



**Public Works Department
Engineering Division
One North San Antonio Road
Los Altos, California 94022-3087
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May 20, 2016

Addendum No. 2

CUSTODIAL SERVICES CONTRACT

BIDS DUE (NEW DATE): Thursday, June 2nd, 2016, 4:00 p.m.

Bidders

The following addendum amends and is hereby made a part of the contract documents for the CUSTODIAL SERVICES CONTRACT. **The primary purpose of this addendum is issuance of a revised bid form, issuance of a revised scope of services, and clarification of certain questions. Additionally, the BID due date has been revised to June 2, 2016 at 4:00 p.m.**

Bid Form

The BID PROPOSAL FORM has been revised and is replaced in it's entirely with the attached BID PROPOSAL FORM.

A summary of the changes include:

1. Revision of address of Los Altos Youth Center
2. Addition of Line Item for Monthly Supplies.
3. Revision of TOTALS to reflect Monthly TOTALS
4. Addition of Acknowledgment of Addenda page

Scope of Services

The SCOPE OF SERVICES has been revised and is replaced in it's entirely with the attached SCOPE OF SERVICES.

A summary of the changes include:

1. Revision to Item 3.3.d to include restrooms
2. Revision to Item 3.3.f to include Room 2
3. Revision to Item 3.5.b to include work hours
4. Revision to Item 3.8.a to include work hours
5. Revision to Item 3.9 to include work hours
6. Revision to Item 4.11.a - deleted.

Questions / Answers:

Q: Does the city require from bidders to use living wages, prevailing wage or free market wages?

A: Per the division of state labor, prevailing wage for janitorial/custodial services are NOT required to be paid. The City does not have a living wage ordinance.

Q: Can you provide an estimate of the amount and type of supplies used?

A: See attached list of typically monthly paper and liner supplies.

Q: Can you provide the current service provide name and contract information

A: The current provider is EXCEL Maintenance Inc. The current monthly rate is approximately \$16,000/month.

Q: Will the City provide a location for service trucks to be parked/ staged during the day when not in use?

A: No.

Q: Can the City provide locations of parks/facilities with dumpster/garbage collection that can be used?

A: Dumpsters are located at the following locations to facilitate trash removal from the parks collections:

- Los Altos Youth Center Hall (Adjacent to the Patio Fence Area/Kitchen Side of the Building)
- Municipal Services Center (In the Yard)
- Hillview (Behind the Multipurpose Room)
- Shoup Park (Across from the Garden House)
- Grant Park (In the enclosed corral behind the Multipurpose Room)

The City would urge the use of the dumpsters at the Municipal Services Center as the primary disposal location for the parks trash collection.



Christopher Lamm, Engineering Services Manager

*****END OF ADDENDUM*****

CITY OF LOS ALTOS TYPICAL MONTHLY AVERAGE OF PAPER & LINER PRODUCTS

PART#	ITEM DESCRIPTION	QUANTITY	UNIT
AW440	TOILET TISSUE 8044 (90 rolls/cs)	5	CASES
BE315040	AF315 DISINFECTANT CLNR (GAL)	3	CASES
JR887SC	BIG Z-FOLD TOWELS	45	CASES
KRAM4	SOAP COLE ANTIBACTERIAL (GAL)	2	CASES
KU68536	CLEAN SHAPE PINK HAND SOAP PUMP BOTTLE	5	CASES
LL243245	TRASH LINER 24 X 32 CLEAR	6	CASES
LL333916	TRASH LINER 33 X 39 CLEAR	8	CASES
LL404612	TRASH LINER 40 X 46 CLEAR	*6	CASES

* This item increases slightly in the summer months to roughly 10 cases per month



SCOPE OF SERVICES
CUSTODIAL CLEANING SERVICES OF CITY BUILDINGS, GYMNASIUMS, PARK
RESTROOM AND LITTER CONTROL

May 20, 2016

1. DUTY OF CONTRACTOR:

The work covered by the specifications involves custodial cleaning services for the cleaning of the buildings, parks and litter control. The CONTRACTOR will have the primary responsibility for all cleaning activities, which is more fully detailed in the service schedule. The service schedule provides a general outline of major tasks applicable to an agreement and must not be construed to be a complete listing of all cleaning tasks required to perform this agreement to standards acceptable to the CITY.

2. HOURS OF SERVICE:

Custodial work is generally to be performed during “non-working hours” (after 5 p.m.) unless more specifically described herein. The CONTRACTOR shall provide twenty-four (24) hour emergency response service. The response time for emergency work ordered by the CITY shall be three hours from receipt of a call until a contract custodian is on site. Emergency work shall be remediated immediately within limitations of material availability.

Park Litter Control shall be completed between the hours of 7:00 a.m. to 12:00 pm per the weekly schedule.

3. LOCATION AND FREQUENCY OF SERVICE:

There are a total of ten (10) legal holidays in which the City honors. Custodial services will not be required on holidays with the exception of the Police Department and City Park restrooms and trash receptacle emptying.

1. Grant Park – 1575 Holt Avenue.
 - a. Multi-Purpose room will require service six (6) days a week Saturday through Thursday
 - b. Rooms 1 thru 4 will require service Monday through Friday after 5:00 PM.
2. Municipal Service Center – 707 Fremont Avenue
 - a. Administration building
 - b. Will require service five (5) days a week (Monday through Friday) service, after 5:00 PM.
3. Hillview Community Center – 97 Hillview Avenue
 - a. Children’s Corner Day Care site
 - 1) Rooms 3, 5, 6, and C

- b. Senior Center Rooms 10, 11 and 12
 - c. Room 14 Kinder-Prep
 - d. Room A and restrooms
 - e. Multi-Purpose Hall and kitchen
 - f. Social Hall and Room 2
 - g. Recreation office
 - h. Back Restrooms in hallway near Room 15
 - i. Front Restrooms near Room 2
 - 1) All will require service five (5) days a week (Monday through Friday) service, after 5:00 PM.
4. Police Department – 1 N. San Antonio Road
- a. The Police Department (Main Building and Modular Offices) will require six (6) days a week (Monday through Saturday) service. The work shall be scheduled after 5:00 PM and completed by 11:00 PM.
 - b. The Police Annex and IT Annex Modular offices in the Police parking yard will require six (6) days a week (Monday through Saturday) service. The work shall be scheduled after 5:00 PM and completed by 11:00 PM.
5. City Hall – 1 N. San Antonio Road
- a. The City Hall will require five (5) days a week (Monday through Friday) service. The work shall be scheduled after 5:00 PM and completed by 11:00 PM.
 - b. Los Altos Youth Center Building will require service six (6) days a week Saturday through Thursday. The work shall be scheduled after 11:00 PM and completed by 6:00 AM.
6. Gymnasiums
- a. Blach Intermediate School, 1120 Covington Road
 - b. Egan Intermediate School, 100 W. Portola Avenue.
 - c. Rosita Building, 401 Rosita Avenue (3 day a week service)
 - d. This service will be required throughout the calendar year and will require seven (7) days a week (Monday through Sunday) service 12 months out of the year. The work shall be scheduled after 11:00 PM and completed by 6:00 AM.
7. City Parks
- a. From Memorial Day weekend to Labor Day weekend, cleaning of the public restrooms in the City parks as well as scheduled litter control and emptying of trash receptacles will be seven (7) days per week (i.e., summer month). From the weekend following Labor Day to the weekend prior to Memorial Day (i.e., winter month), service would be five (5) days per week including two (2) weekend days.
 - b. All park work shall start after 7:00 AM and be completed by 11:00 AM including holidays.
8. Garden House – 400 University Avenue
- a. Upstairs Main Hall & Kitchen: Provide (5) days a week (Monday through Friday) service. The work shall be scheduled after 11:00 PM and completed by 6:00 AM.

9. Underground Teen Center: Provide (2) days a week service September through May and (3) days a week service June through August. The work shall be scheduled after 11:00 PM and completed by 6:00 AM.

4. **SERVICE SCHEDULE:**

Daily Tasks:

1. Vinyl and linoleum – Sweep with an anti-dust treated mop.
2. Carpets and mats – vacuum traffic areas. These areas are main entries at all doors, lobbies, main corridors in buildings and open areas. Inspect lighting for satisfactory operation. Report in writing all lights that are not working to the Facilities Public Works Supervisor or his/her designee the next working day.
3. Graffiti – remove all marks and writing from all interior surfaces. If unable to remove marks, call Public Works Supervisor at 650/947-2785 and leave message. Indicate your name, location of graffiti by building, floor and area.
4. Drinking Fountains – clean, disinfect and polish.
5. Glass and Windows –building entrances and lobby: Clean all interior and exterior glass surfaces to a height of 8'; removing any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas as seen on a regular basis. Cleaning of glass areas shall include window and door frames and shall extend the full distance of the entrance as seen on a regular basis.
6. Wastebaskets-empty and reline: Empty and reline plastic liners when dirty, ripped or damaged with appropriate size and strength. Replace plastic liners on a monthly basis regardless of condition. Remove all other boxes, cardboard and containers to designated dumpsters. Break down all cardboard boxes before discarding in dumpster.
7. Recycle bins-empty on an as-needed basis. Empty into recycling bins only. Do not mix garbage with recyclables.
8. Restrooms – clean, disinfect, restock supplies - Clean and disinfect all urinals, toilets, partitions and plumbing. Damp mop floors with disinfectant; clean and polish chrome and stainless fixtures; clean, disinfect and deodorize interior and exterior of sanitary napkin depositories; replace disposal bags and plastic trash liners. Clean mirrors – to be streak free; install disinfectant in floor drains and deodorizers in urinals. Fill all dispensers (soap, toilet paper, seat covers, paper towels, sanitary supplies). Inspect lighting for satisfactory operation. Report in writing or call (650) 947-2785 all lights that are not working to the Facilities Public Works Supervisor or his /her designee the next working day.
9. Showers, locker rooms or dressing rooms – Clean and disinfect all walls, floors, and curtains. Entire area to be free of soap scum, fungi, hair, urine deposits, and unpleasant odors. Floors and tiled areas to be free of streaks and mildew. Install disinfectant in floor drains, disinfect HVAC vents and diffusers, clean all light fixtures, clean and polish chrome and stainless fixtures and clean mirrors to be streak free. Refinish floors to maintain

- original appearance. Vacuum all carpet areas and remove all stains. Locker areas- clean and disinfect lockers inside and outside if unlocked. Do not disturb private belongings.
10. Kitchen sinks, counters and appliances – wash and disinfect. Include all kitchen tabletops if in area and generally clean up all floor areas.
 11. Park litter detail
 - a. Empty trash receptacles and replace plastic bags in liners. Empty trash bags into City park debris box or at the Municipal Service Center.

Weekly Procedures

1. Vinyl and Linoleum -- Damp or wet mop -- Use warm water with good-quality cleaner that leaves no visible or sticky cleaner residue when dry. Rinse, if necessary, with clear, warm water and clean mop. Wipe any and all baseboards free of moisture and dirt. Protect all wall surfaces.
2. Stone, marble, slate, granite, ceramic tile travertine floors, stairs -- damp mop with good quality cleaner recommended for marble, slate, granite ceramics and travertine on a dedicated mop. The floors are to be free of dust, dirt, cleaning material residue, streaks, mop strands, grease, and spills and thoroughly maintained to present an acceptable gloss. Protect all walls from splashing and wipe all baseboards of moisture and chemicals. Polish wood moldings if necessary to prevent any moisture damage.
3. Carpet and mats -- vacuum all areas, including edges and corners with an industrial powered vacuum cleaner and inspect for spots, remove as recommended with an approved industrial-grade spot remover that leaves no visible residue, following the manufacturer's recommendation completely. Report (in writing) all tears, burns, unraveling or other damage to Building Owner listed for each building. Move all chairs, trashcans and other easily removed items and vacuum underneath them. Hand-wipe baseboards.
4. Wall, doors and moldings --spot clean -- Remove any and all fingerprints, smudges, dirt or accumulations from these areas as seen and on a regular basis.
5. Doors and entrances --clean and polish-- interior and exterior -- Clean and polish interior and exterior surfaces to a height of 8', removing any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas. Cleaning of doors and entrances shall extend the full distance of the entrance front as seen and on a regular basis.
6. Dusting -- removal of all accumulated dust, dirt and debris from the surfaces, corners, crevices of all shelving, desks, bookcases, tables, partition tops, window ledges and baseboards. Use treated mops and clothes to help prevent the redistribution of it into the air. **Desktops are to be dusted only if papers have been removed.** Inspect lighting for satisfactory operation. Report (in writing) all lights that are not working to listed for each building.
7. Ashtrays --clean and odor-free - Ashtrays, sand urns, trash containers in specialty areas, e.g., kitchens, rest rooms. Receptacles are to be clean and odor-free and have a plastic liner of the appropriate size and strength.

8. Staircases, balustrades and railings --dust and wipe -- Dust and wipe all staircase areas, including all railings and areas around and underneath stairs, vacuum carpet areas, spot clean carpet.
9. White boards and pen rails—wash clean if board is already erased.
10. Light switches --clean and disinfect -- Using damp cloth to remove all smudges, fingerprints and dirt -- apply disinfectant.
11. Janitorial closets --clean, organize and stock on a regular basis -- Maintain all MSDS information in each closet.

Monthly Procedures

1. Vinyl and linoleum --clean and wax floors-traffic areas -- Dust entire floor and all corners with treated mop, damp mop and remove any spots or stains. Allow flooring to dry completely. Apply wax in traffic areas only, feathering out to corners. Corners are to be waxed only as part of complete stripping process.
2. Stone, marble, slate, granite, ceramic tile travertine floors, stairs --strip, seal -- Apply stripping solution, machine scrub (conventional machine) and wet vacuum stripping. This will be followed by an application of a neutralizer rinse, followed by damp mopping with clear water. When floor is dry, apply finish or sealer. Protect all wall finishes and wipe down all baseboards to be free of moisture and residue. Polish as needed.
3. Carpet clean --traffic areas -- These areas are main entries at all doors, elevator lobbies, and elevators and where food is available, main corridors in buildings and open landscaped areas. Evenings and/or weekends will be required.
4. Dusting --high dusting --- **Removal of all accumulated dust, dirt, debris and cob webs** from the surfaces, corners, crevices, light fixtures, partition tops, window ledges, doorframes and jambs, blinds. Use treated mops and clothes to help prevent the redistribution of it into the air. Blind slats to be individually cleaned. Remove cobwebs inside of rooms, corners of ceilings—clean HVAC vents, ceiling tiles.
5. Stairwells --dust, vacuum and then wet-mop—interior -- Includes interior fire escape staircases. For parking structure, pressure-wash the exterior stairwells. For carpeted stairwells, clean carpet completely.
6. Wooden furniture --clean and polish all -- Clean and polish all wooden furniture with approved polish. Do not disturb any paperwork or desks, tables and files.
7. Fabric or carpeted wall coverings --dust and/or vacuum, spot clean with a soft brush, dust all fabric and/or carpeted walls to maintain appearance. Vacuum all areas where a traffic pattern has developed. Spot clean areas as per manufacturer's specifications of wall covering. Damp-wipe vinyl; cloth fabrics require chemical cleaner to remove spots.
8. Kitchen floors --degrease and disinfect -- Mop all kitchen floors with disinfectant.

Refinish, if necessary, to maintain original appearance.

Quarterly Procedures

1. Vinyl and linoleum --strip completely and wax.
2. Stone, marble, slate, granite, ceramic and travertine floors, stairs --refinishing -- Refinish as follows: Use a conventional (buffer) machine with a 3M blue cleaning pad and a trigger spray bottle with clean water to buff. Let floor dry. Follow with a dust mopping and then a damp mopping. Let floor dry. Apply two (2) coats of floor finish. Be sure floor is thoroughly dry between coats. Within 24 hours of last application of finish, burnish with a high-speed buffing machine (1,100 rpm).
3. Carpet clean --all areas -- Vacuum all areas to be cleaned, (thoroughly) clean as needed with good-quality cleaner and/or solvent, hot-water steam and vacuum extraction. Cover wet traffic areas with paper till dry. Use ventilating fans to hasten drying in heavy-use areas. Use water-resistant coated pads under furniture. **Police Department carpets to be cleaned every two months.**
4. Interior Glass and windows --all areas, including skylights, glass blocks-interior -- Clean all interior glass surfaces, removing any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas as seen on a regular basis. Cleaning of interior glass areas shall include window frames and ledges. Interior window cleaning shall include all skylights, glass blocks and light panels.
5. Exterior Glass and windows—all areas, including skylights, glass blocks—exterior -- Clean all exterior glass surfaces, removing any and all fingerprints, smudges, dirt, cobwebs, insects, grease, oils or accumulations from these areas as seen on a regular basis. Cleaning of exterior glass areas shall include window frames and ledges. Exterior window cleaning shall include all skylights, glass blocks and light panels.
6. Wastebaskets/trash containers—wash and disinfect -- Clean and disinfect all wastebaskets and trash containers in all interior and exterior locations.
7. Light fixtures—clean all -- Dust all with treated cloth, vacuum and damp-wipe if necessary to remove all accumulated dust and dirt.
8. Refrigerators and stove – Clean and disinfect, cleaning of hood range, oven and all surface areas.

Notes:

Do Not:

1. Store unrinsed or unclean mops or mop buckets in the storage areas
2. Make unauthorized alterations to the building
3. Use product that will damage the surfaces it comes in contact with or any unapproved chemicals
4. Use equipment or any portion of the facilities not related to performance of this service schedule
5. Empty barbecue coals into trash receptacles or debris box

GYMNASIUM SERVICE SCHEDULE

Daily Procedures:

1. Dust and remove all smudges and fingerprints.
2. Wall coverings will be dust free.
3. Doors cleaned and free from graffiti.
4. All exits will be kept clear and clear of obstacles during occupancy.
5. Windows will be free of fingerprints and smudges.
6. Cobwebs removed.
7. Windowsills will be free of dust and debris.
8. All windows and doors shall be secured nightly.
9. Bleachers will be maintained free of debris, dust and gum.
10. Bench seating will be cleaned as necessary.
11. Gym floors and surroundings shall be dust mopped daily using dust inhibiting product.
12. Spots and gum shall be removed upon discovery.
13. During normal usage floors shall be damp mopped with a neutral cleaner.
14. Empty trash receptacles and replace plastic trash liners.
15. Place waste material in correct dumpster and leave lid closed.
16. Pick up any litter that is in the facility.

Weekly Procedures

1. High Dust and remove cobwebs
2. Spot clean walls, and clean and wipe down baseboards
3. Vacuum carpets and mats
4. Damp mop tile entrance way
5. Area beneath the bleachers will be cleaned and inspected weekly and report any malfunctions to Maintenance Services Manager
6. During normal usage floors shall be damp mopped weekly with a neutral cleaner.

Monthly Procedures

1. Hardwood floor surfaces, wet mopping
2. Bleachers clean and disinfect all areas
3. Janitorial closets, clean organize, stock and keep order free

Quarterly Procedures

1. Clean and seal all tile entrance floors
2. Wastebasket/trash containers, wash and disinfect
3. Clean all windows and sills.

Notes:

Do Not:

- Store unrinsed or unclean mops or mop buckets in the storage areas.
- Make unauthorized alterations to the building.
- Use product that will damage the surfaces if comes in contact with or any unapproved chemicals.
- Use equipment or any portion of the facilities not related to performance of this service schedule.

5. ADDITIONAL SERVICES:

In addition to the work required hereunder, the Maintenance Services Manager may request additional services. The CONTRACTOR, as provider of custodial services for CITY, shall be required to provide these services. The Maintenance Services Manager shall request with 48-hour notice. The 48-hour noticing requirement shall be exempt, should the Manager determine that the service is an emergency, and required for public health and safety. In case of an emergency, CONTRACTOR is to provide service within three (3) hours of notification by CITY.

6. CONTRACTOR STAFFING; BUILDING ACCESS:

The CONTRACTOR shall provide labor, equipment, tools, supplies, (unless otherwise noted), supervision, management and other resources and services needed to perform the duties required.

Employees of the CONTRACTOR are subject to final approval by the CITY and will be required to adhere to CITY safety regulations and policies. The CONTRACTOR agrees that it will, upon notice, immediately remove any supervisor or employee who is unsatisfactory to the CITY.

The CONTRACTOR shall not represent that it or its employees are agents or employees of the City.

Personnel shall be thoroughly trained and qualified in the work assigned to them including OSHA's Hazardous Communication Program training and proper blood-borne pathogen procedures using an established program, prior to working in any City building or immediately supervised by such trained and qualified supervisor.

Only assigned personnel will be permitted on CITY premises. A list of employees and potential employees, date of birth, social security numbers and valid ID shall be submitted to the Maintenance Services Manager. The CONTRACTOR shall provide Department of Justice background checks on all employees proposed for work assignment at the Police Department or gymnasiums. The CITY reserves the right to conduct background checks and reject any employee that represents a liability or potential liability. All CONTRACTOR employees shall display identification cards at all times that include their name and company or a uniform shirt that identifies them. All personnel working at the gymnasiums located on school grounds must pass a Department of Justice background check.

The employees need to supervise all work in such a way as not to interfere with CITY activities. A schedule of CITY activities will be supplied to the service provider weekly and as necessary

The CONTRACTOR shall establish and implement methods of ensuring that keys are not lost or misplaced and are not used by unauthorized persons. No keys shall be duplicated. Report a lost key immediately to the Public Works Supervisor. Costs associated with key replacement and/or a need to re-key locks because of the replacement key, will be the sole responsibility of the CONTRACTOR.

7. SUBCONTRACTORS:

CONTRACTOR shall not assign, transfer, or enter into any subcontract under this Agreement, nor any part thereof, without first obtaining the written consent of the Maintenance Services Manager or his/her designee. If CONTRACTOR is permitted to subcontract any part of this Agreement, CONTRACTOR shall be responsible to CITY for the acts and omissions of its subcontractor as it is for persons directly employed by CONTRACTOR. Nothing contained in this Agreement shall create any contractual relationship between any subcontractor and CITY. All persons engaged in the work shall be considered employees of CONTRACTOR. The CITY shall deal directly with and shall make all payments to CONTRACTOR.

8. MATERIALS:

CONTRACTOR shall provide materials necessary to complete the work such as toilet tissue, paper towels, trash can liners, hand soap, toilet seat covers, and cleaning supplies and shall be approved by CITY prior to use. The CONTRACTOR may consult with CITY on specific materials currently in use by the CITY. All cleaning products used by contractor must comply with current "Green" standards and requirements.

CONTRACTOR shall submit to the City 12 copies of MSDS data sheets for all CITY approved CONTRACTOR supplied materials and cleaning products in use by CONTRACTOR.

9. STANDARDS OF PERFORMANCE:

The CONTRACTOR shall ensure that the CITY buildings are continually maintained consistent with highest industry standards and shall provide regular and systematic inspections by its own supervisory personnel of all premises under contract. Written documentation must be maintained by the CONTRACTOR and may be reviewed by the CITY upon request.

Performance standards shall include, but not be limited to:

1. The absence of litter or undesirable debris
2. The absence of dust on any surface that is dustable
3. The complete, comprehensive and thorough cleaning of any item, including corners, inside, outside, top and bottom, under and over all surfaces.
4. The absence of surface marks, spills or other residue that can be eliminated by damp or wet cleaning.
5. The absences of soil, wax or other buildup, which can be eliminated by heavy duty, cycle or project cleaning.
6. The absence of minor spots, marks, or other soil that can be eliminated by spot cleaning.
7. The absence of germs, bacteria, fungus, molds and other sources of infections in restrooms and trash receptacles through the proper use of disinfectants and sanitizers.
8. The cleaning of toilets and urinals making sure to clean upper and lower lips, the water line, the outside, toilet seat and the area behind the toilet.
9. The responsibility to call the Municipal Service Center, and leave a report and/or work request to eliminate or correct problems with damaged, non-functioning, repair, or replacement items that cannot be corrected through appropriated cleaning.
10. All problems discovered on preventative custodial maintenance, which require repairs, should be immediately brought to the attention of the Maintenance Services Manager.

10. RECORD KEEPING:

The CONTRACTOR shall record all work other than daily services, showing date of performance, area where work is performed, and percentage of work performed. Records will be made available to the Maintenance Services Manager upon request.

The CONTRACTOR shall be responsible for maintaining building cleaning logs that must be signed each day. The building-cleaning log will be the focal point for communications. The logs must be turned in to the Maintenance Services Manager at the end of each month. Logs shall be maintained at each building site and shall be signed each shift.

11. DISPOSAL OF DEBRIS:

The CONTRACTOR shall actively participate in the source separation of garbage, recycling and organic waste materials, including:

1. Ensuring that all source separated garbage, recycling and organics collected from inside City facilities remains separate, and that each are placed in the correct exterior collection points for each material, specifically:
 - Disposing of all garbage trash (plastic cutlery, saranwrap, balloons, wrapping paper, Ziploc bags, etc.) in the appropriate labelled garbage bins. Garbage is not to include recycling or organics as described below.
 - Dispose of all recycling (cans, bottles, glass, cardboard, paper, foil, etc.) in the appropriate labelled recycling bins.
 - Dispose of all organics (food scraps, food soiled paper, paper plates, napkins, coffee grinds, plant material and leaves, etc.) in the appropriate organics bins. All waste must be appropriately separated into garbage, recycle and compost cans.
2. Using appropriate liners for each of the interior solid waste collection receptacles, specifically:
 - Clear liners for recycling.
 - Clear or compostable liners for organics.
 - Black liners for garbage.
3. Maintaining interior solid waste collection receptacles with appropriate liners as noted above, and with appropriate signage each for garbage, recycling and organics.

12. SUPERVISION:

The CONTRACTOR agrees that its performance of each of the provisions of this Agreement shall be to the standards set by CITY's Maintenance Services Manager or his/her designee to insure cleanliness, health, and sanitation within CITY. All work shall be done in a thorough and professional manner in accordance with generally accepted good practices in the industry. The CONTRACTOR shall designate a contact person to be available daily during business hours, and as well as a contact person(s) to be available daily during off-hours for emergencies.

13. SAFETY; ACCIDENTS; EQUIPMENT SAFETY:

The CONTRACTOR shall post proper signage around all maintenance activities and ensure a safe work site. Restrooms must be closed to the public during maintenance activities.

Any and all accidents, regardless of how minor, involving another person, private property, or vehicle, shall be reported immediately to the CITY's Maintenance Services Manager or his/her designee and be provided a copy of any reports.

The CONTRACTOR is obligated to protect all the public and private utilities from damage, including all water, sewer, gas, or other conduits, all hydrants and all other property that could become damaged during the process of providing these services.

14. COMPLAINTS:

The CITY has a process for citizens to issue complaints on issues. Upon receipt of a citizen complaint, the CITY shall investigate/inspect and when necessary, notify CONTRACTOR of any corrections needed and/or services required. Copies of all citizen complaints shall be provided to CONTRACTOR. The frequency of all such complaints will be noted and considered when evaluating CONTRACTOR'S performance.

User complaints will be submitted to the Maintenance Services Manager, who will in turn review the complaints with the CONTRACTOR. The CONTRACTOR is expected to have a systematic approach that decreases the number of complaints and ensure ongoing customer satisfaction.

15. HOLIDAYS:

Holidays include New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Admission Day, Veterans Day, Thanksgiving Day + the Friday following Thanksgiving, Christmas Day or any other holiday authorized by the City Council. The CITY shall have the right to establish holiday schedules.

16. LIQUIDATED DAMAGES

When the CONTRACTOR fails to perform, as specified, the services required in this agreement, the City will have been damaged by that lack of performance. The CONTRACTOR shall agree to the following liquidated damages:

1. If trained personnel do not report to the CITY's representative within two (2) hours of the start of any shift, the CITY will enforce liquidated damages of Five Dollars (\$500) per occurrence will be deducted from the monthly invoice. The CONTRACTOR will be notified by telephone, Fax, or E-mail within twenty-four (24) hours of failure to report and assessment of liquidated damages.
2. If the CONTRACTOR fails to perform any contracted service or any part of a contracted service, the CITY will enforce liquidated damages. The CONTRACTOR will be notified by telephone, FAX or E - mail within twenty-four (24) hours of the failure to perform and performance will be required within twenty-four hours after receipt of such telephone call, FAX or E - mail. If the contracted service hours after receipt of such telephone call, FAX or E - mail, the CITY will be damaged and liquidated damages of Five Hundred Dollars (\$500) per occurrence will be deducted from the monthly invoice.

Liquidated damages of Five Hundred Dollars (\$500) per occurrence will continue to be deducted from the monthly invoice until the situation is corrected.

17. CITY RESPONSIBILITIES:

CITY shall provide management of buildings and facilities operations and maintenance contract

CITY shall maintain adequate emergency backup supply and stock of toilet tissue, paper towels, trash can liners, hand soap, toilet seat covers

Provision of non-exclusive storage areas to the contractor for supplies, materials and equipment for contractors use in accordance with this agreement.

18. LAWS AND REGULATIONS:

The CONTRACTOR acknowledges that it is charged with notice and knowledge of all of the provisions of all Federal, State, and CITY laws, ordinances, and regulations pursuant to performing the work, and CONTRACTOR agrees to observe all of the terms of all applicable laws and ordinances that may hereafter be in effect, and all amendments thereto, and agrees to observe such regulation not in conflict with this Agreement as may be enacted by the City Council during the term of this Agreement.

19. PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE:

The CONTRACTOR shall assume all responsibility for damages to property or injuries to persons, including accidental death, attorneys fee and costs of defense which may be caused by CONTRACTOR'S performance of this Agreement, whether such performance be by itself, its subcontractor, or anyone directly or indirectly employed by CONTRACTOR or its subcontractors and whether such damage shall accrue or be discovered before or after termination of this Agreement.

20. WAIVERS:

No acquiescence, failure, or neglect of either of the contracting parties to insist on the strict performance of any or all of the terms of this Agreement or of any of these specifications shall be considered as, or constitute, a waiver of any term of condition of this Agreement or of any performance required hereunder, or of any remedy, damage or other liability to perform at any time. Time is hereby agreed to be of the essence of this Agreement and every part thereof.

21. NOTICES:

Any notices to be given under this Agreement, or otherwise, shall be served by certified mail. For the purposes hereof, unless otherwise provided in writing by the parties hereto, the address of the CITY and proper person to receive any notice on the CITY's behalf is:

Kishor Prasad, Maintenance Services Manager
1 North San Antonio Road, Los Altos, CA 94022
650/947-2879 (office), 650/947-2739 (fax)
kprasad@losaltosca.gov

**CITY OF LOS ALTOS
 BID PROPOSAL FORM - May 20, 2016**

PROJECT TO BID:	CONTRACT PERIOD
CITY OF LOS ALTOS – CUSTODIAL SERVICES	July 1, 2016 – June 30, 2017

1. COMPANY NAME			
2. CONTRACTOR LICENSE NUMBER	3. FEDERAL TAX ID NUMBER	4. YEARS IN BUSINESS	
5. BILLING ADDRESS		6. CITY	7. STATE / ZIP
9. TELEPHONE	10. FAX	11. EMAIL ADDRESS	
12. CONTACT PERSON		13. TITLE	

SERVICES AND PRICING

Building/Facility Site	Square Footage	# of Monthly Services (5 days per week) unless noted	Projected Hours for Annual Maintenance	Cost per Monthly Service (including all labor, materials, and equipment necessary to perform the work)
Municipal Service Center 707 Fremont Ave	4300	12		\$ _____
Grant Park Multi-Purpose Hall 1575 Holt Ave	9500	12 (6 days per week service)		\$ _____
Grant Park Rooms 1-4 1575 Holt Ave	3382	12		\$ _____
Garden House Hall 400 University Ave	5600	12		\$ _____

Underground Teen Center 400 University Avenue	3800	12 (Refer to Scope of Services)		\$ _____
Los Altos Youth Center 1 N. San Antonio Rd.	8000	12 (6 days per week service Saturday thru Thursday)		\$ _____
City Hall 1 N. San Antonio Rd.	10000	12		\$ _____
Police Department 1 N. San Antonio Rd.	8900	12 (6 days per week service)		\$ _____
PD Annex Office PD Yard 1 N. San Antonio Rd.	400	12 (6 days per week service)		\$ _____
IT Annex Office PD Yard 1 N. San Antonio Rd.	400	12 (6 days per week service)		\$ _____
San Antonio Club 647 San Antonio Rd	2080	12		\$ _____
Hillview Room A 97 Hillview Ave	900	12		\$ _____
Hillview Senior Center Rooms 10,11 & 12	2514	12		\$ _____
Hillview Multi-Purpose Room 97 Hillview Ave	2220	12		\$ _____

Hillview Social Hall 97 Hillview Ave	1680	12		\$ _____
Hillview Children's Corner Rooms 3,5,6 & C	3,382	12		\$ _____
Hillview Administration Office 97 Hillview Avenue	1250	12		\$ _____
Hillview Room 14 Kinder-Prep 97 Hillview Ave	800	12		\$ _____
Hillview Back Restrooms 97 Hillview Ave	600	12		\$ _____
Hillview Front Restrooms 97 Hillview Ave	600	12		\$ _____
TOTAL BUILDING / FACILITY COSTS (MONTHLY)				\$ _____

Park Site	Acres	Restroom footage	# Of trash containers	Projected Hours for Annual Maintenance	Monthly Costs of cleaning restrooms and litter control in <u>Winter months</u> (including all labor, materials, and equipment necessary to perform the work)	Monthly Costs of cleaning restrooms and litter control in <u>Summer months</u> (including all labor, materials, and equipment necessary to perform the work)
Montclair Park Stonehaven Dr @ St Joseph Ave	1.1	N/A	3		\$ _____	\$ _____

Grant Park 1575 Holt Ave	4.5	800	9		\$ _____	\$ _____
Woodland Library 1975 Grant Frontage		N/A	2		\$ _____	\$ _____
Marymeade Park Fremont Ave @ Lisa Lane	2.47	226	5		\$ _____	\$ _____
Heritage Oaks Park Portland Ave @ Miramonte Ave	5.33	216	9		\$ _____	\$ _____
Springer El Monte Springer Rd @ El Monte Ave	0.74	N/A	1		\$ _____	\$ _____
McKenzie Park 707 Fremont Ave	4.3	230	11		\$ _____	\$ _____
Rosita Park 401 Rosita Dr	5	300	5		\$ _____	\$ _____
Shoup Park 400 W University Ave	3.95	300	15		\$ _____	\$ _____
Old Lincoln University Ave @ Burke Rd.	2.9	N/A	5		\$ _____	\$ _____
New Lincoln Lincoln Ave @ University Ave	1.54	N/A	3		\$ _____	\$ _____
Civic Center 1 N. San Antonio Rd	4.71	N/A	4		\$ _____	\$ _____

Library 13 S. San Antonio Rd		N/A	4		\$ _____	\$ _____
Hillview Soccer and Ball fields 97 Hillview Ave	2.6	300	11		\$ _____	\$ _____
Village Park 2 N. San Antonio Rd	0.75	N/A	7		\$ _____	\$ _____
TOTAL PARK COSTS (MONTHLY)					\$ _____	\$ _____

Gymnasium Site	Square Footage	Number of Monthly Services	Projected Hours for Annual Maintenance	Cost Per Monthly (7-day /week Service) (including all labor, materials, and equipment necessary to perform the work)
Blach Gymnasium 1120 Covington Road	10,000	12		\$ _____
Egan Gym 100 W. Portola Avenue	10,000	12		\$ _____
TOTAL GYMNASIUM SITE COSTS (MONTHLY)				\$ _____

TOTAL MONTHLY SUPPLIES	1	LS		\$ _____
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GRAND TOTAL ALL FACILITIES, PARKS (SUMMER AND WINTER MONTHS), GYMS, SUPPLIES (MONTHLY RATE)	\$ _____
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Additional Services		Hourly Rate – Including Labor and Equipment
Emergency Call - During Regular Business Hours (after 5:00 pm Monday – Friday)		\$ _____
Routine Call - During Regular Business Hours (after 5:00 pm Monday – Friday)		\$ _____
Emergency Call - Non - Business		\$ _____

Please list any other qualifications, certifications, training and/or relevant services to be provided below or on additional sheet(s) if necessary.

BIDDER REFERENCES

Please include at least three (3) organizations which can be used as references for performance of similar services. Bidders shall endeavor to include references from public sector agencies.

AGENCY/COMPANY NAME	
CONTACT PERSON	CONTACT PHONE
DESCRIPTION OF SERVICES	

AGENCY/COMPANY NAME	
CONTACT PERSON	CONTACT PHONE
DESCRIPTION OF SERVICES	

AGENCY/COMPANY NAME	
CONTACT PERSON	CONTACT PHONE
DESCRIPTION OF SERVICES	

In accordance with the Invitation for Bid, General Conditions and Specifications, the undersigned declares that the service offered is in accordance with all requirements of the CITY detailed therein. Further, the undersigned declares that he/she is authorized to enter into agreement on behalf of the above named business and it is hereby understood that the above bid reflects the cost of street sweeping services detailed in the specifications.

SIGNATURE	PRINTED NAME	DATE
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**AUTHORIZATION FOR RELEASE OF PERFORMANCE INFORMATION
AND WAIVER**

I, _____, the undersigned, on behalf of _____ (this company), do hereby consent and authorize all those companies and government entities listed in my Bid Proposal Form and any other government entity for whom this company has performed professional services, to disclose and release to the City of Los Altos, or their representatives, information, records and opinions concerning this company's design performance. The purpose of this disclosure is to provide references to the City of Los Altos. _____ hereby waives any claim it may have against the City of Los Altos or any company or entity providing information to the City of Los Altos by reason of any information being disclosed or opinions provided regarding the actions or performance of this company.

This authorization for disclosure of information is effective for one year.

This consent or copy of this authorization shall be as valid and effective as the original.

Dated: _____

By: _____

CERTIFICATE OF INSURABILITY

I hereby certify that as a Bidder to City of Los Altos for a contractor services contract. I am fully aware of Insurance Requirements contained in the Contract and by the submission of this Proposal, I hereby assure the City of Los Altos that I am able to produce the insurance coverage required should I be selected to be awarded the Contract.

Should I be awarded the Contract by the City of Los Altos, and then become unable to produce the insurance coverage specified within ten working days, I am fully aware and understand that I may not be considered for further projects by the City of Los Altos.

Signature of Applicant

Date

ACKNOWLEDGEMENT OF ADDENDA

During the bid process there may be changes to the Bid documents, which would require an issuance of an Addendum or Addenda. To assure that all Bidders receive the update or change Addendum, the following acknowledgement and sign-off is required.

Note: Failure to execute the following may be considered as an irregularity in the Bid. Receipt of the following Addendum is acknowledged. The Bidder acknowledges that the information contained in the Addendum has been considered in the preparation of this Bid.

Check the appropriate space for addenda received:

Addendum No. (none____), (1____), (2____), (3____), (4____), (5____), (6____)

Signature of Bidder

Company