

AWARD
Master Janitorial Contract
For the Term June 1, 2013 through May 31, 2016

APPENDIX A

SCOPE OF WORK

The following Scope of Work is intended to define, describe, state, and outline the requirements for Janitorial Services at 25 Van Ness Ave.

I. DAY PORTER SERVICES - Daily Services (Monday – Friday)

Each Contractor will provide one (1) qualified day porters. Work hours to be: One 7:00 am to 3:30 pm, Monday through Friday, except City holidays. Day Porter shall be equipped with a cellular phone supplied and paid for by Contractor. Day Porter shall work under the supervision of the Building Manager for 25 Van Ness Ave and may be asked to perform duties not specifically described herein, but which may be considered a part of the Day Porters' general responsibilities as determined by the Building Manager. The daily duties of the Day Porter shall be, but not be limited to, the following:

A. Entrance Lobby and Exterior Perimeter Area

The lobby and exterior sidewalk and perimeter areas are to be kept clean and neat at all times. Day Porter is expected to perform the following minimum cleaning operations.

1. Dust mop down or vacuum lobby floors and carpet runners as necessary or requested
2. Dust lobby walls, window sills
3. Wipe and clean all metal and marble surfaces daily as needed, including the security guard station
4. Wipe and clean glass doors twice daily and as necessary or requested
5. Empty garbage receptacles daily and as necessary or requested
6. Remove graffiti from the exterior of the building, and all street furniture including planters located in front and in the rear of the building as necessary or as requested. (Graffiti removal may require painting over the marred graffiti surface.)
7. Remove gum and foreign matter from the sidewalks and tree containers surrounding the building before 8:00 am each day and as required or directed by the Building Manager
8. Hose down sidewalk around the perimeter of the building

B. Elevators

1. Clean or spot clean cab floors daily as needed
2. Clean lobby elevator saddles, interior and exterior doors and frames daily as needed
3. Clean sides of elevator cars daily as needed; polish brightwork in cab and on doors and frames
4. Keep freight elevator broom clean daily and as needed

C. Restrooms

1. Check and confirm night crew cleaned and re-stocked each bathroom and kitchen area
2. Clean all bathrooms between 10:30 am and 2:00 pm each day. From time to time, more frequent cleaning may be required. Check and restock restroom supplies at beginning and end of each engineer and building manager work shift.
3. Fill soap, paper towel, seat cover and toilet tissue dispensers as needed or as requested.

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4. Report all mechanical and plumbing problems and other deficiencies to the Building Manager (e.g., leaky faucets, malfunctioning urinals or toilets, etc.)
5. Clean all mirrors, powder shelves and lavatory tops. Mirrors should be wiped clean to remove all spots and streaks
6. Empty paper towel waste receptacles daily and as needed or requested
7. Stock and maintain all sanitary napkin product vending machines located in the restrooms. This includes periodic maintenance and repair of the machines and collecting monies generated from the use of the machines
8. Perform an inventory of restroom supplies, i.e. paper towels, toilet paper, hand soap, sanitary disposal bags and toilet seat covers each week and restock as necessary. See Section IV.E for specifications.

D. Public Areas

1. Stairwells– Police and keep in clean condition. Sweep, dust, hand wipe and mop as necessary and as requested.
2. Dust stairwell railings as necessary and as requested
3. Public Corridors – Vacuum keep in clean condition as necessary and as requested
4. Assist in changing interior lamps and light bulbs throughout the building as required
5. Polish handrails and water fountains every two weeks
6. Spot clean lobby signage and building directories and all other appropriate glass enclosures

E. Offices and Conference Rooms

1. Vacuum and dust all private offices that are not accessible at night
2. Vacuum and dust in conference rooms each nightly

II. EVENING SERVICES (Monday – Friday)

The following services are to be provided for all tenant suites and common areas on tenant-occupied floors.

A. Nightly Services (Monday – Friday), except City holidays

1. Secure all lights as soon as possible each night
2. Vacuum all carpets. Move electric cords to prevent damage to the corner bead
3. Dust mop all resilient and composition floors with dust mops. Damp mop the floors to remove spills and water stains as required
4. Spot clean stains on carpet
5. Dust all desktops and office furniture with dust cloths. Papers and folders on the desktop are not to be moved
6. Wipe and clean all tables, counters, and desktops
7. Empty all recycling, composting and landfill waste containers and the collected material must be deposited in the designated central collection containers in the building..

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8. Remove fingerprints, dirt smudges, graffiti, etc. from all doors, frames, glass partitions, windows, light switches, walls, elevator doorjambes and elevator interiors
9. Return chairs and wastebaskets to proper positions
10. Clean, sanitize and polish drinking fountains
11. Police all interior public planters
12. Dust and remove debris from all metal door thresholds
13. Wipe clean smudged brightwork
14. Service all walk-off mats as required

B. Weekly Services (once per week)

1. Dust all low reach areas including, but not limited to, chair rungs, structural and furniture ledges, baseboards, window sills, door louvers, wood paneling molding, etc
2. Dust inside of all doorjambes
3. Clean and polish all metal door thresholds
4. Damp mop all vinyl bases
5. Edge vacuum all carpeted areas
6. Move all plastic carpet protectors and thoroughly vacuum under and around all desks and office furniture

C. Monthly Services (once per month)

1. Dust all high reach areas including, but not limited to, tops of doors, frames, structural and furniture ledges, air conditioning diffusers and return grilles, tops of partitions, picture frames, etc.
2. Vacuum upholstered furniture and wipe down vinyl chair pads
3. Dust light diffusers
4. Dust all window coverings monthly

D. Quarterly Services (Twice per quarter)

1. Shower-scrub or otherwise recondition all resilient or composition flooring to provide a level of appearance equivalent to a completely refinished floor. This shall include stripping, resealing and/or rewaxing tile and marble flooring wherever present in the building, including storage closets.
2. Shampoo carpeting in the "high-traffic" common areas. i.e. elevator lobbies and other high-traffic" corridors as required and as requested

III. Twice Month Service

1. Pressure wash building exterior and sidewalks on all three sides of building plus doorways and lower building walls. This service shall be provided every weekend, regardless of weather conditions. This will be performed 1st and 15th of the month.

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IV. RESTROOM SERVICE – General Specifications

A. Daily Services (Monday – Friday), except City holidays

1. Re-stock all restrooms including paper towels, toilet tissue, seat covers and hand soap, as required.
2. Re-stock all sanitary napkin and tampon dispensers from Contractor's supplies, as required. Monies collected from the coin dispensing machines are the sole responsibility of the Contractor. Machines are to be repaired and maintained as needed by the Contractor.
3. Wash and polish all mirrors, dispensers, faucets, flushometers and brightwork with a non-scratch disinfectant cleaner.
4. Wash and sanitize all toilets, toilet seats, urinals and sinks with a non-scratch disinfectant cleaner. Wipe all sinks dry.
5. Remove stains and scrub toilets, urinals and sinks as required.
6. Mop all restroom floors with disinfectant, germicidal cleaners. Scrub all baseboards, inside corners and hard to reach areas.
7. Empty and sanitize all sanitary napkin and tampon waste receptacles.
8. Remove all restroom trash.
9. Spot clean fingerprints, marks and graffiti from walls, partitions, doors, glass, aluminum and light switches as required.

B. Weekly Services (Once per week)

1. Dust all low and high reach areas, including but not limited to, structural ledges, mirror tops, partition tops and edges, air conditioning diffusers and return air grilles.
2. Wipe and clean all walls and metal partitions and privacy screens. Partitions should be left clean and not streaked after this work is performed.

C. Monthly Services (Once per month)

1. Clean all ventilation grilles
2. Dust all doorjamb

D. Quarterly Services (Once per quarter)

1. Thoroughly clean and strip permanent sealer and reseal all ceramic/CT tile floors using approved sealers

E. Tenant Consumable Supplies

1. Contractor shall supply all tenant consumable supplies including paper towels, toilet tissue, hand soap, sanitary disposal bags, plastic trash bags, certified compostable plastic bags (see specs below) and toilet seat covers. The cost of these supplies is to be billed monthly to the City supported by copies of invoices from the janitorial supply company.

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2. Prior to commencing service, Contractor shall inspect each restroom to ascertain the type of dispensers installed and shall order necessary supplies.
3. Specifications:
 - a. Papers:
 - i. Paper towels - two ply white embossed, meets EPA requirements for post consumer fiber content. All products must be selected from the SF Approved Products list for Janitorial Papers (see www.sfenvironment.org/sfapproved)
 - ii. Toilet tissue – two ply white, meets EPA requirements for post consumer fiber content. All products must be selected from the SF Approved Products list for Janitorial Papers (see www.sfenvironment.org/sfapproved)
 - iii. Sanitary disposal bags – paper, waxed
 - iv. Toilet seat covers. All products must be selected from the SF Approved Products list for Janitorial Papers (see www.sfenvironment.org/sfapproved)
 - b. Hand soap – liquid, Green Seal (GS-41) or Environmental Choice/ Eco Logo (CCD-104). All products must be either certified under Green Seal (GS-41) or Environmental Choice/EcoLogo (CCD-104). No antimicrobial hand soaps may be supplied except where local health regulations require, or where the product’s ingredients have been approved by the Department of the Environment.
 - c. Liners
 - i. Trash plastic liners
 1. Must have a thickness of 0.7mil or greater and contain at least 30% recycled content.
 2. Must be clear in color
 3. The products and/or wholesalers are to be on the most recent CalRecycle compliance list for bags with recycled content.
 - ii. Compostable plastic liners
 1. Must be used for lining composting containers only. These liners must never be used for recycling or trash (landfill) containers
 2. Liners must be certified compostable by the Biodegradable Products Institute (BPI), Din Certco AIB Vinçotte Inter (Belgium), Japan Bioplastics Association or Australian Environmental Labeling Association proving that the finished product meets ASTM D6400, ASTM D6868, ISO 17088, DIN EN 13432, or AS 4736-2006 standards of compostability
 - d. Cleaning Products:
 - i. General purpose cleaners, glass cleaners, bathroom tub and tile cleaners, and cleaner/degreasers: All products must be selected from the SF Approved Products list for Janitorial Cleaning products (see www.sfapproved).
 - ii. Carpet and upholstery cleaners: All products used must either be:
 1. Listed on the SF Approved Products list for Janitorial Cleaning products -OR-
 2. Certified under Green Seal GS-37 (2008 version or later) -OR-

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- 3. Certified under Environmental Choice CCD-148
- iii. Hard floor care systems: All products used must either be:
 - 1. Certified under Environmental Choice CCD-147 (Hard Floor Care Products) - OR-
 - 2. Certified under Green Seal 40 (Industrial and Institutional Floor Care Products)
- iv. Drain or grease trap additives, odor control products, or digestion additives for cleaning and odor control: All products used must be certified under at least one of the following certifications:
 - 1. Environmental Choice CCD-112 for digestion additives for cleaning and odor control
 - 2. Environmental Choice CCD-113 for drain or grease trap additives
 - 3. Environmental Choice CCD-115 for odor control additives
- v. Batteries:
 - 1. Rechargeable Ni-MH (nickel metal-hydride) and lithium batteries should be used whenever possible. Non-rechargeable batteries can be purchased only under the following conditions:
 - a. Non-rechargeables are needed as backup for infrequently used emergency equipment, OR
 - b. Rechargeables are:
 - 1) Not available in a reasonable amount of time or for a specific purpose,
 - 2) Fail to meet performance standards for clocks, scientific or medical equipment, or
 - 3) Not available at a reasonable price.

V. MAIN FLOOR - LOBBY and PUBLIC CORRIDORS - General Specifications

A. Nightly Services (Monday – Friday), except City holidays

- 1. Spot clean all glass including low partitions and the corridor side of all windows and glass doors to tenant premises
- 2. Spot clean all brightwork including swinging door hardware, kick plates, base partition tops, handrails, waste paper receptacles, planters, elevator call button plates, hose cabinets and visible hardware on the corridor side of the tenant entry doors
- 3. Thoroughly clean all door saddles of dirt and debris
- 4. Mop and vacuum the main lobby floor nightly. Buff the floor at least two (2) times per week.
- 5. Spot clean and dust the directory board glass and ledges
- 6. Empty, clean and sanitize all waste paper baskets and refuse receptacles as required.
- 7. Vacuum all carpets as necessary

B. Quarterly Services (Once per quarter)

- 1. Shower –scrub or otherwise recondition all resilient or composition flooring to provide a level of appearance equivalent to a completely refinished floor. This shall include stripping and resealing tile and marble flooring.

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2. Shampoo carpet carpeting in the "high-traffic" common area. i.e. elevator lobbies and other high-traffic corridors as required and as requested.

VI. PASSENGER ELEVATOR – General Specifications

A. Nightly Service (Monday – Friday), except City holidays

1. Spot clean cab walls and interior door
2. Spot clean the outside surfaces of all elevator doors and frames
3. Clean all cab floors thoroughly. Edge thoroughly
4. Stain and polish cab walls and rails to eliminate scratch marks on wood

B. Weekly Services (Once per week)

1. Thoroughly clean the entire interior and exterior surfaces of all doors and frames

C. Quarterly Services (Once per quarter)

1. Wipe clean elevator cab lamps
2. Wipe clean entire cab ceiling
3. Clean all elevator thresholds with steel wool

VII. BUILDING EXTERIOR and GROUNDS SERVICES – General Specifications

A. Daily Services (Monday – Friday), except City holidays

1. Spot clean accumulations of dirt, paper and leaves in all corner areas where winds cause debris to collect
2. Spot clean all exterior glass doors at the building entrances
3. Lift nap on all entry walk-off mats with a heavy bristle brush and vacuum, as necessary
4. Sweep sidewalk, stairs and remove all gum as required or as directed
5. Hose down sidewalk around perimeter of the building

B. Week end Services-(Once per week)

1. Power wash building granite and street poles and trash cans. This service shall be provided every weekend, regardless of weather conditions.

C. Semi-annual Services

1. Wash all interior windows including partition glass, ledges and window frames to be wiped clean and dry.
2. The inside area in the tenant areas on each floor of the building should be cleaned under this item on a semi annual basis.

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VIII. CARPET CLEANING – General Specifications

1. Provide spot cleaning in tenant spaces, as necessary.
2. Shampoo carpets in tenant office suites, including conference rooms, public corridors and other common areas every three (3) months. The carpet-cleaning schedule shall be coordinated with tenants and approved by the Building Manager.
3. Carpet in “high-traffic” areas, such as the elevator lobbies, will be shampooed monthly.

IX. SPECIAL SERVICES – GENERAL

The following special services may be required of the Contractor, as specified by the Building Manager. The fee for these services shall be negotiated and agreed upon by the City and Contractor before such services are performed.

1. Prior to tenant occupancy of a new space, Contractor shall render a thorough initial cleaning of all newly constructed and rented space, including dusting, sweeping and vacuuming, polishing metal and brightwork, cleaning windows and mullions, and removing residual construction debris so the premises are left in a clean, orderly and proper condition. Contractor shall also provide complete floor maintenance and initial waxing and polishing throughout the premises prior to move in of the new tenants.

X. SPECIAL SERVICES – Once Time “Spring Cleaning”

The following is the scope of work to be performed by the contractor for a once-time initial cleaning of the building at 25 Van Ness, as specified by the Building Manager.

1st floor: Clean all and window sills, high dusting, general dusting, wash interior windows, lobby ledges and railings.

General lobby cleaning, including suites with entrance on street level.

2nd thru 8th floor: Clean all blinds and window sills, high dusting, general dusting, wash interior windows.

Lower Lobby: High dust, general dusting, wash interior windows. (Not Theater Area)

The following services will be required of the Contractor,

A.

	Break Rooms	As Req.	Per Week	Per Year
1.	Spot clean finger marks from doors		5x	
2.	Wipe down exterior of cabinet-counter doors, counter tops (accessible areas)		5x	
3.	Clean light switches		5x	
4.	Empty and remove trash, recycling and compost		5x	

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5.	Dust/wipe down table tops if clean/accessible		5x	
6.	Sweep and damp mop floors		5x	
7.	Spot clean spills and finger marks from walls		5x	
8.	Dust ceiling vents and high areas			6x
9.	Scrub and refinish floors			4x
	Office Areas/Conference Rooms:	As Req.	Per Week	Per Year
1.	Clean both sides of the entrance glass door		5x	
2.	Dust windowsills		3x	
	Office Areas/Conference Rooms/:	As Req.	Per Week	Per Year
3.	Clean light switches		5x	
4.	Empty and remove trash on Monday, Tues, Wed., Thurs, Fri.		5x	
5.	Empty recycling bins on Mondays ,Wednesday and Fri.		3x	
6.	Replace chairs and waste cans		5x	
7.	Dust desk/counter tops without disturbing any items		5x	
8.	Spot clean spills, finger marks from walls and doors		5x	
9.	Dust horizontal surfaces within reach		1x	
10.	Dust low areas			12x
11.	Dust ceiling vents and high areas			6x
12.	Vacuum high traffic areas		5x	
13.	Detail vacuum edges, etc.			6x
14.	Sweep and damp mop hard floors		5x	

B.

	Restrooms	As Req.	Per Week	Per Year
1.	Spot clean entrance door		5x	
2.	Empty trash and/or composting and re-line receptacles		5x	
3.	Empty sanitary receptacles into the trash and re-line them		5x	
4.	Clean mirror		5x	
5.	Dust/wipe down stall partition and walls		5x	
6.	Clean and sanitize sinks, toilet bowls & urinals		5x	
7.	Refill paper towel, toilet paper, soap& fem. hygiene dispensers (contractor will provide these products).		5x	
8.	Sweep and damp mop hard floors		5x	
9.	Dust ceiling vents and high areas			12x
10.	Scrub floors			4x

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SCOPE OF WORK

The following Scope of Work is intended to define, describe, state, and outline the requirements for Janitorial Services at 30 Van Ness Avenue.

I. DAY PORTER SERVICES - Daily Services (Monday – Friday)

Each Contractor will provide two (1) qualified day porters. Work hours to be: One 7:00 am to 3:30 pm, Monday through Friday, except City holidays. Day Porter shall be equipped with a cellular phone supplied and paid for by Contractor. Day Porter shall work under the supervision of the Building Manager for 30 Van Ness Ave and may be asked to perform duties not specifically described herein, but which may be considered a part of the Day Porters' general responsibilities as determined by the Building Manager. The daily duties of the Day Porter shall be, but not be limited to, the following:

A. Entrance Lobby and Exterior Perimeter Area

The lobby and exterior sidewalk and perimeter areas are to be kept clean and neat at all times. Day Porter is expected to perform the following minimum cleaning operations.

1. Dust mop down or vacuum lobby floors and carpet runners as necessary or requested
2. Dust lobby walls, window sills
3. Wipe and clean all metal and marble surfaces daily as needed, including the security guard station
4. Wipe and clean glass doors twice daily and as necessary or requested
5. Empty garbage receptacles daily and as necessary or requested
6. Remove graffiti from the exterior of the building, and all street furniture including planters located in front and in the rear of the building as necessary or as requested. (Graffiti removal may require painting over the marred graffiti surface.)
7. Remove gum and foreign matter from the sidewalks and tree containers surrounding the building before 8:00 am each day and as required or directed by the Building Manager
8. Hose down sidewalk around the perimeter of the building

B. Elevators

1. Clean or spot clean cab floors daily as needed
2. Clean lobby elevator saddles, interior and exterior doors and frames daily as needed
3. Clean sides of elevator cars daily as needed; polish brightwork in cab and on doors and frames
4. Keep freight elevator broom clean daily and as needed

C. Restrooms

1. Check and confirm night crew cleaned and re-stocked each bathroom and kitchen area
2. Clean all bathrooms between 10:30 am and 2:00 pm each day. From time to time, more frequent cleaning may be required. Check and restock restroom supplies at beginning and end of each engineer and building manager work shift.

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3. Fill soap, paper towel, seat cover and toilet tissue dispensers as needed or as requested.
4. Report all mechanical and plumbing problems and other deficiencies to the Building Manager (e.g., leaky faucets, malfunctioning urinals or toilets, etc.)
5. Clean all mirrors, powder shelves and lavatory tops. Mirrors should be wiped clean to remove all spots and streaks
6. Empty paper towel waste receptacles daily and as needed or requested
7. Stock and maintain all sanitary napkin product vending machines located in the restrooms. This includes periodic maintenance and repair of the machines and collecting monies generated from the use of the machines
8. Perform an inventory of restroom supplies, i.e. paper towels, toilet paper, hand soap, sanitary disposal bags and toilet seat covers each week and restock as necessary. See Section IV.E for specifications.

D. Public Areas

1. Stairwells– Police and keep in clean condition. Sweep, dust, hand wipe and mop as necessary and as requested.
2. Dust stairwell railings as necessary and as requested
3. Public Corridors – Vacuum keep in clean condition as necessary and as requested
4. Assist in changing interior lamps and light bulbs throughout the building as required
5. Polish handrails and water fountains every two weeks
6. Spot clean lobby signage and building directories and all other appropriate glass enclosures

E. Offices and Conference Rooms

1. Vacuum and dust all private offices at night
2. Vacuum and dust in conference rooms nightly

II. EVENING SERVICES (Monday – Friday)

The following services are to be provided for all tenant suites and common areas on tenant-occupied floors.

A. Nightly Services (Monday – Friday), except City holidays

1. Secure all lights as soon as possible each night
2. Vacuum all carpets. Move electric cords to prevent damage to the corner bead
3. Dust mop all resilient and composition floors with dust mops. Damp mop the floors to remove spills and water stains as required
4. Spot clean stains on carpet
5. Dust all desktops and office furniture with dust cloths. Papers and folders on the desktop are not to be moved
6. Wipe and clean all tables, counters, and desktops
7. Empty all recycling, composting and landfill waste containers and the collected material must be deposited in the designated central collection containers in the building.

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8. Remove fingerprints, dirt smudges, graffiti, etc. from all doors, frames, glass partitions, windows, light switches, walls, elevator doorjambes and elevator interiors
9. Return chairs and wastebaskets to proper positions
10. Clean, sanitize and polish drinking fountains
11. Police all interior public planters
12. Dust and remove debris from all metal door thresholds
13. Wipe clean smudged brightwork
14. Service all walk-off mats as required

B. Weekly Services (once per week)

1. Dust all low reach areas including, but not limited to, chair rungs, structural and furniture ledges, baseboards, window sills, door louvers, wood paneling molding, etc
2. Dust inside of all doorjambes
3. Clean and polish all metal door thresholds
4. Damp mop all vinyl bases
5. Edge vacuum all carpeted areas
6. Move all plastic carpet protectors and thoroughly vacuum under and around all desks and office furniture

D. Monthly Services (once per month)

1. Dust all high reach areas including, but not limited to, tops of doors, frames, structural and furniture ledges, air conditioning diffusers and return grilles, tops of partitions, picture frames, etc.
2. Vacuum upholstered furniture and wipe down vinyl chair pads
3. Dust light diffusers
4. Dust all window coverings monthly

D. Quarterly Services (Once per quarter)

1. Shower-scrub or otherwise recondition all resilient or composition flooring to provide a level of appearance equivalent to a completely refinished floor. This shall include stripping, resealing and/or rewaxing tile and marble flooring wherever present in the building, including storage closets.
2. Shampoo carpeting in the "high-traffic" common areas. i.e. elevator lobbies and other high-traffic" corridors as required and as requested

III. WEEKEND SERVICES - Weekly

1. Power wash building exterior and sidewalks on all three sides of building plus street poles and trash cans. This service shall be provided every weekend, regardless of weather conditions.

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IV. RESTROOM SERVICE – General Specifications

A. Daily Services (Monday – Friday), except City holidays

1. Re-stock all restrooms including paper towels, toilet tissue, seat covers and hand soap, as required.
2. Re-stock all sanitary napkin and tampon dispensers from Contractor's supplies, as required. Monies collected from the coin dispensing machines are the sole responsibility of the Contractor. Machines are to be repaired and maintained as needed by the Contractor.
3. Wash and polish all mirrors, dispensers, faucets, flushometers and brightwork with a non-scratch disinfectant cleaner.
4. Wash and sanitize all toilets, toilet seats, urinals and sinks with a non-scratch disinfectant cleaner. Wipe all sinks dry.
5. Remove stains and scrub toilets, urinals and sinks as required.
6. Mop all restroom floors with disinfectant, germicidal cleaners. Scrub all baseboards, inside corners and hard to reach areas.
7. Empty and sanitize all sanitary napkin and tampon waste receptacles.
8. Remove all restroom trash.
9. Spot clean fingerprints, marks and graffiti from walls, partitions, doors, glass, aluminum and light switches as required.

B. Weekly Services (Once per week)

1. Dust all low and high reach areas, including but not limited to, structural ledges, mirror tops, partition tops and edges, air conditioning diffusers and return air grilles.
2. Wipe and clean all walls and metal partitions and privacy screens. Partitions should be left clean and not streaked after this work is performed.

C. Monthly Services (Once per month)

1. Clean all ventilation grilles
2. Dust all doorjamb

D. Quarterly Services (Once per quarter)

1. Thoroughly clean and strip permanent sealer and reseal all ceramic/CT tile floors using approved sealers

E. Tenant Consumable Supplies

1. Contractor shall supply all tenant consumable supplies including paper towels, toilet tissue, hand soap, sanitary disposal bags, plastic trash bags, and toilet seat covers. The cost of these supplies is to be billed monthly to the City supported by copies of invoices from the janitorial supply company.
2. Prior to commencing service, Contractor shall inspect each restroom to ascertain the type of dispensers installed and shall order necessary supplies.

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3. Specifications:

e. Papers:

- i. Paper towels - two ply white embossed, meets EPA requirements for post consumer fiber content. All products must be selected from the SF Approved Products list for Janitorial Papers (see www.sfenvironment.org/sfapproved)
 - ii. Toilet tissue – two ply white, meets EPA requirements for post consumer fiber content. All products must be selected from the SF Approved Products list for Janitorial Papers (see www.sfenvironment.org/sfapproved)
 - iii. Sanitary disposal bags – paper, waxed
 - iv. Toilet seat covers. All products must be selected from the SF Approved Products list for Janitorial Papers (see www.sfenvironment.org/sfapproved)
- f. Hand soap – liquid, Green Seal (GS-41) or Environmental Choice/ Eco Logo (CCD-104). All products must be either certified under Green Seal (GS-41) or Environmental Choice/EcoLogo (CCD-104). No antimicrobial hand soaps may be supplied except where local health regulations require, or where the product's ingredients have been approved by the Department of the Environment.

g. Liners .

- i. Trash plastic liners
 1. Must have a thickness of 0.7mil or greater and contain at least 30% recycled content.
 2. Must be clear in color
 3. The products and/or wholesalers are to be on the most recent CalRecycle compliance list for bags with recycled content.
- ii. Compostable plastic liners
 1. Must be used for lining composting containers only. These liners must never be used for recycling or trash (landfill) containers
Liners must be certified compostable by the Biodegradable Products Institute (BPI), Din Certco AIB Vinçotte Inter (Belgium), Japan Bioplastics Association or Australian Environmental Labeling Association proving that the finished product meets ASTM D6400, ASTM D6868, ISO 17088, DIN EN 13432, or AS 4736-2006 standards of compost ability.

h. Cleaning Products:

- i. General purpose cleaners, glass cleaners, bathroom tub and tile cleaners, and cleaner/degreasers: All products must be selected from the SF Approved Products list for Janitorial Cleaning products (see www.sfenvironment.org/sfapproved).
- ii. Carpet and upholstery cleaners: All products used must either be:
 1. Listed on the SF Approved Products list for Janitorial Cleaning products -OR-
 2. Certified under Green Seal GS-37 (2008 version or later) -OR-
 3. Certified under Environmental Choice CCD-148
- iii. Hard floor care systems: All products used must either be:
 1. Certified under Environmental Choice CCD-147 (Hard Floor Care Products) -OR-
 2. Certified under Green Seal 40 (Industrial and Institutional Floor Care Products)

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- iv. Drain or grease trap additives, odor control products, or digestion additives for cleaning and odor control: All products used must be certified under at least one of the following certifications:
 - 1. Environmental Choice CCD-112 for digestion additives for cleaning and odor control
 - 2. Environmental Choice CCD-113 for drain or grease trap additives
 - 3. Environmental Choice CCD-115 for odor control additives
- v. Batteries:
 - 1. Rechargeable Ni-MH (nickel metal-hydride) and lithium batteries should be used whenever possible. Non-rechargeable batteries can be purchased only under the following conditions:
 - a. Non-rechargeables are needed as backup for infrequently used emergency equipment, OR
 - b. Rechargeables are:
 - 1) Not available in a reasonable amount of time or for a specific purpose,
 - 2) Fail to meet performance standards for clocks, scientific or medical equipment, or
 - 3) Not available at a reasonable price.

V. MAIN FLOOR - LOBBY and PUBLIC CORRIDORS - General Specifications

A. Nightly Services (Monday – Friday), except City holidays

- 1. Spot clean all glass including low partitions and the corridor side of all windows and glass doors to tenant premises
- 2. Spot clean all bright work including swinging door hardware, kick plates, base partition tops, handrails, waste paper receptacles, planters, elevator call button plates, hose cabinets and visible hardware on the corridor side of the tenant entry doors
- 3. Thoroughly clean all door saddles of dirt and debris
- 4. Mop and vacuum the main lobby floor nightly. Buff the floor at least two (2) times per week.
- 5. Spot clean and dust the directory board glass and ledges
- 6. Empty, clean and sanitize all waste paper baskets and refuse receptacles as required.
- 7. Vacuum all carpets as necessary

B. Quarterly Services (Once per quarter)

- 1. Shower –scrub or otherwise recondition all resilient or composition flooring to provide a level of appearance equivalent to a completely refinished floor. This shall include stripping and resealing tile and marble flooring.
- 2. Shampoo carpet carpeting in the “high-traffic” common area. i.e. elevator lobbies and other high-traffic corridors as required and as requested.

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VI. PASSENGER ELEVATOR – General Specifications

A. Nightly Service (Monday – Friday), except City holidays

1. Spot clean cab walls and interior door
2. Spot clean the outside surfaces of all elevator doors and frames
3. Clean all cab floors thoroughly. Edge thoroughly
4. Stain and polish cab walls and rails to eliminate scratch marks on wood

B. Weekly Services (Once per week)

1. Thoroughly clean the entire interior and exterior surfaces of all doors and frames

C. Quarterly Services (Once per quarter)

1. Wipe clean elevator cab lamps
2. Wipe clean entire cab ceiling
3. Clean all elevator thresholds with steel wool

VII. BUILDING EXTERIOR and GROUNDS SERVICES – General Specifications

A. Daily Services (Monday – Friday), except City holidays

1. Spot clean accumulations of dirt, paper and leaves in all corner areas where winds cause debris to collect
2. Spot clean all exterior glass doors at the building entrances
3. Lift nap on all entry walk-off mats with a heavy bristle brush and vacuum, as necessary
4. Sweep sidewalk, stairs and remove all gum as required or as directed
5. Hose down sidewalk around perimeter of the building

B. Week end Services-(Once per week)

1. Power wash building granite and street poles and trash cans. This service shall be provided every weekend, regardless of weather conditions.

C. Semi-annual Services

1. Wash all interior windows including partition glass, ledges and window frames to be wiped clean and dry.
2. The inside area in the tenant areas on each floor of the building should be cleaned under this item on a semi annual basis.

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VIII. CARPET CLEANING – General Specifications

1. Provide spot cleaning in tenant spaces, as necessary.
2. Shampoo carpets in tenant office suites, including conference rooms, public corridors and other common areas every four (4) months. The carpet-cleaning schedule shall be coordinated with tenants and approved by the Building Manager.
3. Carpet in “high-traffic” areas, such as the elevator lobbies, will be shampooed monthly.

IX. SPECIAL SERVICES – GENERAL

The following special services may be required of the Contractor, as specified by the Building Manager. The fee for these services shall be negotiated and agreed upon by the City and Contractor before such services are performed.

1. Prior to tenant occupancy of a new space, Contractor shall render a thorough initial cleaning of all newly constructed and rented space, including dusting, sweeping and vacuuming, polishing metal and brightwork, cleaning windows and mullions, and removing residual construction debris so the premises are left in a clean, orderly and proper condition. Contractor shall also provide complete floor maintenance and initial waxing and polishing throughout the premises prior to move in of the new tenants.

X. SPECIAL SERVICES – One Time “Spring Cleaning”

The following is the scope of work to be performed by the contractor for a one-time initial cleaning of the building at 30 Van Ness including 50 and 90 Van Ness as specified by the Building Manager.

- 1st floor thru 5th floors: Clean all binder and windows sills, high dusting, general dusting and wash interior windows
 Stairwell: Clean, dust, mop all exit stairwells
 Garage: Sweep clean entire garage

The following services will be required of the Contractor.

A.

	Break Rooms	As Req.	Per Week	Per Year
10.	Spot clean finger marks from doors		5x	
11.	Wipe down exterior of cabinet-counter doors, counter tops (accessible areas)		5x	
12.	Clean light switches		5x	
13.	Empty and remove trash, recycling and compost		5x	
14.	Dust/wipe down table tops if clean/accessible		5x	
15.	Sweep and damp mop floors		5x	
16.	Spot clean spills and finger marks from walls		5x	
17.	Dust ceiling vents and high areas			6x

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18.	Scrub and refinish floors			4x
	Office Areas/Conference Rooms:	As Req.	Per Week	Per Year
15.	Clean both sides of the entrance glass door		5x	
16.	Dust windowsills		3x	
	Office Areas/Conference Rooms/:	As Req.	Per Week	Per Year
17.	Clean light switches		5x	
18.	Empty and remove trash on Monday, Tues. ,Wed., Thurs, Fri.		5x	
19.	Empty recycling bins on Mondays ,Wednesday and Fri.		3x	
20.	Replace chairs and waste cans		5x	
21.	Dust desk/counter tops without disturbing any items		5x	
22.	Spot clean spills, finger marks from walls and doors		5x	
23.	Dust horizontal surfaces within reach		1x	
24.	Dust low areas			12x
25.	Dust ceiling vents and high areas			6x
26.	Vacuum high traffic areas		5x	
27.	Detail vacuum edges, etc.			6x
28.	Sweep and damp mop hard floors		5x	

B.

	Restrooms	As Req.	Per Week	Per Year
11.	Spot clean entrance door		5x	
12.	Empty trash and/or composting and re-line receptacles		5x	
13.	Empty sanitary receptacles into the trash and re-line them		5x	
14.	Clean mirror		5x	
15.	Dust/wipe down stall partition and walls		5x	
16.	Clean and sanitize sinks, toilet bowls & urinals		5x	
17.	Refill paper towel, toilet paper, soap& fem. hygiene dispensers (contractor will provide these products).		5x	
18.	Sweep and damp mop hard floors		5x	
19.	Dust ceiling vents and high areas			12x
20.	Scrub floors			4x

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SCOPE OF WORK

The following Scope of Work is intended to define, describe, state, and outline the requirements for Janitorial Services at 1650 Mission Street.

I. DAY PORTER SERVICES - Daily Services (Monday – Friday)

Each Contractor will provide two (1) qualified day porters. Work hours to be: One 7:00 am to 5:00 pm, each with one hour lunch Monday through Friday, except City holidays. Day Porter shall be equipped with a cellular phone supplied and paid for by Contractor. Day Porter shall work under the supervision of the Building Manager for 1650 Mission Street and may be asked to perform duties not specifically described herein, but which may be considered a part of the Day Porters' general responsibilities as determined by the Building Manager. The daily duties of the Day Porter shall be, but not be limited to, the following:

A. Entrance Lobby and Exterior Perimeter Area

The lobby and exterior sidewalk and perimeter areas are to be kept clean and neat at all times. Day Porter is expected to perform the following minimum cleaning operations.

1. Dust mop down or vacuum lobby floors and carpet runners as necessary or requested
2. Dust lobby walls, window sills
3. Wipe and clean all metal and marble surfaces daily as needed, including the security guard station
4. Wipe and clean glass doors twice daily and as necessary or requested
5. Empty garbage receptacles daily and as necessary or requested
6. Remove graffiti from the exterior of the building, and all street furniture including planters located in front and in the rear of the building as necessary or as requested. (Graffiti removal may require painting over the marred graffiti surface.)
7. Remove gum and foreign matter from the sidewalks and tree containers surrounding the building before 8:00 am each day and as required or directed by the Building Manager
8. Hose down sidewalk around the perimeter of the building

B. Elevators

1. Clean or spot clean cab floors daily as needed
2. Clean lobby elevator saddles, interior and exterior doors and frames daily as needed
3. Clean sides of elevator cars daily as needed; polish brightwork in cab and on doors and frames
4. Keep freight elevator broom clean daily and as needed

C. Restrooms

1. Check and confirm night crew cleaned and re-stocked each bathroom and kitchen area
2. Clean all bathrooms between 10:30 am and 2:00 pm each day. From time to time, more frequent cleaning may be required. Check and restock restroom supplies at beginning and end of each engineer and building manager work shift.

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3. Fill soap, paper towel, seat cover and toilet tissue dispensers as needed or as requested.
4. Report all mechanical and plumbing problems and other deficiencies to the Building Manager (e.g., leaky faucets, malfunctioning urinals or toilets, etc.)
5. Clean all mirrors, powder shelves and lavatory tops. Mirrors should be wiped clean to remove all spots and streaks
6. Empty paper towel waste receptacles daily and as needed or requested
7. Stock and maintain all sanitary napkin product vending machines located in the restrooms. This includes periodic maintenance and repair of the machines and collecting monies generated from the use of the machines
8. Perform an inventory of restroom supplies, i.e. paper towels, toilet paper, hand soap, sanitary disposal bags and toilet seat covers each week and restock as necessary. See Section IV.E for specifications.

D. Public Areas

1. Stairwells-- Police and keep in clean condition. Sweep, dust, hand wipe and mop as necessary and as requested .
2. Dust stairwell railings as necessary and as requested
3. Public Corridors – Vacuum keep in clean condition as necessary and as requested
4. Assist in changing interior lamps and light bulbs throughout the building as required
5. Polish handrails and water fountains every two weeks
6. Spot clean lobby signage and building directories and all other appropriate glass enclosures

E. Offices and Conference Rooms

1. Vacuum and dust all private offices that are not accessible at night
2. Vacuum and dust in conference rooms each morning.

II. EVENING SERVICES (Monday – Friday)

The following services are to be provided for all tenant suites and common areas on tenant-occupied floors.

A. Nightly Services (Monday – Friday), except City holidays

1. Secure all lights as soon as possible each night
2. Vacuum all carpets. Move electric cords to prevent damage to the corner bead
3. Dust mop all resilient and composition floors with dust mops. Damp mop the floors to remove spills and water stains as required
4. Spot clean stains on carpet
5. Dust all desktops and office furniture with dust cloths. Papers and folders on the desktop are not to be moved
6. Wipe and clean all tables, counters, and desktops
7. Empty all recycling, composting and landfill waste containers and the collected material must be deposited in the designated central collection containers in the building.