

ATTACHMENT 18

SCOPE OF WORK, SCHEDULE, AND CLEANING STANDARDS

It is impossible to indicate every specific item that requires custodial service, but the following tasks and frequencies indicate most of them. This information is intended to inform the custodial contractor that nothing less than full service custodial will be accepted.

DAY CUSTODIAN

The day custodian will provide the following services and respond immediately (within 15 minutes) to trouble calls:

1. The Contractor will provide the day custodian with a pager or cell phone to facilitate communication.
2. The day custodian will notify the Designated Court Facilities Contact or designee of any irregularities as mentioned in section 4.1.2.1 General Specifications item 10 noted during the performance of services and report location of such irregularities.
3. Any hardware found on the floor, such as screws, nuts, bolts, etc., that could have fallen off furniture or other building related items, such as doorknobs, handrails, modular furniture, should be turned into the Designated Court Facilities Contact or designee along with the location where this item was found. The Court will then investigate further and effect any repairs or replacement of equipment that may be needed.
4. The day custodian will comply with instructions given by the Designated Court Facilities Contact or designee and perform special cleaning projects as required by the Designated Court Facilities Contact or designee.
5. The contractor will provide the day custodian with a plunger to unclog minor plumbing stoppages.
6. The contractor will provide the day custodian with “Caution” signs for display in wet/slippery or unsafe areas and “Restroom Out of Service” signs for cleaning.
7. The day custodian will not disturb papers, documents and materials on horizontal surfaces unless directed to do so by the Designated Court Facilities Contact or designee.
8. The day custodian will clean offices and areas locked during non-business hours in accordance with the daily, weekly, monthly, and semi-annual cleaning tasks as identified for the after-hours services within this attachment.
9. The day custodian will maintain custodial closet in a clean and orderly condition. Dust cloths and floor sweeping cloths will be stored in metal containers furnished by

Contractor for elimination of fire hazard. Water in mop buckets will be emptied when not in use.

Due to high volume of traffic in these facilities, day custodian will give special attention to:

1. Public Restrooms – The following will be done two (2) times per day in all public and staff restrooms:
 - a. Refill hand towels, toilet seat cover dispensers, toilet paper, soap dispensers and sanitary napkin dispensers, as needed.
 - b. Spot clean walls/partitions, countertops, and sinks, as necessary.
 - c. Sweep and damp mop floors, if necessary.
2. Jury deliberation rooms will be cleaned daily when in use.
3. Jury lounge and restrooms will be serviced two (2) times per day.
4. Conference rooms and break rooms will be cleaned daily.
5. Flooding or standing water will be tended to immediately in all hallways, restrooms, and entryways.
6. All public hallways and lobbies will be cleaned on a daily basis.
 - a. Pick up cans, bottles, paper, and other debris.
 - b. Dispose of trash in wastebaskets.
 - c. Should spills occur or trash accumulate after cleanup, these areas will be given priority service.
7. Maintain clean elevators, hallways, stairs, and all drinking fountains throughout the day.
 - a. Make frequent inspections of these areas.
 - b. Wipe handrails down with disinfectant.
 - c. Remove trash and clean up spills uncovered during these inspections.
8. Clean glass daily on all entrance and exit doors to building.
 - a. Including all reception counter glass areas, glass display cases and any other glass areas that are exposed to frequent occupant use.
9. Perform other services as requested by the Designated Court Facilities Contact or designee relating to custodial services needed to maintain a clean healthy environment.

EXTERIOR SERVICES

1. Clean front of exterior portion of building, clear debris, and empty trash containers around the facilities as required.
2. Police outside area of buildings and provide trash pick-up on a daily basis.

3. Pressure wash exterior surfaces and front entrances of buildings once daily or as required or assigned.

SPECIALTY SERVICES

1. Carpet Treatment
2. Deep Pressure Washing
3. Window Washing
4. Floor Treatment
5. Hazardous Waste Cleanup
6. Enhanced Deep Cleaning
7. COVID Protocol Cleaning
8. Upholstery Cleaning
9. Any additional services provided by Contractor

**AFTER HOURS SERVICES
ALL LOCATIONS**

This schedule provides a minimum frequency of cleaning tasks required and applies to all areas (lobbies, corridors, elevators, restrooms, offices, etc.) as applicable. However, your Proposal may indicate an increase in frequency of a specific cleaning procedure and/or change in cleaning method to ensure a high standard of cleanliness.

DAILY

RESTROOMS (Including all public and employee restrooms)

1. Empty waste containers
2. Damp wipe and disinfect waste containers
3. Replace can liners
4. Clean, disinfect and restock all dispensers, including liquid soap dispensers
5. Damp wipe and disinfect sinks and faucets, including any countertops
6. Clean and disinfect commodes inside and outside including seats, urinals, basins, door handles, latches, flush valves, and adjacent surfaces
7. Clean and polish all mirrors, stainless, plated or enamel surfaces
8. Spot clean walls and remove graffiti
9. Spot clean metal partitions
10. Dust mop and wet mop floors with detergent disinfectant
11. Treat floor drain to prevent sewer gas and odor
12. Maintain restrooms dust free at all levels

PUBLIC & OCCUPIED AREAS (Including but not limited to lobbies, corridors, elevators, stairways, offices, conference rooms, courtrooms, locked offices not identified in day custodian tasks, kitchenettes & break rooms, etc.)

1. Empty waste containers
2. Damp wipe and disinfect waste containers when soiled

3. Replace can liners
4. Spot clean doors and walls
5. Dust mop and wet mop resilient/hard floors with detergent disinfectant
6. Thoroughly vacuum
7. Remove any water-soluble spots from carpet and furniture
8. Store, stack or remove recyclable materials as required
9. Sanitize and polish drinking fountains
10. Clean and polish all components in elevators; remove dust, cobwebs, fingerprints, smudges, and streaks to leave a clean, bright condition
11. Clean door tracks on elevators
12. Sweep or dust mop and spot mop steps and landings
13. Clean and disinfect handrails, bracing and hardware
14. Spot clean accessible interior and exterior door and window glass, adjacent entry area glass, glass partitions and directory glass
15. Dust all immediate work areas, including furniture and fixtures
16. Spot removal all surfaces for fingerprints, smudges, scuff marks, streaks, etc.
17. Spot clean all seating furniture and benches
18. Clean and setup meeting and conference rooms' tables and chairs

CHILDREN'S WAITING ROOMS

1. Clean and disinfect

WEEKLY

RESTROOMS

1. Acid clean insides of urinals and toilet bowls
2. Wash and disinfect waste containers

PUBLIC & OCCUPIED AREAS (Including but not limited to lobbies, corridors, elevators, stairways, offices, conference rooms, courtrooms, locked offices not identified in day custodian tasks, kitchenettes & break rooms, etc.)

1. Dust all furniture (cleared surfaces only) and general clerical spaces and offices not mentioned in daily section
2. Dust accessible windowsills
3. Vacuum with crevice tool and other attachments to clean edges, corners and difficult to reach areas
4. Clean carpet in heavy foot traffic areas, use fire retardant if required
5. Thoroughly scrub steps and landings
6. Detail all stairwell components, including all level dusting and cobweb removal
7. Dust baseboards and wall fixtures
8. Damp wipe door grills & metal framework of doors and windows
9. Thoroughly clean accessible interior and exterior door and window glass, adjacent entry area glass, glass partitions and directory glass
10. Thoroughly Buff and wax ceramic tile floors
11. Thoroughly wet mop resilient floors (composition, vinyl, linoleum, etc.)
12. Remove dust and cobwebs from baseboards, blinds, sills, ledges, chair platforms, furniture, fixtures, frames, cubical tops and sides, and work surfaces (when paperwork or personal items are not present)
13. Thoroughly remove all fingerprints, smudges, scuff marks, streaks, etc. from all surfaces

CHILDRENS WAITING ROOMS

1. Deep clean all areas (chairs, rugs/cribs, etc.)

EXTERIOR

1. Police outside area of buildings and parking lots (Fremont Hall of Justice, Wiley W. Manuel Court Judicial parking lot, and Hayward Hall of Justice Court parking) and provide trash pick-up on a daily basis.

MONTHLY

RESTROOMS

1. Thoroughly clean and disinfect walls & doors, including trim and hardware
2. Buff and wax floors

PUBLIC & OCCUPIED AREAS (Including but not limited to lobbies, corridors, elevators, stairways, offices, conference rooms, courtrooms, locked offices not identified in day custodian tasks, kitchenettes & break rooms, etc.)

1. Buff and wax resilient floors (composition, vinyl, linoleum, etc.) except where prohibited
2. High dusting

CHILDRENS WAITING ROOMS

1. Deep clean all areas (chairs, rugs/cribs, etc.)

QUARTERLY

PUBLIC & OCCUPIED AREAS (Including but not limited to lobbies, corridors, elevators, stairways, offices, conference rooms, courtrooms, locked offices not identified in day custodian tasks, kitchenettes & break rooms, etc.)

1. Vacuum fabric partitions
2. Dust or vacuum interior office mini-blinds (horizontal and vertical)

SEMI-ANNUALLY

PUBLIC & OCCUPIED AREAS (Including but not limited to lobbies, corridors, elevators, stairways, offices, conference rooms, courtrooms, locked offices not identified in day custodian tasks, kitchenettes & break rooms, etc.)

1. Clean/shampoo carpets
2. Exterior windows

JURY ASSEMBLY ROOMS (Rene C. Davidson Court – room 100, Hayward Hall of Justice – 3rd floor, Wiley W. Manuel Court – 3rd floor, and Fremont Hall of Justice – 3rd floor)

1. Clean/shampoo carpets
2. Exterior windows

CLEANING STANDARDS

The following cleaning standards will be used on a daily basis, and by the Designated Court Facilities Contact during periodic quality assurance inspections, to assess the quality of cleaning performance

1. ENTRANCES

Mats and Carpet – Shall be free of spots, stains, gum, dirt, and debris without causing damage. They shall appear visibly and uniformly clean. Adjoining walls, doors and floor surfaces shall also be free of dust, soil, and cleaner residue.

Glass and Metal Surfaces – Shall appear streak-free, film-free, and uniformly clean. This shall include the elimination of dust and soil from sills and ledges and heat registers.

Corners/Thresholds – Shall be free of dust, dried-soil, crud, finish build-up and debris. These areas shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue.

Floors – Shall be free of dust, dried-soil, gum, spots, stains, and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, and film.

Walls and Fixtures – Shall be free of dust, dried-soil, and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film streaks and cleaner residue.

Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, food-stuff and the presence of any offensive odor emitting from the container.

2. ELEVATORS

Tracks – Shall be free of dirt and debris. Tracks shall appear visibly clean. This shall include the elimination of standing water from wet cleaning procedures.

Lights – Shall be free of dust, soil, and stains without causing damage. Diffusers shall remain in proper positions, they shall appear streak-free, film-free, and uniformly clean.

Walls and Doors – Shall be free of dust, soil, spots, and stains without causing damage. They shall appear streak-free, film-free, and uniformly clean. Bright metal surfaces shall be polished to a high-shine. This shall include the elimination of polish residue and/or film.

Floors and Carpet – Shall be free of dust, dried soil, soil, gum, spots, stains, and other debris. Floors and carpet shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, embedded soil, and foreign objects.

3. CORRIDORS

Floors – Shall be free of dust, dried-soil, gum, spots, stains, and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, and film.

Walls and Fixtures – Shall be free of dust, dried-soil, and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks, and cleaner residue.

Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, food-stuff and the presence of any offensive odor emitting from the container.

Water Fountains – Shall be free of dust, soil, scale, and water spots without causing damage. Brightwork shall be disinfected and polished to a streak-free shine. Water fountains shall appear visibly and uniformly clean. This shall include the elimination of film and cleaner residue.

4. STAIRWELLS

Rails and walls – Shall be free of dust and dried-soil without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks, lint, standing water, cleaner residue, or film.

Steps and Landings – Shall be free of dust, dried soil, gum, stains, and debris. These surfaces shall appear uniformly smooth and clean without leaving dust streaks, lint, standing water, cleaner residue, or film.

5. RESTROOMS

Dispensers – Shall be free of dust, dried-soil, and mold without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks, and cleaner residue. Dispensers shall be refilled when required with proper expendable supply item.

Hardware – Shall be free of dust, soil, mold, and scale without causing damage. Brightwork shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine. This shall include the elimination of polish residue.

Sinks – Shall be free of dust, mold, soil, cleaner residue, and soap film without causing damage. They shall appear visibly and uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, film, and water spots.

Mirrors – Shall be free of dust and soil. Mirrors and surrounding metal framework shall appear streak-free, film-free, and uniformly clean.

Toilets, Toilet Seats and Urinals – Shall be free of dust, bacteria, soil, organic matter, cleaner residue, and scale without causing damage. These fixtures shall appear visibly and uniformly

clean, disinfected, and polished-dry. This shall include the elimination of streaks, film, and water spots.

Partitions – Shall be free of dust, soil, and graffiti without causing damage. Partitions shall appear visibly and uniformly clean, disinfected, and polished-dry. This shall include the elimination of streaks and film.

Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, food-stuff and the presence of any offensive odor emitting from the container.

Walls and Doors – Shall be free of dust, soil, spots, and stains without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks, and cleaner residue. Ceramic walls and wainscots, metal kick plates, handles and push plates on doors shall also be polished-dry.

Floors and Baseboards – Shall be free of dust, soil, gum, stains, and debris. Floors shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, and film.

Air Vents – Shall be free of dust and soil without causing damage. This also pertains to air distribution units and exhaust vents. They shall appear visibly and uniformly clean.

Light Fixtures – Shall be free of dust and soil without causing damage. Diffusers shall remain in proper position and appear streak-free and uniformly clean.

6. OFFICES

Furniture and Equipment – Shall be free of dust, dried-soil, and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks, and film.

Telephones – Shall be free of dust and soil. They shall appear visibly and uniformly clean and polished-dry.

Lamps – Shall be free of dust, dried-soil, and soil without causing damage. Lamps shall appear visibly and uniformly clean. This shall include the elimination of streaks, cleaner residue, and film.

Walls and Doors – Shall be free of dust, dried-soil, and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks, and cleaner residue.

Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear

visibly and uniformly clean. This shall include the elimination of streaks, food-stuff and the presence of any offensive odor emitting from the container.

Partitions – Shall be free of dust, soil, and graffiti without causing damage. Partitions shall appear visibly and uniformly clean. This shall include the elimination of streaks, film, and cleaner residue.

Floors, Carpets and Baseboards – Shall be free of dust, dried-soil, soil, gum, spots, stains, and debris. Floors and carpet shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded soil, and foreign objects.

7. WINDOWS

Glass – Shall be free of dust and soil without causing damage. This also applies to adjoining sills, blinds, and framework. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, film, and cleaner residue.

8. JANITOR CLOSETS AND STOREROOMS

Shelves – Shall be free of dust, dried-soil, and soil. They shall appear visibly and uniformly clean. Supplies and equipment shall be stocked and organized neatly on shelves.

Janitor Carts – Shall be free of dust, dried-soil, and soil. They shall appear visibly and uniformly clean. Supplies and equipment stored on janitor carts shall also be free of dust and soil and organized neatly.

Walls – Shall be free of dust, dried-soil, and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks, and cleaner residue.

Utility Sinks – Shall be free of dust, soil, cleaner residue, and soap film. Utility sinks shall appear visibly and uniformly clean. This shall include the elimination of streaks, embedded soil, film, and water spots. Brightwork shall be cleaned, de-scaled and polished.

Floors – Shall be free of dust, dried-soil, gum, spots, stains, and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, and film.

9. GRAFFITI

All Facilities shall be graffiti-free. Any graffiti that cannot be removed during the normal cleaning processes, as outlined in this proposal, shall be reported to the Designated Court Facilities Contact within 24 hours.

10. EXTERIOR SERVICES

Empty trash cans to the exterior areas of the locations, once or twice per day as needed. Pressure wash entrances of each location at least once per week or on an as needed basis.