weekly Price (Additional Weekly Labor Hours Multiplied by Cost Per Labor Hour)						
	Fire Dept. (Total Maximum Weekly Price)	LOT	1	\$392.8000	\$392.8000	\$384.9440	
103	Total Maximum Weekly Price (Additional Weekly Labor Hours Multiplied by Cost Per Labor Hour)						
	Health & Human Services Dept. (Total Maximum Weekly Price)	LOT	1	\$53.8000	\$53.8000	\$52.7240	
104	Total Maximum Weekly Price (Additional Weekly Labor Hours Multiplied by Cost Per Labor Hour)						
	Library Service Dept. (Total Maximum Weekly Price)	LOT	1	\$778.5600	\$778.5600	\$762.9888	
105	Total Maximum Weekly Price (Additional Weekly Labor Hours Multiplied by Cost Per Labor Hour)						
	Long Beach Gas & Oil Dept. (Total Maximum Weekly Price)	LOT	1	\$21.6800	\$21.6800	\$21.2464	

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
106	Total Maximum Weekly Price (Additional Weekly Labor Hours Multiplied by Cost Per Labor Hour)						
	Parks, Recreation & Marine Dept. (Total Maximum Weekly Price)	LOT	1	\$2,757.6400	\$2,757.6400	\$2,702.4872	
107	Total Maximum Weekly Price (Additional Weekly Labor Hours Multiplied by Cost Per Labor Hour)						
	Public Works Dept. (Total Maximum Weekly Price)	LOT	1	\$675.7500	\$675.7500	\$662.2350	
108	Total Maximum Weekly Price (Additional Weekly Labor Hours Multiplied by Cost Per Labor Hour)						
	Technology & Innovation Dept. (Total Maximum Weekly Price)	PER HOUR	1	\$64.9800	\$64.9800	\$63.6804	
				Subtotal	\$5,306.3200	\$5,200.1936	

Schedule 3: Special Coverage

109	Special Coverage - Events, Facility Reservations, and Meetings						
	Health & Human Services (Laborers)	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
110	Special Coverage - Events, Facility Reservations, and Meetings						
	Long Beach Gas & Oil Dept. (Laborers)	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
111	Special Coverage - Events, Facility Reservations, and Meetings						
	Parks, Recreation & Marine Dept. (Laborers)	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
112	Special Coverage - Events, Facility Reservations, and Meetings						
	Public Works Dept. (Laborers)	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
				Subtotal	\$1,200.0000	\$1,176.0000	

Schedule 4: Projects - Laborers

113	Projects - Laborers						
	Disaster Preparedness and Emergency Communications	PER HOUR	4	\$30.0000	\$120.0000	\$117.6000	

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
114	Projects - Laborers						
	Fire Dept.	PER HOUR	4	\$30.0000	\$120.0000	\$117.6000	
115	Projects - Laborers						
	Health & Human Services Dept.	PER HOUR	6	\$30.0000	\$180.0000	\$176.4000	
116	Projects - Laborers						
	Library Service Dept.	PER HOUR	120	\$30.0000	\$3,600.0000	\$3,528.0000	
117	Projects - Laborers						
	Long Beach Gas & Oil Dept.	PER HOUR	2	\$30.0000	\$60.0000	\$58.8000	
118	Projects - Laborers						
	Parks, Recreation & Marine Dept.	PER HOUR	110	\$30.0000	\$3,300.0000	\$3,234.0000	
119	Projects - Laborers						
	Public Works Dept.	PER HOUR	8	\$30.0000	\$240.0000	\$235.2000	
120	Projects - Laborers						
	Technology & Innovation Dept.	PER HOUR	8	\$30.0000	\$240.0000	\$235.2000	
				Subtotal	\$7,860.0000	\$7,702.8000	
	Schedule 4: Projects - Floors						
121	Projects - Floors						
	Shampoo Carpets	PER SQ. FT.	50000	\$0.1200	\$6,000.0000	\$5,880.0000	
122	Projects - Floors						
	Strip & Refinish Floors	PER SQ. FT.	50000	\$0.1900	\$9,500.0000	\$9,310.0000	
				Subtotal	\$15,500.0000	\$15,190.0000	
	Schedule 5: Emergency Call-Outs						
123	Emergency Call-Outs - Laborers						
	Disaster Preparedness and Emergency Communications	PER HOUR	5	\$30.0000	\$150.0000	\$147.0000	
124	Emergency Call-Outs - Laborers						
	Fire Dept.	PER HOUR	5	\$30.0000	\$150.0000	\$147.0000	

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
125	Emergency Call-Outs - Laborers						
	Health & Human Services Dept.	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
126	Emergency Call-Outs - Laborers						
	Library Service Dept.	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
127	Emergency Call-Outs - Laborers						
	Long Beach Gas & Oil Dept.	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
128	Emergency Call-Outs - Laborers						
	Parks, Recreation & Marine Dept.	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
129	Emergency Call-Outs - Laborers						
	Public Works Dept.	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
130	Emergency Call-Outs - Laborers						
	Technology & Innovation Dept.	PER HOUR	10	\$30.0000	\$300.0000	\$294.0000	
				Subtotal	\$2,100.0000	\$2,058.0000	
	Compensation Schedule						
131	Salaries & Wages						
	Contract Manager	PER WEEK	1	\$703.9600	\$703.9600	\$689.8808	Includes Payroll Taxes and Insurance.
132	Fringe Benefits						
	Contract Manager	PER WEEK	1	\$107.7900	\$107.7900	\$105.6342	Based off of 20 hrs. per month. Includes Health Coverage, Cell Phone, Vacation, Sick, Overhead and Profit.
133	Salaries & Wages						
	Contract Supervisors	PER HOUR	1	\$17.0000	\$17.0000	\$16.6600	Hr. Wage only.
134	Fringe Benefits						
	Contract Supervisors	PER HOUR	1	\$4.2900	\$4.2900	\$4.2042	Only includes, Vacation, Sick, Holiday and Health Insurance (Payroll taxes, profit, overhead, cell or other items are not included)

Bid Results

Type	Item Code	UOM	Qty	Unit Price	Line Total	Discount	Comment
135	Salaries & Wages						
	Contract Laborers	PER HOUR	1	\$13.7500	\$13.7500	\$13.4750	Avg. Hrly wage Only.
136	Fringe Benefits						
	Contract Laborers	PER HOUR	1	\$1.5000	\$1.5000	\$1.4700	Avg Hrly Cost: that Includes Health Coverage, Vacation, Sick, Holidays
				Subtotal	\$848.2900	\$831.3242	
				Total	\$1,277,221.8500	\$1,251,677.4130	

**PERFORMANCE BOND
(Bond for Faithful Performance)**

WHEREAS, The CITY OF LONG BEACH, a municipal corporation of the State of California, hereinafter the "City" or "Obligee," have conditionally awarded to ABM Industry Groups, LLC designated as the "Contractor" or "Principal" herein, a contract for the work ("Work") described as follows:

Bid Number: ITB LB 18-082; Citywide Custodial Services

_, as described in Specification No.: _____, Addenda/Addendum No. _____ and related drawings.

WHEREAS, the Principal is about to enter into a Contract with Obligee for performance of the Work, which Contract, and all Contract Documents set forth therein are incorporated herein by this reference.

WHEREAS, the Principal is required to furnish a bond guaranteeing the prompt, full and faithful performance of its obligations under the Contract Documents concurrently with delivery to Obligee of the executed Contract.

NOW, THEREFORE, we the undersigned Contractor, as Principal, and Travelers Casualty and Surety Company of America an admitted surety insurer in the State of California, as Surety, are held and firmly bound unto THE CITY OF LONG BEACH, a municipal corporation of the State of California (hereinafter the "City" or "Obligee") in the penal sum of *** Dollars (\$ \$2,484,928.00) lawful money of the United States, for the payment of which sum, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally.

*****Two Million Four Hundred Eighty-Four Thousand Nine Hundred Twenty-Eight and 00/100s**

THE CONDITION OF THIS OBLIGATION IS SUCH THAT:

If the Principal shall promptly, fully and faithfully perform each and all of the obligations and things to be done and performed by the Principal in strict accordance with the terms of the Contract Documents as said Contract Documents may be modified or amended from time to time; and if the Principal shall indemnify and save harmless the Obligee and all of its officers, agents and employees from any and all losses, liability and damages, claims, judgments, stop notices, costs, and fees of every description, whether imposed by law or equity, which may be incurred by the Obligee by reason of the failure or default on the part of the Principal in the performance of any or all of the terms or the obligations of the Contract Documents, as they may be amended and supplemented including, but not limited to, its liability for liquidated damages for delay, all warranties or guarantees required thereunder and indemnity obligations; then this obligation shall be void; otherwise, it shall be, and remain, in full force and effect.

Whenever the Principal shall be, and is declared by the Obligee to be in default under the Contract, which shall include without limitation, any breach or default of the Contract Documents, then, after written notice from the Obligee to the Surety, as provided for below, the Surety shall either remedy the default or breach by the Principal or shall promptly and faithfully take charge of the Work of and complete the Work in accordance with the requirements of the Contract Documents with a contractor other than the Principal at its own expense and make available as work progresses sufficient funds to pay the cost of completion less the balance of the Contract price including other costs and damages for which the surety may be liable hereunder; provided, however, that the procedure by which the Surety undertakes to discharge its obligations under this Bond shall be subject to the advance written approval of the Obligee.

Within fifteen (15) days of Obligee's written notice to the Surety of the failure of performance of the Contract by the Principal, it shall be the duty of the Surety to give to the Obligee an unequivocal notice in writing of the Surety's election to remedy the default(s) of the Principal promptly, or to arrange for performance of the Contract promptly by a Contractor other than the Principal, time being of essence to this Bond. In said Notice of Election, the Surety shall state the date of commencement of its cure or remedy of the Principal's default(s) or its performance of the Contract. The Surety's obligations for cure or remedy, include but are not limited to: correction of defective work and completion of the Contract, additional legal, design professional and delay costs arising from Surety's actions or failure to act; and liquidated damages, or if no liquidated damages are specified in the Contract, actual damages caused by delayed performance or non-performance by the Principal. The Surety shall give prompt written notice to the Obligee upon completion of the cure or remedy of the Principal's default(s) of its performance of the Construction Contract.

If the Surety does issue its Notice of Election and does not proceed to cure or remedy the Principal's default(s) of its performance of the Work with reasonable promptness, the Surety shall be deemed to be in default on this bond fifteen (15) days after receipt of a written notice from Obligee to the Surety demanding that the Surety perform its obligations under this Bond, and the Obligee shall be entitled to enforce any remedy available to Obligee.

The Surety and Principal, for value received, hereby stipulate and agree that no change, extension of time, modification, alteration or addition to the terms of the Contract or Contract Documents or to the Work to be performed thereunder shall in any way affect or release the Principal or Surety or their respective heirs, executors, administrators, successors and assigns from their obligations on this bond, and Surety does hereby waive notice of any such change, extension of time, alteration or addition to the terms of the Contract, or Contract Documents, or to the Work. No premature payment by the City to the Principal shall release or exonerate the Surety, unless the Officer or Board of the City ordering the payment shall have actual notice at the time the order is made that the payment is in fact premature, and then only to the extent that such payment shall result in actual loss to the Surety, but in no event more than the amount of such premature payment.

FURTHER, Principal and Surety agree that if Obligee is required to engage the services of attorneys in connection with enforcement of the bond, each shall pay Obligee's reasonable attorneys' fees incurred, with or without suit, in addition to the above penal sum.

The guarantees contained herein shall survive the final completion of the Work called for in the Contract Documents with respect to the obligations and liabilities of the Principal which survive such final completion.

IN WITNESS WHEREOF, this instrument has been duly executed by the Principal and Surety above-named, on the 26th day of October, 2018.

Travelers Casualty and Surety Company of America
 By: [Signature] Surety Name
 Signature
 Name: Simone Gerhard
 Printed Name
 Title: Attorney-In-Fact

ABM Industry Groups, LLC
 By: [Signature] Principal Name
 Signature
 Name: Lu Ann Brinkley, Director Insurance Services
 Printed Name
 Title: _____

Address: One Tower Square, Bond/5PB, Hartford, CT 06183
 Telephone: 925 945 4060

By: [Signature]
 Signature
 Name: Matthew A. Barrett
 Printed Name
 Title: Assistant General Counsel

Simone Gerhard
 Attorney-in-Fact
[Signature]
 Signature

(Attach Attorney-in-Fact Certificate, Corporate Seal and Surety Seal)

11-1, 2018
 Approved as to form.
 CHARLES PARKIN, City Attorney
 By: [Signature]
 Deputy City Attorney

11-2
 Approved as to sufficiency.
 CITY OF LONG BEACH, a municipal corporation
 By: [Signature]
 City Manager/City Engineer

EXECUTED PURSUANT
 TO SECTION 301 OF
 THE CITY CHARTER
 Tom Modica
 Assistant City Manager

- NOTE:
1. Execution of this bond must be acknowledged by both PRINCIPAL and SURETY before a Notary Public and Notary's certificate of each acknowledgment must be attached.
 2. A corporation must execute this bond by duly authorized officers or agents, and a certified copy of a resolution of its Board of Directors authorizing such execution, or other evidence of authority for such execution, must be attached if executed by persons other than the officers listed in Section 313, California Corporations Code.

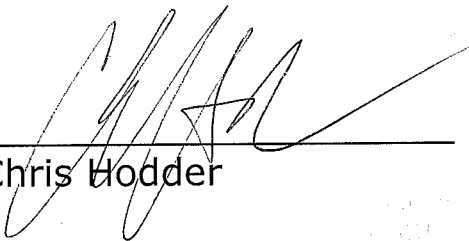
State of Georgia

County of DeKalb

On October 29, 2018 before me, Chris Hodder, Notary Public, personally appeared Matthew Barrett who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to the within instrument, and acknowledged to me that he executed the same in his authorized capacity, and that by his signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of Georgia that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.


Chris Hodder



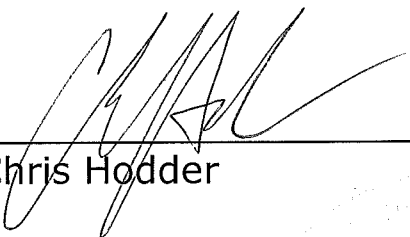
State of Georgia

County of DeKalb

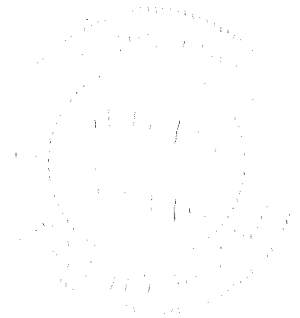
On October 29, 2018 before me, Chris Hodder, Notary Public, personally appeared Lu Ann Brinkley who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to the within instrument, and acknowledged to me that she executed the same in her authorized capacity, and that by her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of Georgia that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Chris Hodder



CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

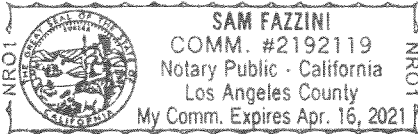
State of California

County of Los Angeles

On OCT 26 2018 before me, Sam Fazzini, Notary Public, personally appeared Simone Gerhard who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature Sam Fazzini
Sam Fazzini, Notary Public



**Travelers Casualty and Surety Company of America
Travelers Casualty and Surety Company
St. Paul Fire and Marine Insurance Company**

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company are corporations duly organized under the laws of the State of Connecticut (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint **Simone Gerhard**, of **Los Angeles, California**, their true and lawful Attorney-in-Fact to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed, and their corporate seals to be hereto affixed, this **3rd** day of **February**, 2017.



State of Connecticut

City of Hartford ss.

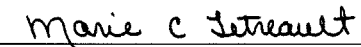
By: 
Robert L. Raney, Senior Vice President

On this the **3rd** day of **February**, 2017, before me personally appeared **Robert L. Raney**, who acknowledged himself to be the Senior Vice President of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.

My Commission expires the **30th** day of **June**, 2021




Marie C. Tetreault, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, **Kevin E. Hughes**, the undersigned, Assistant Secretary of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which remains in full force and effect.

Dated this **OCT 26 2018** day of




Kevin E. Hughes, Assistant Secretary

**To verify the authenticity of this Power of Attorney, please call us at 1-800-421-3880.
Please refer to the above-named Attorney-in-Fact and the details of the bond to which the power is attached.**