

THE INFORMATION IN THIS BOX IS NOT A PART OF THE CONTRACT AND IS FOR COUNTY USE ONLY



Contract Number

21-1604-A-1

SAP Number

4400014353

### Preschool Services Department

<b>Department Contract Representative</b>	Lydia Gitonga
<b>Telephone Number</b>	(909) 386-8314
<b>Contractor</b>	Angel's Complete Janitorial Services
<b>Contractor Representative</b>	Angel Osornio
<b>Telephone Number</b>	(909) 900-2292
<b>Contract Term</b>	06/01/20 through 05/31/23
<b>Original Contract Amount</b>	\$525,000
<b>Amendment Amount</b>	\$1,000,000
<b>Total Contract Amount</b>	\$1,525,000
<b>Cost Center</b>	5911032220

**IT IS HEREBY AGREED AS FOLLOWS:**

**AMENDMENT NO 1:**

It is hereby agreed to amend SAP Contract No. 4400014353, effective August 10, 2021 as follows:

**SECTION V. FISCAL PROVISIONS**

**Amend Section V, Paragraph A to read as follows:**

- A. The maximum amount of payment under this Contract shall not exceed \$508,333 annually, \$1,525,000 total over the three-year contract term, and shall be subject to availability of funds to the County. The consideration to be paid to Contractor, as provided herein, shall be in full payment for all Contractor's services and expenses incurred in the performance hereof, including travel and per diem.

**SECTION VI. RIGHT TO MONITOR AND AUDIT**

**Amend Section VI, to include Paragraph G to read as follows:**

- G. County is required to identify the Contractor Data Universal Numbering System (DUNS) numbers and Federal Award Identification Number (FAIN) in all County contracts that include Federal funds or pass

through of Federal funds. This information is required in order for the County to remain in compliance with 2CFR Section 200.331, and remain eligible to receive Federal funding. The Contractor shall provide the Contractor name as registered in DUNS, as well as the DUNS number to be included in this Contract. Related FAIN will be included in this Contract by the County.

Contractor Name as registered in DUNS	ANGELS COMPLETE JANITORIAL SVC
DUNS	018628868
FAIN	09CH011719

**ATTACHMENTS**

**ATTACHMENT A - Remove and replace SCOPE OF WORK with a revised ATTACHMENT A, included in this Amendment**

**All other terms and conditions of SAP Contract No. 4400014353 remain in full force and effect.**

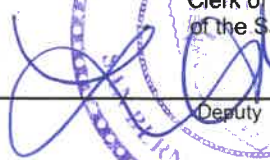
SAN BERNARDINO COUNTY

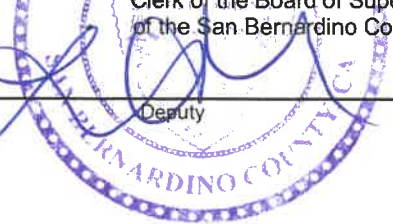
▶   
 Curt Hagman, Chairman, Board of Supervisors

Dated: AUG 10 2021

SIGNED AND CERTIFIED THAT A COPY OF THIS DOCUMENT HAS BEEN DELIVERED TO THE CHAIRMAN OF THE BOARD

Lynna Monell  
 Clerk of the Board of Supervisors  
 of the San Bernardino County

By   
 Deputy



Angel's Complete Janitorial Services, LLC  
 (Print or type name of corporation, company, contractor, etc.)

By ▶   
 (Authorized signature - sign in blue ink)

Name Angel Osornio  
 (Print or type name of person signing contract)

Title Owner  
 (Print or Type)

Dated: July 23, 2021

Address 28488 Eucalyptus Avenue  
Highland, CA 92346

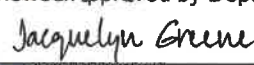
**FOR COUNTY USE ONLY**

Approved by Legal Form  
 ▶   
 Adam Ebright, County Counsel

Date July 28, 2021

Reviewed for Contract Compliance  
 ▶   
 Becky Giroux, Administrative Supervisor

Date July 28, 2021

Reviewed/Approved by Department  
 ▶   
 Jacquelyn Greene, Interim Director,  
 Preschool Services Department

Date July 28, 2021

**ATTACHMENT A – SCOPE OF WORK****I. CLEANING SPECIFICATIONS****A. General Standards Include the Following:**

1. It is the intent of the COUNTY to maintain each facility at a high standard of cleanliness. These specifications are intended to establish an acceptable level of service. Cleaning frequencies are established as general guidelines; they are not to be construed as absolute. All items not specifically included but found to be necessary to properly clean the building, shall be included as though written into these Cleaning Specifications.
2. The term "clean" includes but is not limited to the removal of trash, dirt, dust, lint, webs, marks, stains, spots, spillages, graffiti, odors, film, gum, grease, tar, etc.
3. The CONTRACTOR shall ensure that all employees are trained in generally accepted cleaning practices. Such practices shall include but not be limited to the proper operation of power cleaning equipment (such as floor care equipment), the proper use and handling of chemical products (such as cleaners, strippers, sealers and waxes), appropriate use of cleaning cloths, and the proper cleaning methods for building materials such as ceramic tile, vinyl, wood, laminate, metal, and glass.
4. The CONTRACTOR shall be responsible for complying with all applicable safety and health regulations including, but not limited to, California Code of Regulations (CCR) Title 8, Section 3202 General Industry Safety Orders.  
  
Such orders require employers to establish, implement, and maintain an effective Injury and Illness Prevention Program (IIPP). The CONTRACTOR'S IIPP must contain elements that ensure compliance with CCR Title 8, Section 5193, "Blood Borne Pathogens: and Section 5194, "Hazard Communication". The CONTRACTOR'S IIPP must be submitted in writing within thirty (30) days of contract start date.
5. CONTRACTOR'S staff working in designated COUNTY facilities known to contain asbestos must complete asbestos awareness training in accordance with CCR Title 8, Section 5208 and 1529. Training shall be consistent with EPA training requirements for local education agency maintenance and custodial staff as set forth Code 40 of Federal Regulations (CFR) 763.92 (a) (1). Documentation that the CONTRACTOR'S staff (names) has received such training must be submitted within thirty (30) days of the contract start date.
6. The CONTRACTOR'S staff shall not place or use mops, brooms, or any equipment in traffic areas or other locations in any manner that would create safety hazards. The CONTRACTOR'S staff shall provide and place appropriate warnings signs for wet or slippery floor areas, such as those caused by cleaning or floor finishing operations. General safety requirements (manufacturer's recommendations, drying methods, etc.) shall be complied with for all products and all methods used in carrying out this Contract.
7. ASU shall be defined as Administrative Services Unit. The ASU is the Preschool Services Department staff responsible for maintaining the facility. One (1) staff member will be designated as the primary contact for the CONTRACTOR. Additional contacts may also be provided for instances the primary contact is otherwise unavailable.
8. Bi-weekly shall be defined as two (2) times per week and the days shall be Mondays and Wednesdays.
9. Quarterly shall be defined as four (4) times per year and the days shall be pre-scheduled by the CONTRACTOR and approved by the Administrative Services Unit (ASU).

## ATTACHMENT A

10. Semi-Annual shall be defined as two (2) times per year and the days shall be pre-scheduled by the CONTRACTOR and approved by the (ASU).
  11. CONTRACTOR shall ensure that a copy of the Contract is kept in the custodial closet at all times per site.
  12. CONTRACTOR is advised that COUNTY facilities are frequently used for Countywide meetings and special events, etc. and shall require additional services and supplies. Therefore the CONTRACTOR shall assure a level flexibility in staff scheduling so as to provide for servicing of all restrooms, offices, etc. CONTRACTOR will be notified of the scheduled by the ASU.
  13. CONTRACTOR shall maintain a separate floor crew to damp mop, buff, shampoo, strip and wax all linoleum and tile floors.
- B. Daily Trash Pick-Up And Removal To Include The Following:
1. CONTRACTOR shall empty all waste receptacles on a daily basis (including wastebaskets, trash cans, boxes if labeled "trash", etc.). Any item or items near trashcans/wastebasket s are not to be removed if not labeled. Newspapers are not to be tossed out unless found in the trashcan.
  2. CONTRACTOR shall ensure all waste receptacles are maintained in a clean and odor-free condition. Clean plastic liners are required.
  3. CONTRACTOR shall remove all trash and waste to a designated central location (e.g. dumpster) for disposal. All cardboard items must be broken down and placed in the designated container.
  4. If in doubt, set aside material and ask for direction from the designated site contact or the on-site Facilities Team.
- C. General Daily Cleaning Responsibilities:
1. CONTRACTOR shall clean/dust furniture, counters and cabinets (furniture includes: desks, tables and reception area partitions.)
  2. CONTRACTOR shall clean/dust all vertical and horizontal surfaces.
  3. CONTRACTOR shall spot clean finger marks, smudges, graffiti, dirt build-up, and/or accumulation around light switches, doors, door frames, counters, moldings, all ceiling and wall vents, walls, partitions, all wall, ceiling or shelf fans, etc.
  4. CONTRACTOR shall clean all glass entrances (glass entrance includes: glass doors adjacent windows and window frames, glass reception partitions, and blinds).
  5. CONTRACTOR shall clean all metal trim (push plates, kick plates, door jams, etc.).
  6. CONTRACTOR shall spot clean all interior glass partitions, display cases, mirrors, interior doors, etc.
  7. CONTRACTOR shall sanitize, wash and polish all drinking fountains, remove all hard water deposit, sinks, basins, fixtures, etc., and related counter tops.
  8. CONTRACTOR shall clean stainless steel, remove handprints, smudges and foreign substances, from interior and exterior walls, remove debris and soil from tracks, vacuum or sweep floor.
  9. CONTRACTOR shall clean areas only accessible during daytime hours as required.
  10. CONTRACTOR shall clean elevator walls and tracks.
  11. CONTRACTOR shall remove all trash as described above.
- D. General Daily Floor Care (excluding restrooms and showers)

**ATTACHMENT A**

1. CONTRACTOR shall maintain floors in such a manner as to promote longevity and safety. Upon completion of work, all floors shall be left in a clean, high luster shine, orderly and safe condition.
  2. The CONTRACTOR shall remove and replace furniture as required to perform the work.
  3. Floor finish is understood to be a preservative and safety measure. Finish shall be applied only to appropriate areas that are free of residual dirt and build-up. Floors are not to be left unfinished after stripping. Floor sealer and wax shall be slip resistant.
  4. Tile floor care shall consist of the following:
    - CONTRACTOR shall sweep to remove loose dirt and other materials.
    - CONTRACTOR shall wet mop all hard tile (ceramic, quarry, etc.) floors.
    - CONTRACTOR shall damp mop all resilient tile to high luster.
    - CONTRACTOR shall post safety signs indicating slip hazards and/or wet floor when buffing, damp or wet mopping.
  5. Carpet care shall consist of the following:
    - CONTRACTOR shall vacuum all carpeted floor completely.
    - CONTRACTOR shall use only HEPA-Filtration Type vacuum cleaners.
    - CONTRACTOR shall spot clean all carpeted floors. (Spillages, stains, gum, candy, etc.).
- E. Daily Requirements for All Employee and Public Entrances and Patio Areas
1. CONTRACTOR shall clean/monitor (pick up papers, leaves, trash, dirt, broken glass, food, food wrappers, gum, and other conspicuous trash) outside stairways, entryways, curbs and covered or uncovered patios.
  2. CONTRACTOR shall sweep to remove loose dirt and other materials including cobwebs.
  3. CONTRACTOR shall damp mop or wash clean all patio areas.
  4. CONTRACTOR shall clean all tables and benches.
  5. CONTRACTOR shall empty all waste receptacles, ashtrays, and replenish sand.
  6. CONTRACTOR shall maintain all waste receptacles in a clean and odor-free condition. Plastic liners are required.
  7. CONTRACTOR shall clean all entrance mats.
  8. CONTRACTOR shall clean all stairwells. (Sweep & Damp Mop or Vacuum).
  9. CONTRACTOR shall clean the inside and outside of glass doors and windows to all entrances.
- F. Daily Cleaning Requirements for Restrooms and Showers (Fixtures)
1. CONTRACTOR shall clean all commodes, urinals, lavatories, bathtubs, shower areas etc., with a germicidal detergent. **NOTE: Deodorant tablets are not to be used.**
  2. CONTRACTOR shall remove incrustation, stains, scale, deposits, and build-up inside and outside of all commodes, urinals, lavatories, bathtubs, shower areas etc., with a germicidal detergent.
  3. CONTRACTOR shall rinse and polish all fixtures, faucets, and piping. Highly scented disinfectants, objectionable or odoriferous cleaners shall not be used.
  4. CONTRACTOR shall clean all restroom dispensers, mirrors, partitions, doors, walls, moldings, vents, shelves, furniture, trim, baseboards, etc., in restrooms and adjacent lounge areas.

**ATTACHMENT A**

5. Daily floor cleaning requirements shall include the following:
  - CONTRACTOR shall sweep floors to remove loose dirt and other material.
  - CONTRACTOR shall damp/wet mop all tile and linoleum floors using a germicidal detergent solution.
  - CONTRACTOR shall clean all baseboards as needed.
  - CONTRACTOR shall pour one (1) gallon of water down floor drains weekly.
  - CONTRACTOR shall maintain at all times, floors in such a manner as to promote longevity and safety.
6. CONTRACTOR shall empty all waste receptacles.

**G. Supplies**

1. CONTRACTOR shall refill all towels, tissue, seat covers, soap, air freshener, and feminine sanitary dispensers. No refill/extra supplies shall be stocked in the area of the dispenser.
2. CONTRACTOR shall maintain a ten (10) day stock of restroom supplies.

**H. Daily Finishing Touches**

1. CONTRACTOR shall restore all furniture, wastepaper baskets, etc., to their original position.
2. CONTRACTOR shall report all maintenance-related problems to the on-site Facilities Team. Reportable items shall include, but is not limited to:
  - Burned out lighting in hallways, closets or offices which affect the ability to clean,
  - Dripping or running faucets, leaking fixtures (such as commodes and urinals),
  - Continuously or long-running flushometers,
  - Inadequate or non-flushing flushometers,
  - Carpet tears that pose a trip hazard,
  - Loosened floor tiles,
  - Cracked or broken windows,
  - Door locking problems, and
  - Graffiti that cannot be cleaned and requires to be painted.
3. CONTRACTOR shall leave janitor closet clean and orderly. This shall include all vacuum cleaners, buffers, mops, mop buckets, roll carts, trash containers, dust mops and brooms, etc.
4. Trash shall not be stored in janitor closet.

**I. Periodic Tasks and Services**

1. All monthly, quarterly, and semi-annual services shall be logged in to the periodic service logbook and these services require a sign-off after completion. Prior to starting, CONTRACTOR shall submit a written schedule showing the exact date of all monthly, quarterly, and semi-annual work. Upon completion, all periodic tasks shall be logged into the service request log.
2. During regular working hours, service for emergency cleanup, which includes any spills or accidents, shall be provided within one hour of request.
3. CONTRACTOR shall burnish all resilient tile to a high luster shine on a monthly basis.

**J. Semi-Annually Service**

## ATTACHMENT A

To be performed during the first thirty (30) days and every six (6) months thereafter or until contract is terminated.

1. CONTRACTOR shall wash the inside of all windows. This shall include the complete removal of foreign matter on windows, ledges, and frames.
2. CONTRACTOR shall clean all baseboards and floor drains. Baseboards consist of surfaces, edges, corners and grout. Cleaning requires the removal of grime, dirt, wax build up, cleaning compound and finish residue, which builds up on the baseboards, corners, edges and grout. Pour one (1) gallon of clear water down floor drain. (Note: CONTRACTOR shall complete a major cleanup of all hard surfaces floors this includes all baseboards, edges, corners, grout, walls, ledges, and carpeted areas within the first thirty (30) days of the Contract and three (3) months prior to the ending of the Contract). Every six (6) months thereafter, all tile/linoleum shall be scrubbed and re-waxed.
3. CONTRACTOR(S) shall clean all carpet within the first thirty (30) days of the Contract and every six (6) months thereafter. The carpets shall be spot cleaned daily. The method of cleaning can be dry cleaned or steamed cleaned according to the preference of the client. The Courts prefer the dry cleaning method.

### K. After-hours Site Deep Cleaning

#### 1. Strip, Seal and Wax VCT:

- Remove furniture from floor.
- Strip-Paying special attention to corners and sides to remove any dirt build up.
- Sealer- Apply 2 Coats.
- Wax-Apply 4 Coats.
- Put back furniture as it was.

#### 2. Carpet Cleaning

- Remove all furniture off floor.
- Vacuum, brush with buffer, use extractor and deodorize.
- Paying special attention to the dirt buildup under the furniture accumulated over time
- Put all furniture back as it was.

#### 3. Restrooms

- Clean Walls (up to 5 ft.)
- Floors
- Grout
- Behind toilets/Toilets
- Under sinks/sinks

#### 4. Classrooms and Offices

- Clean walls
- Inside Windows and Window Sills
- Vacuum including behind furniture

## II. SPECIAL REQUIREMENTS

### A. Sign-In Logs and Logbook

CONTRACTOR shall provide and maintain a sign-in service request log at each facility. This log shall note the arrival and departure of all CONTRACTOR'S staff and all occupant and/or contract specialists request for services. The person doing the work shall sign off on all requests. A separate logbook for all periodic tasks shall be used by CONTRACTOR'S supervisor and shall verify completion of each tasks required by signing and dating the periodic service logs.

### B. Supplies

CONTRACTOR shall maintain a ten (10) days' stock of restroom supplies in the custodial closet at all facilities for the term of this contract. CONTRACTOR is required to maintain a log in each custodial closet indicating what supplies are being used and replenished.

### C. Uniforms

1. Uniforms are defined as a clean, long or short-sleeved (**no sleeveless, smocks or tank tops**) shirt with collar, worn with pants (**no mid-calf, Bermuda or short pants**) accompanied by shoes that cover the entire foot (shoes or slippers with open toe or exposed heel are unacceptable) with the company name on the shirt in a conspicuous location. Jackets with a collar may be worn. The jackets shall have the company name located in a conspicuous location. All uniforms are to be of same color. CONTRACTOR is responsible for all uniforms and attire worn by custodial staff.
2. CONTRACTOR issued photo identification cards, along with COUNTY issued identification cards, are to be worn on the uniform while each employee is working in any COUNTY/Court facility.
3. The CONTRACTOR shall be responsible and ensure that all employees are in compliance with the uniform requirements contained in this Contract.

### D. English Fluency Requirement

1. Fluency is defined as the ability to communicate (speak, read and understand) in English.
2. The ASU shall review the language skills of all persons required to be fluent in English. The criteria shall be the individual's ability to read aloud the specifications and explain the application of these requirements.
3. **Failure to comply with this requirement is a material breach of the Contract, and may result in termination of the Contract for default.**
4. The following positions shall require contract staff to be fluent in English:
  - Supervisors
  - At least one (1) daytime worker per crew (8:00a.m.- 5:00p.m.).
  - Early morning workers who operate alarm systems.
5. All persons assigned to positions requiring fluency in English are subject to review by the ASU.

## III. QUALITY CONTROL - PAYMENT REDUCTION

### A. Purpose

It is the intent of the COUNTY to maintain all COUNTY facilities at the highest level of cleanliness. In order to achieve this, periodic inspections of the facilities are made. These inspections are intended to provide both the COUNTY and the CONTRACTOR information pertaining to the CONTRACTOR'S performance at each facility.

### B. Quality Control Ratings

## ATTACHMENT A

The COUNTY may inspect CONTRACTOR'S performance at any time. In the event the COUNTY determines that the CONTRACTOR'S performance of its duties or other terms of the Contract are deficient in any manner, COUNTY will notify CONTRACTOR of such deficiency orally or in writing. If given orally, COUNTY shall provide written confirmation within five (5) days. CONTRACTOR shall remedy any deficiency within forty-eight (48) hours of such notification, or COUNTY, at its option, may terminate the contract immediately upon written notice or remedy the deficiency and offset the cost thereof from any amounts due CONTRACTOR under this Contract or otherwise.

### C. Minimum Acceptable Rating

The minimum acceptable rating for COUNTY facilities is 85%. The minimum acceptable rating shall be determined by the services provided at the facility. Any Inspection Report with eight (8) or more fails will be deemed unacceptable.

### D. Method of Rating

Inspection of the facilities is made on a pass/fail basis. When an inspection falls below 85%, the first Cure Notice will be sent. CONTRACTOR has forty-eight (48) hours to comply. If no response is received from CONTRACTOR addressing the concern, a second Cure Notice will be sent. Failure to comply may result in termination of the Contract.

### E. Payment Reduction

Failure of the CONTRACTOR to provide the required scheduled hours shall result in a payment reduction. A payment reduction will be equivalent to the number of hours service was not provided by the CONTRACTOR.

## IV. SAFETY MEASURES

### A. Security

Security is a great concern of the COUNTY. The CONTRACTOR is advised that failure to fully comply with the security requirements of the contract shall result in the termination of the Contract for default.

1. All persons performing duties under the Contract shall be acceptable to the COUNTY. This shall include all owners of sole proprietorships, partnerships, joint ventures, principals of corporations and all others who might have access to COUNTY facilities without the supervision of a COUNTY employee.

Note: children are not allowed to accompany anyone who has been cleared to enter facilities.

2. Acceptability shall be determined by:
  - District Attorney background investigation
  - The COUNTY'S previous experience with the individual (if applicable).
3. Only those individuals, who have been determined acceptable, have received their COUNTY issued Identification (ID) Cards and who have been designated on the contract as the CONTRACTOR who shall be providing service to the facility, shall be allowed to work in COUNTY facilities. Individuals no longer working for the CONTRACTOR shall return ID Cards to COUNTY upon separation.
4. The CONTRACTOR shall pay \$11.00 for each initial identification (ID) badge and any replacement badge thereafter. Payment shall be made in the form of a money order.
5. Those individuals who fail a background investigation shall not be allowed to work in any COUNTY facility.
6. The CONTRACTOR'S use of unauthorized personnel will result in immediate contract termination for all approved CONTRACTOR contracts at this site and any other location CONTRACTOR provides custodial services.

**ATTACHMENT A**

7. The misuse of any COUNTY issued ID cards, Access Control Card, keys or alarm codes by the CONTRACTOR or any of the employees of the CONTRACTOR shall be considered as failure to fully comply with the security requirements of this contract and shall be considered grounds for termination of the Contract.

**B. Background Investigation**

1. All personnel employed through the contracted CONTRACTOR, and working under this Contract shall undergo and pass a County of San Bernardino District Attorney conducted background investigation, prior to being authorized access to any COUNTY facility.
2. CONTRACTOR shall submit a complete background check package for each employee (including any Sub CONTRACTOR) who will require access to COUNTY facilities.
3. The CONTRACTOR shall provide the following for each person requiring a background investigation:
  - a. A completed, District Attorney Authority to Release Personal Information form.
  - b. Check in the amount of \$42.00 payable to the County of San Bernardino.
4. The cost of the background check is currently \$42.00, which includes the background check and a \$10.00 processing fee and is required by the Department of Justice.
5. Fees are determined by the District Attorney's Office and the State of California and are subject to change at any time. CONTRACTOR will be responsible for any increase in fees.
6. Disqualifying information includes, but is not limited to the following:
  - Character / Moral Turpitude Violations
  - Theft / Related Offenses
  - Affiliation with Criminal Elements
  - Felony Convictions
  - Current (Pending) Criminal Cases
  - Active Arrest Warrants
  - CORI = Criminal Offender Record Information
  - CLETS = California Law Enforcement Telecommunication Systems
  - Any information that would prohibit CONTRACTOR/employee access to CLETS and/or CORI as outlined by the California Department of Justice.

The District Attorney shall be notified if there is any criminal activity during employment. Any disqualifying activity by employee, the CONTRACTOR shall deem that person unacceptable and removed from employment. If the disqualifying activity is by the CONTRACTOR, the CONTRACTOR will be terminated from the Contract.

**C. Keys for COUNTY Facilities**

1. The keys to COUNTY Facilities are to be used for the purpose of accessing CONTRACTOR'S staff to the facilities for the performance of contracted services only.
2. The CONTRACTOR may be issued a set of keys and shall assume all responsibilities for the use and return of the keys.
3. All keys issued to the CONTRACTOR shall remain the property of the COUNTY and shall be returned upon demand or the termination/expiration of the Contract. **The CONTRACTOR shall be assessed One Hundred Dollars (\$100.00) for each key not returned and shall be further assessed the actual cost to rekey the facility keying system(s).**

**ATTACHMENT A**

4. If any key or access control card is lost or stolen, the CONTRACTOR shall notify the ASU via phone or email (sreeder@psd.sbcounty.gov) within twenty-four (24) hours of the loss identifying the facility for which the keys were lost; who lost the key; where they were lost; date and time loss was discovered; and what actions the CONTRACTOR has taken to prevent future losses. The CONTRACTOR is advised that the loss of some specialized keys may entail the rekeying of several facilities or facility at the CONTRACTOR'S expense.
5. Unauthorized duplication of keys to COUNTY facilities is a misdemeanor under Chapter 3, Section 469 of the California Penal Code.

**D. Alarm Systems**

1. The COUNTY has alarm systems in numerous facilities. In some instances there are multiple systems within a facility. The CONTRACTOR may be issued alarm codes for each site and be instructed in the correct operation of the system. **It is imperative that the individual operating the alarm system be fluent in English.** In the event of a life-threatening emergency the CONTRACTOR shall instruct staff to use the Standard Operating Procedures for emergency response - i.e. **CALL 911.**
2. False Alarms: Failure to operate the alarm system correctly shall result in a false alarm. The CONTRACTOR shall be responsible for all costs associated with false alarms.

**E. Access Cards**

Access cards are only issued to assigned person or persons. They are not to be transferable and should not be surrendered to anyone. These access cards are the property of the County of San Bernardino and they are of sensitive nature. If you lose, break or misplace your access card you are to report it immediately to the ASU. CONTRACTOR is responsible for the safekeeping of all access cards assigned. Electronic files are kept on the usage of these cards. A one hundred (\$100.00) dollar charge shall be made per lost card. Misuse of these cards shall result in the removal of person or persons from the facility.

**V. LOCATIONS**

Contractor will provide custodial coverage services to the following locations:

- Adelanto - 11497 Barlett Avenue, Adelanto CA 92301
- Apple Valley - 13589 Navajo Road Suite 104, Apple Valley CA 92308
- Arrowhead Grove - 1151 North Crestview Avenue, San Bernardino CA 92410
- Baker-Muscoy - 2818 Macy Street, Muscoy CA 92407
- Barstow - 1121 West Main Street, Barstow CA 92311
- Boys and Girls Club - 1180 West 9th Street, San Bernardino CA 92411
- Crestline - 22836 Fir Lane, Crestline CA 92325
- Cucamonga - 9324 San Bernardino Road, Rancho Cucamonga CA 91730
- Hesperia - 9352 E Avenue, Hesperia CA 92345
- Highland - 26887 5th Street, Highland CA 92346
- Mill Center - 503 E Central Ave, San Bernardino CA 92408
- Northgate - 17251 Dante Street, Victorville CA 92394
- Parks and Recreation - 2969 Flores Street, San Bernardino CA 92405
- Rialto Eucalyptus - 485 North Eucalyptus Avenue, Rialto CA 92376
- Rialto Renaissance - 1360 West Foothill Boulevard, Rialto CA 92376
- Twentynine Palms - 71409 29 Palms Highway, Twentynine Palms CA 92277

- Victor Valley College - 18422 Bear Valley Road, Victorville CA 92395
- Victorville - 14029 Armagosa Road Suite C, Victorville CA 92392
- Westminster - 720 North Sultana Avenue, Ontario CA 91764
- Willow - 1432 North Willow Avenue, Rialto CA 9237
- Yucaipa - 12236 California Street, Yucaipa CA 92399
- Yucca Valley - 56389 Prima Trail, Yucca Valley CA 92284

PLEASE NOTE: The following requirements are in addition to or in place of requirements found in Section I, Cleaning Specifications.

The shift hours scheduled for the Day Janitor are to be reviewed and approved by PSD.

A. The following services are to be performed by the Day Porter (4 hours per day), Daily services five (5) days per week:

- Empty all waste baskets and other waste containers.
- Clean and sanitize restroom fixtures, mirrors, chrome pipes, etc.
- Clean splash marks from walls of restrooms.
- Refill soap, towel and paper containers.
- Clean and sanitize drinking fountains.
- Clean table tops in break rooms.
- Clean kitchen sinks and counters.
- Remove paper and debris outside main entry.
- Clear restroom stoppages or report maintenance need to ASU.
- Sweep customer and employee entryways.
- Clear debris from parking lots.
- Sweep designated smoking areas.
- Clean up spills from customers and staff.

B. The following services are to be performed by the Evening Janitor, Daily services five (5) days per week:

- Empty all waste baskets and other waste containers.
- Dust mop all tiled/terrazzo floors.
- Dust all desks, chairs, tables, filing cabinets and other office furniture.
- Clean and sanitize restroom fixtures, mirrors, chrome pipes, etc.
- Clean splash marks from walls of restrooms.
- Refill soap, towel and paper containers.
- Clean and sanitize drinking fountains.
- Damp clean table tops in break rooms.
- Clean kitchen sinks and counters.
- Remove paper and debris outside main entry.
- Sweep entryway.
- Clean hand marks from walls, doors and woodwork.

## ATTACHMENT A

- Vacuum all carpeting completely. All carpeted areas are to be vacuumed using a dual motor vacuum with a rotating cylindrical brush, rather than a beater bar.
- Clean hand marks off glass on entrance doors.
- Damp clean lobby counters.
- Brush down steps of inside stairwells.
- Vacuum elevator carpet. All carpeted areas are to be vacuumed using a dual motor vacuum with a rotating cylindrical brush, rather than a beater bar.
- Spot clean all walls and doors including elevator.
- Spot clean carpets as needed to remove spots, stains and odors caused by small spillage, footprints, etc.
- Keep janitor closets clean and orderly.

### C. Evening Janitor Services continued

1. Weekly service:
  - Wet mop all tiled/terrazzo floors.
  - Clean all desk tops that are cleared.
  - Clean all surfaces in the Lobby to include tables, chairs, and desks.
  - Clean and sanitize phones and desktops in Interview Bays (both public side and County side).
  - Clean hand marks from refrigerators, walls, doors and woodwork.
  - Vacuum all carpeting completely. All carpeted areas are to be vacuumed using a dual motor vacuum with a rotating cylindrical brush, rather than a beater bar.
  - Dust window sills.
2. Monthly service:
  - Dust high areas, including window coverings.
  - Vacuum upholstered furniture.
  - Burnish all resilient tile to a high luster shine.
  - Damp clean all conference/training room table tops that are cleared.
3. Quarterly service:
  - Machine clean and seal all tiled floors.
  - Vacuum dust and dirt accumulation from air conditioning vents.
  - Brush down cobwebs inside building.
4. Semi-annual Service
  - Carpet Cleaning.
  - Wash the inside of all windows.
  - Clean all baseboards and floor drains.