



BOARD OF SUPERVISORS AGENDA ITEM REPORT
AWARDS / CONTRACTS / GRANTS

Award Contract Grant

Requested Board Meeting Date: August 13, 2024

or Procurement Director Award:

* = Mandatory, information must be provided

***Contractor/Vendor Name/Grantor (DBA):**

- Group 1: Elite Building Services, LLC (Headquarters: Tucson, AZ)
- Group 2: Office Keepers, LLC dba Keepers Commercial Cleaning (Headquarters: Mesa, AZ)
- Group 3: Office Keepers, LLC dba Keepers Commercial Cleaning (Headquarters: Mesa, AZ)
- Group 4: Robbins Equipment Company Inc. (Headquarters: Tucson, AZ)
- Group 5: Robbins Equipment Company Inc. (Headquarters: Tucson, AZ)

***Project Title/Description:**

Janitorial Services

***Purpose:**

Award: Supplier Contracts: See Below. These contracts are for an initial term of one (1) year in the total annual award amount of \$4,000,000.00 (including sales tax) and includes four (4) one-year renewal options. Administering Department: Facilities Management.

Group	Supplier Contract	Annual Award Amount
Group 1: Downtown "D" Elite Building Services, LLC	SC2400001891	\$1,700,000.00
Group 2: Outlying Ajo Corridor "OA" Office Keepers, LLC dba Keepers Commercial Cleaning	SC2400001892	\$750,000.00
Group 3: Outlying West "OW" Office Keepers, LLC dba Keepers Commercial Cleaning	SC2400001893	\$500,000.00
Group 4: Outlying East "OE" Robbins Equipment Company Inc.	SC2400001894	\$500,000.00
Group 5: Outlying South "OS" Robbins Equipment Company Inc.	SC2400001895	\$550,000.00

***Procurement Method:**

Pursuant to Pima County Procurement Code 11.12.020, Competitive sealed proposals, Solicitation No. RFP-PO-2400011 was conducted. Eleven (11) responses were received. One (1) response was withdrawn by the respondent. Award is to the responsive and responsible respondents submitting the highest scoring proposals.

PRCUID: 516279

Attachments: Notice of Recommendation for Award and Supplier Contracts.

***Program Goals/Predicted Outcomes:**

To provide professional commercial quality janitorial services to all County facilities. This will help maintain a clean healthy environment for staff and all public that utilizes these buildings.

***Public Benefit:**

A clean healthy environment will be maintained in public areas including restrooms, meeting areas and any areas of public use. Rates will be established on a year to year basis to receive the maximum benefit for tax payer dollars.

***Metrics Available to Measure Performance:**

Department representatives or designee will inspect sites to ensure adherence to all terms of supplier contracts. Each monthly invoices will be reviewed for accuracy and compliance.

***Retroactive:**

No.

TUCSON: 07/31/2024
PAGE: 353

THE APPLICABLE SECTION(S) BELOW MUST BE COMPLETED

Click or tap the boxes to enter text. If not applicable, indicate "N/A". Make sure to complete mandatory (*) fields

Contract / Award Information

Document Type: SC Department Code: N/A Contract Number (i.e., 15-123): See Purpose
Commencement Date: 08/13/2024 Termination Date: 08/12/2025 Prior Contract Number (Synergen/CMS):
Expense Amount \$ 4,000,000.00 * Revenue Amount: \$

*Funding Source(s) required: General Fund and Federal Emergency Management Agency Shelter and Services Program (FEMA SSP)

Funding from General Fund? Yes No If Yes \$ % 88% General Fund: 12% FEMA SSP
Contract is fully or partially funded with Federal Funds? Yes No
If Yes, is the Contract to a vendor or subrecipient? Vendor
Were insurance or indemnity clauses modified? Yes No
Vendor is using a Social Security Number? Yes No

Amendment / Revised Award Information

Document Type: Department Code: Contract Number (i.e., 15-123):
Amendment No.: AMS Version No.:
Commencement Date: New Termination Date:
Expense Revenue Increase Decrease
Is there revenue included? Yes No If Yes \$
Amount This Amendment: \$
*Funding Source(s) required:
Funding from General Fund? Yes No If Yes \$ %

Grant/Amendment Information (for grants acceptance and awards)

Document Type: Department Code: Grant Number (i.e., 15-123):
Commencement Date: Termination Date: Amendment Number:
Match Amount: \$ Revenue Amount: \$
*All Funding Source(s) required:
*Match funding from General Fund? Yes No If Yes \$ %
*Match funding from other sources? Yes No If Yes \$ %
*Funding Source:

*If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?

Contact: Procurement Officer: Maricruz Lopez Digitally signed by Maricruz Lopez Date: 2024.07.18 09:47:28 -0700 Division Manager: Ana Wilber Digitally signed by Ana Wilber Date: 2024.07.18 09:53:40 -0700
Department: Procurement Director: Terri Spencer Digitally signed by Terri Spencer Date: 2024.07.18 13:40:59 -0700 Telephone: 724-3736
Department Director Signature: Tony Cisneros Digitally signed by Tony Cisneros Date: 2024.07.23 08:37:34 -0700 Date:
Deputy County Administrator Signature: Date: 7/26/2024
County Administrator Signature: Date: 7/26/2024



NOTICE OF RECOMMENDATION FOR AWARD

Date of Issue: July 18, 2024

The Procurement Department hereby issues formal notice to respondents to Solicitation No. RFP-PO-2400011 for Janitorial Services that the following listed respondents will be recommended for award as indicated below. The award action is scheduled to be performed by the Board of Supervisors on or after August 13, 2024.

Award is recommended to the highest scoring proposal per group in the total annual award amount of \$4,000,000.00 (including sales tax).

<u>AWARDEE NAMES</u>	<u>ANNUAL AWARD AMOUNT</u>
Group 1: Downtown "D" Elite Building Services, LLC	\$1,700,000.00
Group 2: Outlying Ajo Corridor "OA" Office Keepers, LLC dba Keepers Commercial Cleaning	\$750,000.00
Group 3: Outlying West "OW" Office Keepers, LLC dba Keepers Commercial Cleaning	\$500,000.00
Group 4: Outlying East "OE" Robbins Equipment Company Inc.	\$500,000.00
Group 5: Outlying South "OS" Robbins Equipment Company Inc.	\$550,000.00

OTHER RESPONDENT NAMES

RB Becken, Inc dba JanPro Tucson
Kleen-Tech Services, LLC dba Sonoran, a Kleen-Tech Company
Titan Cleaning LLC dba OMEX International
Landmark Building Maintenance Services, LLC dba Pivot Building Services
Southern Arizona Cleaning & Supply
UBM Enterprise, Inc.
JANCO FS2, LLC dba Velociti Services
CCS Facility Services - Withdrawn

Issued by: Maricruz Lopez, Procurement Officer

Telephone Number: 520-724-3736

This notice is in compliance with Pima County Procurement Code §11.12.010(C) and §11.20.010(C).

Copy to: Pima County SBE via e-mail at SBE@pima.gov.

AW



	SC2400001891
	08-13-2024
	08-12-2025
	Warrant/Check
	Maricruz Lopez

<p>Elite Building Services LLC 344 W. Ajo Way Tucson, AZ 85713</p>	<p>Janitorial Services Group 1 - D</p>
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<p>Phone: +1 (520) 7716309 Email: ianp@elitetucson.com Terms: Days:</p>	<table border="1"> <thead> <tr> <th>Vendor Method</th> <th>Standard Ground</th> <th>FOB Dest, Freight Prepaid</th> </tr> </thead> <tbody> <tr> <td>USD</td> <td>1,700,000.00</td> <td>0.00</td> </tr> </tbody> </table>	Vendor Method	Standard Ground	FOB Dest, Freight Prepaid	USD	1,700,000.00	0.00
Vendor Method	Standard Ground	FOB Dest, Freight Prepaid					
USD	1,700,000.00	0.00					

Contract/Amendment Description:

This Supplier Contract is for an initial term of one (1) year in the shared annual award amount of \$1,700,000.00 (including sales tax) and includes four (4) one-year renewal options.

This Supplier Contract incorporates the attached documents, and by reference all instructions, Standard Terms and Conditions, Special Terms and Conditions, and requirements that are included in or referenced by the solicitation documents used to establish this contract. All transactions and conduct are required to conform to these documents.

Details View

33 N Stone Ave. - 1st Floor Bathroom Midday Cleaning Service	33 N Stone Ave. - 1st Floor Bathroom Midday Cleaning Service	33 N Stone Ave. - 1st Floor Bathroom Midday Cleaning Service	Yes	USD	Month	Month	1	480.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
33 N. Stone Ave. Building (17 floors)	33 N. Stone Ave. Building (17 floors)	33 N. Stone Ave. Building (17 floors)	Yes	USD	Month	Month	1	12,995.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
97 E Congress (4 floors)	97 E Congress (4 floors)	97 E Congress (4 floors)	Yes	USD	Month	Month	1	3,999.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
97 E. Congress - Day Porter	97 E. Congress - Day Porter	97 E. Congress - Day Porter	Yes	USD	Month	Month	1	1,895.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
97 E. Congress Exterior Power Wash	97 E. Congress Exterior Power Wash	97 E. Congress Exterior Power Wash	Yes	USD	Month	Month	1	595.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Administration East (A Level, B Level Snackatorium and RR, 1st Floor occupied every other Tuesday)	Administration East (A Level, B Level Snackatorium and RR, 1st Floor occupied every other Tuesday)	Administration East (A Level, B Level Snackatorium and RR, 1st Floor occupied every other Tuesday)	Yes	USD	Month	Month	1	459.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Administration West (6 floors, shops A & B level)	Administration West (6 floors, shops A & B level)	Administration West (6 floors, shops A & B level)	Yes	USD	Month	Month	1	5,495.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Administration West (6 floors, shops A & B level) - Day Porter	Administration West (6 floors, shops A & B level) - Day Porter	Administration West (6 floors, shops A & B level) - Day Porter	Yes	USD	Month	Month	1	2,935.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
B-Level Holding Cells	B-Level Holding Cells	B-Level Holding Cells	Yes	USD	Month	Month	1	979.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Central Plant (Restroom and Control Room only)	Central Plant (Restroom and Control Room only)	Central Plant (Restroom and Control Room only)	Yes	USD	Month	Month	1	1,350.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Cleaning of chairs (price per chair)	Cleaning of chairs (price per chair)	Cleaning of chairs (price per chair)	Yes	USD	Each	Each	1	2.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Concrete Restoration Surface (price per sqft)	Concrete Restoration Surface (price per sqft)	Concrete Restoration Surface (price per sqft)	Yes	USD	Square Foot	Square Foot	1	1.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Downtown Complex Exterior Power Wash	Downtown Complex Exterior Power Wash	Downtown Complex Exterior Power Wash	Yes	USD	Month	Month	1	985.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Downtown Day Porter - Exterior only	Downtown Day Porter - Exterior only	Downtown Day Porter - Yes Exterior only	Yes	USD	Month	Month	1	3,900.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Downtown Recycling	Downtown Recycling	Downtown Recycling	Yes	USD	Month	Month	1	1,595.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
El Banco Building	El Banco Building	El Banco Building	Yes	USD	Month	Month	1	997.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Extra Services Carpet Cleaning per sqft	Extra Services Carpet Cleaning per sqft	Extra Services Carpet Cleaning per sqft	Yes	USD	Square Foot	Square Foot	1	0.10	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Extra Services Hard Floor Strip/Wax per sqft	Extra Services Hard Floor Strip/Wax per sqft	Extra Services Hard Floor Strip/Wax per sqft	Yes	USD	Square Foot	Square Foot	1	0.12	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Extra Services Rate Per Hour	Extra Services Rate Per Hour	Extra Services Rate Per Hour	Yes	USD	Hour	Hour	1	19.95	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Historic Courthouse (Attractions & Tourism - 3rd & 4th floor, County Administrator's Office, Dillinger Courtroom, 2nd floor lobby and conference room, Outdoor Patio, 1st floor restroom & catering space)	Historic Courthouse (Attractions & Tourism - 3rd & 4th floor, County Administrator's Office, Dillinger Courtroom, 2nd floor lobby and conference room, Outdoor Patio, 1st floor restroom & catering space)	Historic Courthouse (Attractions & Tourism - 3rd & 4th floor, County Administrator's Office, Dillinger Courtroom, 2nd floor lobby and conference room, Outdoor Patio, 1st floor restroom & catering space)	Yes	USD	Month	Month	1	6,975.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Joel Valdez Main Library (4 floors & basement)	Joel Valdez Main Library (4 floors & basement)	Joel Valdez Main Library (4 floors & basement)	Yes	USD	Month	Month	1	10,995.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Joel Valdez Main Library Day Porter	Joel Valdez Main Library Day Porter	Joel Valdez Main Library Day Porter	Yes	USD	Month	Month	1	3,750.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Legal Services Building (20 floors & basement)	Legal Services Building (20 floors & basement)	Legal Services Building (20 floors & basement)	Yes	USD	Month	Month	1	11,325.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Minimum Service Charge (emergency request)	Minimum Service Charge (emergency request)	Minimum Service Charge (emergency request)	Yes	USD	Each	Each	1	45.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Pima County Print Services	Pima County Print Services	Pima County Print Services	Yes	USD	Month	Month	1	975.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Power Wash for 33 N Stone Garage	Power Wash for 33 N Stone Garage	Power Wash for 33 N Stone Garage	Yes	USD	Square Foot	Square Foot	1	0.03	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Power Wash for A & B level at Downtown complex	Power Wash for A & B level at Downtown complex	Power Wash for A & B level at Downtown complex	Yes	USD	Square Foot	Square Foot	1	0.02	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Power Wash for El Presidio Garage	Power Wash for El Presidio Garage	Power Wash for El Presidio Garage	Yes	USD	Square Foot	Square Foot	1	0.02	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Power Wash for Public Service Garage	Power Wash for Public Service Garage	Power Wash for Public Service Garage	Yes	USD	Square Foot	Square Foot	1	0.02	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Power Wash for Public Works Garage	Power Wash for Public Works Garage	Power Wash for Public Works Garage	Yes	USD	Square Foot	Square Foot	1	0.02	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Power Wash for Scott Avenue Garage	Power Wash for Scott Avenue Garage	Power Wash for Scott Avenue Garage	Yes	USD	Square Foot	Square Foot	1	0.03	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Power Wash over 2500sqft (price per sqft)	Power Wash over 2500sqft (price per sqft)	Power Wash over 2500sqft (price per sqft)	Yes	USD	Square Foot	Square Foot	1	0.10	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Power Wash up to 2500sqft (price per sqft)	Power Wash up to 2500sqft (price per sqft)	Power Wash up to 2500sqft (price per sqft)	Yes	USD	Square Foot	Square Foot	1	0.15	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Public Services Building (7 floors, 6th closed, 7th 1/3 closed, 2 lower-levels)	Public Services Building (7 floors, 6th closed, 7th 1/3 closed, 2 lower-levels)	Public Services Building (7 floors, 6th closed, 7th 1/3 closed, 2 lower-levels)	Yes	USD	Month	Month	1	3,965.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Public Services Building - Day Porter (7 floors, 6th closed, 7th 1/3 closed, 2 lower-levels)	Public Services Building - Day Porter (7 floors, 6th closed, 7th 1/3 closed, 2 lower-levels)	Public Services Building - Day Porter (7 floors, 6th closed, 7th 1/3 closed, 2 lower-levels)	Yes	USD	Month	Month	1	19,995.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Public Services Building Parking Operations office	Public Services Building Parking Operations office	Public Services Building Parking Operations office	Yes	USD	Month	Month	1	189.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Public Works Building - Common Area (Restroom & elevator lobby)	Public Works Building - Common Area (Restroom & elevator lobby)	Public Works Building - Common Area (Restroom & elevator lobby)	Yes	USD	Month	Month	1	6,595.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Public Works Building - County Side (9 floors & basement)	Public Works Building - County Side (9 floors & basement)	Public Works Building - County Side (9 floors & basement)	Yes	USD	Month	Month	1	5,299.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

School Administration Building (3 floors & basement)	School Administration Building (3 floors & basement)	School Administration Building (3 floors & basement)	Yes	USD	Month	Month	1	2,469.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
School Administration Building (3 floors & basement) Day porter	School Administration Building (3 floors & basement) Day porter	School Administration Building (3 floors & basement) Day porter	Yes	USD	Month	Month	1	1,495.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Superior Court General Cleaning* (9 floors & A & B Level Parking)	Superior Court General Cleaning* (9 floors & A & B Level Parking)	Superior Court General Cleaning (9 floors & A & B Level Parking)	Yes	USD	Month	Month	1	13,953.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Waterless Urinal Maintenance (EcoBlue System)	Waterless Urinal Maintenance (EcoBlue System)	Waterless Urinal Maintenance (EcoBlue System)	Yes	USD	Each	Each	1	15.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

OFFER AGREEMENT

1. PURPOSE

This contract establishes a system-generated form Master Agreement ("MA") for Contractor(s) to provide Pima County ("County") with Janitorial Services on an "as required basis" by issue of Delivery Order ("DO") or Delivery Order Maximo ("DOM").

The established MA will be issued to all Contractors awarded on this contract. County will order Good/Services from the Contractor on the contract offering best value to County. Should that Contractor be unable to provide the Good/Service at the time requested, County will then order the Good/Service from another Contractor available on the contract.

The established MA will identify the Contractor to provide the required items as designated by the following groups:

- Group 1 – Downtown "D"
- Group 2 – Outlying Ajo Corridor "OA"
- Group 3 – Outlying West "OW"
- Group 4 – Outlying East "OE"
- Group 5 – Outlying South "OS"

2. CONTRACT TERM, RENEWALS, EXTENSIONS and REVISIONS

The MA will document the commencement date of the contract, and will be for a one (1) year period with four (4) one-year renewal options that the parties may exercise as follows: County will issue contract extensions, renewals, or revisions to Contractor with a revised MA document. Contractor must object in writing to the proposed revisions, terms, conditions, scope modifications and/or specifications within ten (10) calendar days of issuance by County. If Contractor does not notify county of any objections within that timeframe, the revision(s) will be binding on the parties.

3. CONTRACTOR MINIMUM QUALIFICATIONS

Contractor certifies that it is competent, willing, and responsible for performing the services or providing the products in accordance with the requirements of this contract. Contractor certifies that it possesses all licenses required by applicable Agencies to satisfy the requirements of this contract. Utilize **Exhibit B: Minimum Qualifications Verification Form (1 page)**.

4. PRODUCT OR SERVICE SPECIFICATIONS & SCOPE OF WORK

4.1. General Specifications

- a) See **Exhibit A – Scope of Work (35 pages)**
- b) See **Exhibit B – Minimum Qualifications Verification (1 page)**
- c) See **Exhibit C – Questionnaire (1 page)**
- d) See **Exhibit D – References (2 pages)**
- e) See **Exhibit E – Unit Prices (Excel Spreadsheet)**
- f) See **Exhibit F – Facility Counts (Excel Spreadsheet)**; all counts are ESTIMATES and should be verified by Offeror.
- g) See **Exhibit G – Green Cleaning Policy (5 pages)**

4.2. Grant Conditions

As applicable, at no additional cost to County, Contractor agrees to comply with all requirements included in the attached **Exhibit I: Grant Conditions (4 pages)**.

5. OFFER ACCEPTANCE & ORDER RELEASES

County will accept offer(s) and execute this contract by issuing an MA (recurring requirements) to be effective on the document's date of issue without further action by either party. The MA will include the term of the contract.

Pursuant to the executed MA, County departments requiring the goods or services described herein will issue a DO or DOM to the Contractor. County will furnish the DO or DOM to Contractor via facsimile, e-mail or telephone. **If County gives the order verbally, the County Department issuing the order will transmit a confirming order document to Contractor within five (5) workdays of the date it gives the verbal order.**

Contractor must not supply materials or services that are not specified on the MA and are not documented or authorized by a DO or DOM at the time of provision. County accepts no responsibility for control of or payment for materials or services not documented by a County DO or DOM.

Contractor will establish, monitor, and manage an effective contract administration process that assures compliance with all requirements of this contract. In particular, Contractor will not provide goods or services in excess of the executed contract items, item quantity, item amount, or contract amount without prior written authorization by contract amendment that County has properly executed and issued. Any items Contractor provides in excess of those stated in the contract are at Contractor's own risk. Contractor will decline verbal requests to deliver items in excess of the contract and will report all such requests in writing to County's Procurement Department within one (1) workday of the request. The report must include the name of the requesting individual and the nature of the request.

6. ACCEPTANCE OF GOODS & SERVICES

The County Department designated on the issued order (DO or DOM) will accept goods and services only in accordance with this contract. Such acceptance is a prerequisite to the commencement of payment terms.

7. COMPENSATION & PAYMENT

The MA or PO will establish the contractual Not-to-Exceed Amount ("NTE Amount"). The NTE Amount represents the funding appropriated by County for this contract and cannot be altered without amendment. For this contract, the NTE Amount is shared between each Contractor awarded. The sum total of County payments to all Contractors cannot exceed the established NTE Amount, regardless of the independent total of each Contractor. **Contractor will not accept orders, or provide services or products that cumulatively exceed the contract amount.**

7.1. Unit Prices

Contractor's unit prices in **Exhibit E – Unit Prices** must include all incidentals and associated costs required to comply with and satisfy all requirements of this contract, which includes the Offer Agreement and the Standard Terms and Conditions. County will make no payments for items not in the contract and Contractor will not invoice them.

Quantities in this solicitation are estimates only. County may increase or decrease quantities and amounts. County makes no guarantee regarding actual orders for items or quantities during the term of the contract. County is not responsible for Contractor inventory or order commitment.

Unless the parties otherwise agree in writing, all pricing will be F.O.B. Destination & Freight Prepaid Not Billed ("F.O.B. Destination"). Contractor will deliver and unload products or services at the destination(s) that the delivery article of this contract or accepted Order indicates. The offered Unit Price must include all freight costs.

Although an order may not fully include State and City sales tax, County will pay such taxes as are **DIRECTLY** applicable to County and Contractor invoices such taxes as a separate line item. Contractor must not include such taxes in the item unit price.

7.2. Price Warranty and Trade-In Allowance

Contractor will give County the benefit of any price reduction before actual time of shipment. Parties may negotiate a fair and equitable trade-in allowance value for County surplus property to be applied through either a discounted purchase price or account credit. The trade-in value must be stated on a written price quote prior to County making a purchase, or on a credit memo invoice for a prior purchase. Trade-In property will be itemized on the quote or invoice by description, model/part number, quantity and guaranteed trade-in value. County will coordinate and document the delivery of surplus trade-in property to Contractor. Award of contract constitutes disposition authority to trade-in surplus property pursuant to Board of Supervisors' Policy D.29.11, Surplus Personal Property.

7.3. Price Escalation

All unit prices shall consider/provide for current economic and market conditions, and include compensation for Contractor to implement and actively conduct cost and price control. No additional compensation shall be paid to Contractor to reimburse efforts to implement and conduct cost and price controls. **Prices shall remain fixed for the initial contract term, after which Contractor may submit no more than one (1) written Price Escalation Request ("PER") per term.** The PER must be submitted not later than 90 days prior to the contract renewal date, and must clearly demonstrate justification for the increase in price, such as continued and significant changes in economic and/or market conditions justifying any requested price escalation. The PER

must reference/cite any source materials used to form the basis of the proposed justification, but must not include historical information prior to the initial contract term. County will research Bureau of Labor Statistics (BLS) Producer Price Index (PPI) and/or other related indicators or sources, and conduct an analysis to determine 1) if the submitted justification and evidence are sufficient, 2) the requested price escalation is fair and reasonable, and 3) if approving the PER is in the County's best interest. County reserves the right to negotiate, accept or reject the PER, or terminate and re-solicit the contract.

7.4. Living Wage

All pricing will conform to Pima County's Living Wage Ordinance 2002-1 if applicable, including required annual adjustments of the wage. See **Exhibit H – Living Wage (2 pages)**.

7.5. Additional Items and/or Services

This following section is for items that Contractor did not list or price above but are within the scope of this contract. Contractor may provide these items under this contract. Contractor will submit Master Price List (MPL) documents, compact disc (CD) or USB flash drive and file names or identify website address, identifying all other items offered pursuant to this contract. The MPL or website address specifically designed for County must include the vendor's/manufacture's or retail price list and the discount percentage off utilized to get to include Discounted Unit Price being offered to County i.e. Manufacturer's List Price – (List price x Discount %) = Discounted Unit Price. The resulting Unit Prices must be of similar discount off List Prices for those items specifically included above. Item Unit Prices above will govern in case of conflict with the Master Price List.

List MPL Document by Title, MPL Media & Filenames or MPL Internet Address and Title(s)	Qty of Pages	Dated	Percentage Discount (Mfr List Price – (List price x Discount %) = Discounted Unit Price)
N/A			

The parties may negotiate and establish unit pricing in writing under the contract for items included in the scope of the contract that does not have previously listed unit pricing.

7.6. Standard Payment Term

Net (30), effective from the date of valid invoice document and does not commence until the later of 1) the receiving County Department receives goods or services into County's payment system or 2) County Financial Operations receives and verifies Contractor's invoice.

7.7. Optional Early Payment Discount Term

Pima County Administrative Procedure No. 22-35 Section 2.2.4 describes County's practice regarding discounts for early payment. Contractor offers the following discounts to those prices to be used for all orders issued pursuant to this contract. County will utilize the existing payment code that best matches that offered and does not exceed the offered discount percentage. Payment days cannot be less than ten (10) calendar days. Contractor will submit valid invoice document consistent with the associated DO or DOM to County's Finance Department at least seven (7) calendar days prior to the date on which the discounted payment is due. If desired, for any order issued pursuant with this contract, Contractor may offer early payment discounts that exceed this Early Payment Discount.

Optional Early Payment Discount: 0 % if payment tendered within 0 Days as indicated above.

7.8. Invoicing

Contractor will submit Request(s) for Payment or Invoices to the location and entity identified by County's DO or DOM document.

All Invoice documents will reference County's DO or DOM number under which the services or products were ordered. Contractor must utilize the item description, precise unit price, and unit of measure included in County's order document for ALL Invoice line items. County may return invoices that include line items or unit prices that do not match those documented by County's order to Contractor unprocessed for correction.

Contractor will provide detailed documentation in support of payment requests, which should be consistent with and not exceed County's DO or DOM document. Contractor will bill County within one (1) month after the date

on which Contractor's right to payment accrues ("Payment Accrual Date"), which, unless this contract specifically provides otherwise, is the date Contractor delivers goods, performs services or incurs costs. Invoices must assign each billed amount to an appropriate line item of County's order and document each Payment Accrual Date. County may refuse to pay any amount that Contractor bills in which does not conform to County's DO or DOM document. County will refuse to pay any amount that Contractor bills more than six (6) months after the Payment Accrual Date, pursuant to A.R.S. § 11-622(C).

8. **VENDOR RECORD MAINTENANCE**

Contractor must establish and maintain a complete Pima County Vendor record, which includes the provision of a properly completed and executed "Request for Taxpayer Identification Number and Certification" document (Form W-9). The record must be registered with a valid and monitored email address for Contractor. In the event of any change that renders the information on that record inaccurate Contractor must update the record within ten (10) calendar days of the change and prior to the submission of any invoice or request for payment. Contractor must register through <https://www.pima.gov/208/Vendor-Self-Service-System-VSS>.

9. **DELIVERY**

"On-Time" delivery is an essential part of the consideration that Contractor is to provide to County under the contract. Contractor will make delivery in accordance with the Standard Terms and Conditions and to the location(s) on the DO or DOM document.

If necessary to satisfy the guaranteed delivery time, Contractor will utilize premium freight method at no additional cost to County.

10. **TAXES, FEES, EXPENSES**

Pursuant to IRS Publication 510, County is exempt from federal excise taxes for goods. County is subject to State and City sales tax. County will pay no separate charges for delivery, drayage, express, parcel post, packing, insurance, license fees, permits, costs of bonds, surcharges, or proposal preparation unless the contract expressly includes such charges and the solicitation documents itemize them.

11. **OTHER DOCUMENTS**

Contractor and County are entering into this contract have relied upon information provided or referenced by Pima County Solicitation No. RFP-PO-2400011 including the RFP, Offer Agreement, Standard Terms and Conditions, solicitation amendments, Contractor's proposal, documents submitted by Contractor or References to satisfy Minimum Qualifications and any other information and documents that Contractor has submitted in its response to County's solicitation. The Contract incorporates these documents as though set forth in full herein, to the extent not inconsistent with the provisions of this contract.

12. **INSURANCE**

The Insurance Requirements herein are minimum requirements for this contract and in no way limit the indemnity covenants contained in this contract. Contractor's insurance shall be placed with companies licensed in the State of Arizona and the insureds shall have an "A.M. Best" rating of not less than A-VII, unless otherwise approved by County. County in no way warrants that the minimum insurer rating is sufficient to protect Contractor from potential insurer insolvency.

12.1. **Minimum Scope and Limits of Insurance**

Contractor will procure and maintain at its own expense, until all contractual obligations have been discharged, the insurance coverage with limits of liability not less than stated below. County in no way warrants that the minimum insurance limits contained herein are sufficient to protect Contractor from liabilities that arise out of the performance of the work under this contract. If necessary, Contractor may obtain commercial umbrella or excess insurance to satisfy County's Insurance Requirements.

12.1.1. **Commercial General Liability (CGL)**

Occurrence Form with limits of \$2,000,000 Each Occurrence and \$2,000,000 General Aggregate. Policy shall include cover for liability arising from premises, operations, independent contractors, personal injury, bodily injury, property damage, broad form contractual liability coverage, personal and advertising injury and products – completed operations.

12.1.2. Business Automobile Liability

Bodily Injury and Property Damage for any owned, leased, hired, and/or non-owned automobiles assigned to or used in the performance of this contract with a Combined Single Limit (CSL) of \$1,000,000 Each Accident.

12.1.3. Workers' Compensation (WC) and Employers' Liability

Statutory requirements and benefits for Workers' Compensation. In Arizona, WC coverage is compulsory for employers of one or more employees. Employers' Liability coverage with limits of \$1,000,000 each accident and \$1,000,000 each person - disease.

12.2. Additional Insurance Requirements

The policies shall include, or be endorsed to include, as required by this contract, the following provisions:

12.2.1. Claims-Made Insurance Requirements

If any part of the Required Insurance is written on a claims-made basis, any policy retroactive date must precede the effective date of this contract, and Contractor must maintain such coverage for a period of not less than three (3) years following contract expiration, termination or cancellation.

12.2.2. Additional Insured Endorsement

The General Liability, Business Automobile, Technology E&O, Network Security & Privacy Liability policies must each be endorsed to include Pima County and all its related special districts, elected officials, officers, agents, employees and volunteers (collectively "County and its Agents") as additional insureds with respect to vicarious liability arising out of the activities performed by or on behalf of the Contractor. The full policy limits and scope of protection must apply to County and its Agents as an additional insured, even if they exceed the Insurance Requirements.

12.2.3. Subrogation Endorsement

The General Liability, Business Automobile Liability, Workers' Compensation and Technology E&O Policies shall each contain a waiver of subrogation endorsement in favor of County, and its departments, districts, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

12.2.4. Primary Insurance Endorsement

Contractor's policies shall stipulate that the insurance afforded Contractor shall be primary and that any insurance carried by County, its agents, officials, or employees shall be excess and not contributory insurance. The Required Insurance policies may not obligate County to pay any portion of Contractor's deductible or Self Insurance Retention (SIR).

12.2.5. Insurance provided by Contractor shall not limit Contractor's liability assumed under the indemnification provisions of this Contract.

12.2.6. Subcontractors

Contractor must either (a) include all subcontractors as additional insureds under its Required Insurance policies, or (b) require each subcontractor to separately meet all Insurance Requirements and verify that each subcontractor has done so, Contractor must furnish, if requested by County, appropriate insurance certificates for each subcontractor. Contractor must obtain County's approval of any subcontractor request to modify the Insurance Requirements as to that subcontractor.

12.3. Notice of Cancellation

Each Required Insurance policy must provide, and certificates specify, that County will receive not less than thirty (30) days advance written notice of any policy cancellation, except 10-days prior notice is sufficient when the cancellation is for non-payment of a premium. Notice must be mailed, emailed, hand-delivered or sent via facsimile transmission to County's Contracting Representative, and must include the project or contract number and project description.

12.4. Verification of Coverage

Contractor shall furnish County with certificates of insurance (valid ACORD form or equivalent approved by County) as required by this contract. An authorized representative of the insurer shall sign the certificates. Each certificate must include:

- County's tracking number for this contract, which is shown on the first page of the contract, and a project description, in the body of the Certificate;
- A notation of policy deductibles or SIRs relating to the specific policy; and
- Certificates must specify that the appropriate policies are endorsed to include additional insured and subrogation waiver endorsements for County and its Agents. Note: Contractors for larger projects must provide actual copies of the additional insured and subrogation endorsements.

12.4.1. All certificates and endorsements, as required by this contract, are to be received and approved by County before, and be in effect not less than 15 days prior to, commencement of work. A renewal certificate must be provided to County not less than 15 days prior to the policy's expiration date to include actual copies of the additional insured and waiver of subrogation endorsements. Failure to maintain the insurance coverages or policies as required by this contract, or to provide evidence of renewal, is a material breach of contract.

12.4.2. All certificates required by this contract shall be sent directly to the appropriate County Department. The Certificate of Insurance shall include County's project or contract number and project description on the certificate. County may require complete copies of all insurance policies required by this contract at any time.

12.5. Approval and Modifications

County's Risk Manager may approve a modification of the Insurance Requirements without the necessity of a formal contract amendment, but the approval must be in writing. County's failure to obtain a required insurance certificate or endorsement, County's failure to object to a non-complying insurance certificate or endorsement, or County's receipt of any other information from the Contractor, its insurance broker(s) and/or insurer(s), do not constitute a waiver of any of the Insurance Requirements.

13. PERFORMANCE BOND

Not applicable to this contract.

14. ACKNOWLEDGEMENT OF SOLICITATION AMENDMENTS

Contractor must acknowledge in the table below to have read all published solicitation amendments and must ensure they are submitting all amended pages of the solicitation (if any) with their response:

Amendment #	Date	Amendment #	Date	Amendment #	Date
01	MARCH 29, 2024				

15. SMALL BUSINESS ENTERPRISE (SBE) CERTIFICATION

Not applicable to this contract.

16. PROPOSAL/OFFER CERTIFICATION

CONTRACTOR LEGAL NAME: ELITE BUILDING SERVICES LLC

BUSINESS ALSO KNOWN AS: ELITE BUILDING SERVICES

MAILING ADDRESS: P.O. BOX 86087 TUCSON, AZ 85754

CITY/STATE/ZIP: OFFICE - 344 W. AJO WAY TUCSON AZ 85713

REMIT TO ADDRESS: P.O. BOX 86087

CITY/STATE/ZIP: TUCSON, AZ 85754

CONTACT PERSON NAME/TITLE: ERIK PONCE - VICE PRESIDENT

PHONE: 520.771.6309 OFFICE / 520.833.3879 CELL FAX: N/A

CONTACT PERSON EMAIL ADDRESS: EPONCE@ELITETUCSON.COM

EMAIL ADDRESS FOR ORDERS & CONTRACTS: EPONCE@ELITETUCSON.COM

CORPORATE HEADQUARTERS ADDRESS: 344 W. AJO WAY TUCSON, AZ 85713

WEBSITE: WWW.ELITETUCSON.COM

By signing and submitting the Offer Agreement, the undersigned certifies that they are legally authorized to represent and bind Contractor to legal agreements, that all information submitted is accurate and complete, that Contractor has reviewed the County's Procurement website for solicitation amendments and has incorporated all such amendments to its offer, that Contractor is qualified and willing to provide the items requested, and that Contractor will comply with all requirements of the contract. The Unit Pricing includes all costs incidental to the provision of the items in compliance with the contract; no additional payment will be made. County may deem conditional offers that modify the solicitation requirements "Non-Responsive" and County may not evaluate them. Contractor's submission of a signed Offer Agreement will constitute a firm offer and upon the issuance of a MA or PO document issued by County's Procurement Director or authorized designee will form a binding contract that will require Contractor to provide the goods or services and materials described in this contract. The undersigned hereby offers to furnish the goods or services in compliance with all terms, conditions, and specifications in this Offer Agreement.

SIGNATURE: 

DATE: 4/19/2024

ERIK PONCE - VICE PRESIDENT OF BUSINESS DEVELOPMENT
PRINTED NAME & TITLE OF AUTHORIZED CONTRACTOR REPRESENTATIVE EXECUTING OFFER

PHONE AND EMAIL: 520.388.3879 EPONCE@ELITETUCSON.COM

County Attorney Contract Approval "As to Form".

PIMA COUNTY STANDARD TERMS AND CONDITIONS**1. WARRANTY**

Contractor warrants goods or services to be satisfactory and free from defects. Contractor also warrants that all products and services provided under this contract are non-infringing.

2. PACKING

Contractor will make no extra charges for packaging or packing material. Contractor is responsible for safe packaging conforming to carrier's requirements.

3. DELIVERY

On-time delivery of goods and services is an essential part of the consideration that County will receive.

Contractor must provide a guaranteed delivery date, or interval period from order release date to delivery if the Price proposal document requires it. Upon receipt of notification of delivery delay, County may cancel the order or extend delivery times at no cost to County. Any extension of delivery times will not be valid unless an authorized representative of County extends it to Contractor in writing.

To mitigate or prevent damages from delayed delivery, County may require Contractor to deliver additional quantity utilizing express modes of transport, or overtime, all costs to be Contractor's responsibility. County may cancel any delinquent order, procure from an alternate source, or refuse receipt of or return delayed deliveries at no cost to County. County may cancel any order or refuse delivery upon default by Contractor concerning time, cost, or manner of delivery.

Contractor is not responsible for unforeseen delivery delays caused by fires, strikes, acts of God, or other causes beyond Contractor's control, provided that Contractor provides County immediate notice of delay.

4. SPECIFICATION CHANGES

County may make changes in the specifications, services, or terms and conditions of an order. If such changes cause an increase or decrease in the amount due under an order or in time required for performance, County will make an acceptable adjustment and will modify the order in writing. No verbal agreement for adjustment is acceptable.

Nothing in this clause reduces Contractor's responsibility to proceed without delay in the delivery or performance of an order.

5. INSPECTION

County may inspect or test all goods and services at place of manufacture, destination, or both. Contractor will hold goods failing to meet specifications of the order or contract at Contractor's risk and County may return such goods to Contractor and Contractor will be responsible for costs for transportation, unpacking, inspection, repacking, reshipping, restocking or other like expenses. In lieu of return of nonconforming supplies, County may waive any nonconformity, receive the delivery, and treat the defect(s) as a warranty item, but any waiver of any condition will not apply to subsequent shipments or deliveries.

6. ACCEPTANCE OF MATERIALS AND SERVICES

County will not execute an acceptance or authorize payment for any service, equipment or component prior to delivery and verification that the delivery meets all specification requirements.

7. RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT

If Contractor furnishes items that do not conform to the contract requirements, or to the sample that Contractor submitted, County may reject the items. Contractor must then reclaim and remove the items, without expense to County. Contractor must also immediately replace all rejected items with conforming items. Should Contractor fail, neglect, or refuse immediately to do so, County may purchase in the open market a corresponding quantity of any such items and deduct from any monies due or that may become due to Contractor the difference between the price named in the MA or Purchase Order ("PO") and the actual cost to County.

If Contractor fails to make prompt delivery of any item, County may purchase the item in the open market and invoke the reimbursement condition above apply, except when delivery is delayed by fire, strike, freight embargo, or acts of god or of the government. If County cancels a MA, PO or associated order, either in whole or in part, by reason of the default or breach by Contractor, Contractor will pay for any loss or damage sustained by County in procuring any items

which Contractor was obligated to supply. These remedies are not exclusive and are in addition to any other rights and remedies provided by law or under the contract.

8. FRAUD AND COLLUSION

Contractor certifies that no officer or employee of County or of any subdivision thereof has aided or assisted Contractor in securing or attempting to secure a contract to furnish labor, materials or supplies at a higher price than that proposed by any other Contractor. Contractor also certifies that it is not aware of any County employee 1) favoring one Contractor over another by giving or withholding information or by willfully misleading a Proposer in regard to the character of the material or supplies called for or the conditions under which the proposed work is to be done; 2) knowingly accepting materials or supplies of a quality inferior to those called for by any contract; or 4) directly or indirectly having a financial interest in the proposal or resulting contract. Additionally, during the conduct of business with County, Contractor will not knowingly certify, or induce others to certify, to a greater amount of labor performed than has been actually performed, or to the receipt of a greater amount or different kind of material or supplies that has been actually received. If County finds at any time that Contractor has in presenting any proposal(s) colluded with any other party or parties for the purpose of preventing any other proposal being made, then County will terminate any contract so awarded and that person or entity will be liable for all damages that County sustains.

9. COOPERATIVE USE OF RESULTING CONTRACT

As allowed by law, County has entered into cooperative procurement agreements that enable other public agencies to utilize County's contracts. Those public agencies may contact Contractor with requests to provide services and products pursuant to the pricing, terms and conditions in the MA, or PO. A public agency and Contractor may make minor adjustments by written agreement to the contract to accommodate additional cost or other factors not present in the contract and required to satisfy particular public agency code or functional requirements and within the intended scope of the solicitation and resulting contract. The parties to the cooperative procurement will negotiate and transact any such usage in accordance with procurement rules, regulations and requirements. Contractor will hold harmless County, its officers, employees, and agents from and against all liability, including without limitation payment and performance associated with any cooperative agreement with another public agency. Contractor may view a list of agencies that are authorized to use County contracts at the Procurement Department Internet home page: <http://www.pima.gov/procure>, under the Vendor Information tab, by selecting the link titled County Cooperative Agreements – Authorized Agencies.

10. INTELLECTUAL PROPERTY INDEMNITY

Contractor will indemnify, defend and hold County, its officers, agents, and employees harmless from liability of any kind, including costs and expenses, for infringement or use of any copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract and any MA, PO, and associated orders. County may require Contractor to furnish a bond or other indemnification to County against any and all loss, damage, costs, expenses, claims and liability for patent or copyright infringement.

11. INDEMNIFICATION

Contractor will indemnify, defend, and hold harmless County, its officers, employees, and agents from and against any and all suits, actions, legal administrative proceedings, claims or demands and costs, including attorney's fees arising out of any act, omission, fault or negligence by Contractor, its agents, employees or anyone under its direction or control or on its behalf in connection with performance of the contract and any MA, PO or associated orders. Contractor will indemnify, defend and hold County harmless from any claim of infringement arising from services provided under this contract or from the provision, license, transfer or use for their intended purpose of any products provided under this Contract.

12. UNFAIR COMPETITION AND OTHER LAWS

Responses must comply with Arizona trade and commerce laws (Title 44 A.R.S.) and all other applicable County, State, and Federal laws and regulations.

13. COMPLIANCE WITH LAWS

Contractor will comply with all federal, state, and local laws, rules, regulations, standards and Executive Orders, without limitation. In the event any services that Contractor provides under this contract require a license issued by the Arizona Registrar of Contractors ("ROC"), Contractor certifies that a Contractor licensed by ROC to perform those services in Arizona will provide such services. The laws and regulations of the State of Arizona govern the interpretation and construction of this contract, and the rights, performance and disputes of and between the parties. Any action relating to this Contract must be filed and maintained in a court of the State of Arizona in Pima County.

14. ASSIGNMENT

Contractor may not assign its rights to the contract, in whole or in part, without prior written approval of County. County may withhold approval at its sole discretion, provided that County will not unreasonably withhold such approval.

15. CANCELLATION FOR CONFLICT OF INTEREST

This contract is subject to cancellation pursuant to A.R.S. §§38-506 and 38-511, the pertinent provisions of which are incorporated into this Contract by reference.

16. NON-DISCRIMINATION

Contractor agrees to comply with all provisions and requirements of Arizona Executive Order 2009-09 which is hereby incorporated into this contract as if set forth in full herein including flow down of all provisions and requirements to any subcontractors. During the performance of this contract, Contractor must not discriminate against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin.

17. NON-APPROPRIATION OF FUNDS

County may cancel this contract if for any reason County's Board of Supervisors does not appropriate funds for the stated purpose of maintaining the contract. In the event of such cancellation, County has no further obligation, other than payment for services or goods that County has already received.

18. PUBLIC RECORDS

Disclosure. Pursuant to A.R.S. § 39-121 et seq., and A.R.S. § 34-603(H) in the case of construction or Architectural and Engineering services procured under A.R.S. Title 34, Chapter 6, all documents submitted in response to the solicitation resulting in award of this Contract, including, but not limited to, pricing schedules, product specifications, work plans, and any supporting documents, are public records. As such, those documents are subject to release and/or review by the general public upon request, including competitors.

Records Marked Confidential: Notice and Protective Order. If Contractor reasonably believes that some of those records contain proprietary, trade-secret or otherwise-confidential information, Contractor must prominently mark those records "CONFIDENTIAL." In the event a public-records request is submitted to County for records marked CONFIDENTIAL, County will notify Contractor of the request as soon as reasonably possible. County will release the records 10 business days after the date of that notice, unless Contractor has, within that period, secured an appropriate order from a court of competent jurisdiction, enjoining the release of the records. County will not, under any circumstances, be responsible for securing such an order, nor will County be in any way financially responsible for any costs associated with securing such an order.

Contractor agrees to waive confidentiality of any price terms.

19. CUSTOM TOOLING, DOCUMENTATION AND TRANSITIONAL SUPPORT

Costs to develop all tooling and documentation, such as and not limited to dies, molds, jigs, fixtures, artwork, film, patterns, digital files, work instructions, drawings, etc. necessary to provide the contracted services or products and unique to the services or products supplied to County are included in the agreed upon Unit Price unless the contract specifically states otherwise. Such tools and documentation are the property of County and will be marked, as is practical, as the "Property of Pima County" and County so requests, Contractor will deliver a copy of the tooling and documentation to County within twenty (20) days of acceptance by County of the first article sample, or not later than ten (10) days of termination of the contract associated with their development, without additional cost to County. Contractor also agrees to act in good faith to facilitate the transition of work to a subsequent Contractor if and as reasonably requested by County at no additional cost. Should exceptional circumstances be present that may justify an additional charge, Contractor may submit said justification and proposed cost and negotiate an agreement acceptable to both Contractor and County, but Contractor may not withhold any requested tooling, document or support as described above that would delay the orderly, efficient and prompt transition of work. Should conduct by Contractor result in additional costs to County, Contractor will reimburse County for said actual and incremental costs provided that County has given Contractor reasonable time to respond to County's requests for support.

20. AMERICANS WITH DISABILITIES ACT

Contractor will comply with all applicable provisions of the Americans with Disabilities Act (public law 101-336, 42 USC 12101-12213) and all applicable federal regulations under the act, including 28 CFR parts 35 and 36.

21. NON-EXCLUSIVE AGREEMENT

Contractor understands that this Contract is nonexclusive and is for the sole convenience of County. County may obtain like services from other sources for any reason.

22. TERMINATION

County may terminate any contract and any MA, PO, Delivery Order, DOM or issued NORFA, in whole or in part, at any time for any reason or no reason, without penalty or recourse, when in the best interests of County. Upon receipt of written notice, Contractor will immediately cease all work as directed by the notice, notify all subcontractors of the effective date of termination, and take appropriate actions to minimize further costs to County. In the event of termination under this paragraph, all documents, data, and reports prepared by Contractor under the contract become the property of County and Contractor must promptly deliver them to County. Contractor is entitled to receive just and equitable compensation for work in progress, work completed, and materials accepted by County before the effective date of the termination.

23. ORDER OF PRECEDENCE – CONFLICTING DOCUMENTS

In the event of inconsistencies between contract documents, the following is the order of precedence, superior to subordinate, that will apply to resolve the inconsistency: MA or PO; DO or DOM; Offer Agreement; these standard terms and conditions; any Contractor terms (Terms of Sale; End User Licenses Agreement; Service Agreement; etc.) attached to an MA, PO, DO or DOM, if applicable; any other solicitation documents.

24. INDEPENDENT CONTRACTOR

Contractor is an independent Contractor. Contractor and Contractor officer's agents or employees are not considered employees of County and are not entitled to receive any employment-related fringe benefits under County's Merit System. Contractor is responsible for paying all federal, state and local taxes associated with the compensation received pursuant to this Contract and will indemnify and hold County harmless from any and all liability which County may incur because of Contractor's failure to pay such taxes.

25. BOOK AND RECORDS

Contractor will keep and maintain proper and complete books, records and accounts, which will be open at all reasonable times for inspection and audit by duly authorized representatives of County. In addition, Contractor will retain all records relating to this contract at least five (5) years after its termination or cancellation or, if later, until any related pending proceeding or litigation has been closed.

26. COUNTERPARTS

The parties may execute the MA or PO that County awards pursuant to this solicitation in any number of counterparts, and each counterpart is considered an original, and together such counterparts constitute one and the same instrument. For the purposes of the MA and PO, the signed proposal of Contractor and the signed acceptance of County are each an original and together constitute a binding MA, if all other requirements for execution are present.

27. AUTHORITY TO CONTRACT

Contractor warrants its right and power to enter into the MA or PO. If any court or administrative agency determines that County does not have authority to enter into the MA or PO, County is not liable to Contractor or any third party by reason of such determination or by reason of the MA or PO.

28. FULL AND COMPLETE PERFORMANCE

The failure of either party to insist on one or more instances upon the full and complete performance with any of the terms or conditions of the contract and any MA, PO, DO or DOM to be performed on the part of the other, or to take any action permitted as a result thereof, is not a waiver or relinquishment of the right to insist upon full and complete performance of the same, or any other covenant or condition, either in the past or in the future. The acceptance by either party of sums less than may be due and owing it at any time is not an accord and satisfaction.

29. SUBCONTRACTORS

Contractor is fully responsible for all acts and omissions of any subcontractor and of persons directly or indirectly employed by any subcontractor, and of persons for whose acts Contractor may be liable to the same extent that Contractor is responsible for the acts and omissions of persons that it directly employs. Nothing in this contract creates any obligation on the part of County to pay or see to the payment of any money due any subcontractor, except as may be required by law.

30. SEVERABILITY

Each provision of this contract stands alone, and any provision of this contract that a court finds to be prohibited by law is ineffective to the extent of such prohibition without invalidating the remainder of this contract.

31. LEGAL ARIZONA WORKERS ACT COMPLIANCE

For the procurement of services in the State of Arizona, Contractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Contractor's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). Contractor will further ensure that each subcontractor who performs any work for Contractor under this contract likewise complies with the State and Federal Immigration Laws.

County has the right at any time to inspect the books and records of Contractor and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of Contractor's or any subcontractor's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, is a material breach of this Contract subjecting Contractor to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor, and the subcontract is suspended or terminated as a result, Contractor will take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor as soon as possible so as not to delay project completion.

Contractor will advise each subcontractor of County's rights, and the subcontractor's obligations, under this Section by including a provision in each subcontract substantially in the following form:

"Subcontractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Subcontractor's employees, and with the requirements of A.R.S. § 23-214 (A). Subcontractor further agrees that County may inspect the Subcontractor's books and records to ensure that Subcontractor is in compliance with these requirements. Any breach of this paragraph by Subcontractor is a material breach of this contract subjecting Subcontractor to penalties up to and including suspension or termination of this contract."

Any additional costs attributable directly or indirectly to remedial action under this Section is the responsibility of Contractor. In the event that remedial action under this Section results in delay to one or more tasks on the critical path of Contractor's approved construction or critical milestones schedule, such period of delay will be excusable delay for which Contractor is entitled to an extension of time, but not costs.

32. CONTROL OF DATA PROVIDED BY COUNTY

For those projects and contracts where County has provided data to enable the Contractor to provide contracted services or products, unless County otherwise specifies and agrees in writing, Contractor will treat, control and limit access to said information as confidential and will under no circumstances release any data provided by County during the term of this contract and thereafter, including but not limited to personal identifying information as defined by A.R.S. § 44-1373, and Contractor is further prohibited from selling such data directly or through a third party. Upon termination or completion of the contract, Contractor will either return all such data to County or will destroy such data and confirm destruction in writing in a timely manner not to exceed sixty (60) calendar days.

33. ISRAEL BOYCOTT CERTIFICATION

Pursuant to A.R.S. § 35-393.01, if Contractor engages in for-profit activity and has ten (10) or more employees, and if this Contract has a value of \$100,000.00 or more, Contractor certifies it is not currently engaged in, and agrees for the duration of this Contract to not engage in, a boycott of goods or services from Israel. This certification does not apply to a boycott prohibited by 50 U.S.C. § 4842 or a regulation issued pursuant to 50 U.S.C. § 4842.

34. FORCED LABOR OF ETHNIC UYGHURS

Pursuant to A.R.S. § 35-394 if Contractor engages in for-profit activity and has 10 or more employees, Contractor certifies it is not currently using, and agrees for the duration of this Contract to not use (1) the forced labor of ethnic Uyghurs in the People's Republic of China; (2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and (3) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. If Contractor becomes aware during the term of the Contract that the Company is not in compliance with A.R.S. § 35-394, Contractor must notify the County within five business days and provide a written certification to County regarding compliance within one hundred eighty days.

35. ENTIRE AGREEMENT

This document constitutes the entire agreement between the parties pertaining to the subject matter it addresses, and this Contract supersedes all prior or contemporaneous agreements and understandings, oral or written.

END OF PIMA COUNTY STANDARD TERMS AND CONDITIONS

EXHIBIT A: SCOPE OF SERVICES

THE FOLLOWING SPECIFICATIONS APPLY TO ALL COUNTY FACILITIES UNLESS NOTED.

1.0 INTENT

1.1 INTENT

The intent of the Request for Proposal ("RFP") is to receive responses by qualified contractors who can provide custodial services to owned and leased facilities throughout Pima County. The facilities are divided into five groups: Group 1 – Downtown, Group 2 - Outlying Ajo Corridor, Group 3 - Outlying West, Group 4 – Outlying East and Group 5 – Outlying South. Bidders may submit a bid for one or all areas.

Facility types in the groups listed above include, but are not limited to, libraries, office space, medical facilities and temporary housing. The services required will vary depending on the facility type.

This contract will be a service contract with additional cost per service/cleaning options on an as-need basis. This is not a strictly cost per-hour contract. Cleanable area of the facility is provided in approximate square feet. Approximation is based on net cleanable floor square footage, not the gross square footage of the building. The Contractor will adhere strictly to the specifications, technical provisions, and standards of this Scope of Work.

This is a 100% performance contract, requiring cleaning services to be performed to the full extent of the specifications without regard to the number of custodians or hours needed to perform these contract specifications. The County requires the Contractor to adhere to the specifications set forth, and perform the requirements with expertise, knowledge, and capability with monitoring and inspections by the County.

The Contractor will perform custodial services with oversight by the Pima County Facilities Management department at multiple sites throughout the County. The Contractor will provide the necessary personnel, supervision, cleaning supplies, paper products, and equipment to clean the County sites in accordance with the contract requirements.

The County reserves the right to add additional contractors, at County's sole discretion, in cases where the awarded contractor(s) are providing insufficient service and/or do not have adequate staffing to support the Scope of Work as defined herein.

2.0 CONTRACTOR QUALIFICATIONS AND REQUIREMENTS

2.1 QUALIFICATIONS

- 2.1.1 The Contractor must be licensed to perform all services described in this Scope of Work.
- 2.1.2 The Contractor must meet all Federal EPA and OSHA guidelines in proper handling and disposal of special waste, biohazardous waste or contaminated materials generated by services rendered.
- 2.1.3 The Contractor shall provide and maintain adequate staffing levels to provide services to the satisfaction of County as defined herein.

2.2 REQUIREMENTS

The Contractor will furnish all necessary trained personnel, supervision, scheduling, equipment, tools, cleaning chemicals, supplies, and other accessories required to perform the custodial services at the County facilities designated in the scope of the contract. All work will be performed in a professional manner, in strict accordance with the conditions, provisions, standards and specifications described herein.

2.2.1 EQUIPMENT

The Contractor will provide all cleaning equipment specified in this Contract. Cleaning equipment, product specifications and standards of performance listed will be a minimum standard of performance required to perform services at all County facilities. It is not the County's intent to require a specific brand or product line. The Contractor will purchase, at the Contractor's own cost, and use environmentally friendly cleaning products per Section 8.0 ENVIRONMENTALLY PREFERRED PRODUCTS, POLLUTION, PREVENTION AND CRITERIA.

The County reserves the right to require the Contractor to use cleaning materials and equipment as specified within this Scope of Work. If the Contractor's cleaning products do not provide effective sanitation and/or cleanliness of the facilities, in the County's opinion, the Contractor will change their cleaning products to the satisfaction of the County.

The County does not assume responsibility, at any time, for the protection of or for loss of materials, from the time that the contract operations have commenced until the final acceptance of the work by the County. All equipment should be properly stored and secured. The County assumes no responsibility for stolen or vandalized equipment stored at any County facility.

2.2.2 MATERIALS

The Contractor will furnish all cleaners, disinfectants, waxes, stripping materials, and any other products required to provide the cleaning services specified herein. The County reserves the right to alter product if that product being used by the Contractor proves inadequate for the County's needs. The Contractor may recommend installation of different product (paper and liquid) dispensers for County's approval. When necessary, the Contractor may supply dispensers for installation by the County. The County may change dispensers to accommodate various paper refill products when supply chain issues arise, at which point the County will work directly with the Contractor to ensure refills are available.

2.2.3 SUPPLIES

The Contractor will provide trash bags (wastebasket liners), paper towels, toilet tissue, toilet seat covers, hand soap and hand sanitizer. The Contractor will fill all soap and hand sanitizer dispensers weekly or daily as needed.

2.2.4 SCHEDULE DEVELOPMENT

The County will work in partnership with the Contractor to develop a working schedule to perform the custodial services described herein in an efficient and cost-saving manner for both parties. The Contractor will be responsible for the scheduling of the cleaning requirements specified herein. Work will be scheduled in such a way that does not disrupt the functions and normal day-to-day procedures of each County facility. The County reserves the right to approve and make suggested changes to the schedule set up by the Contractor. The specific cleaning requirements specified establish the minimum cleaning requirements. It is expressly understood by the Contractor that the intent of this Contract is to supply the complete custodial services for each facility listed.

2.2.5 SCHEDULED AND PERIODIC WORK SCHEDULES

The Contractor will submit complete work schedules to Facilities Management within 30 days of award for review and approval. The Contractor will submit one (1) of each of the following schedule types for every location. The schedule shall omit service days that fall on County Holidays. The list of holidays can be found at <https://www.pima.gov/2377/Holiday-Schedule>. In the instance a County holiday falls on a scheduled service day, service will be scheduled to either a working day before or the next working day following the County holiday.

A schedule will include detailed tasks and staffing plan for one year of service:

1. Daily

2. Weekly
3. Monthly
4. Periodic work (Floor Maintenance such as floor waxing, carpet cleaning, power washing, etc.).

The Contractor will notify Facilities Management of any required schedule changes at least one week in advance to allow the County adequate time to notify respective facilities. Daily, weekly, monthly scheduled task schedules will be posted in janitors' closet at each County facility.

2.2.6 SERVICE QUALITY AND FREQUENCY

Pima County is the sole judge of service quality and required frequency of services specified herein. Facilities Management Contract Services staff may:

- Stop work when deemed necessary.
- Reject any or all work and/or materials which do not meet contract standards and require the work be redone.
- Direct the work crew Supervisor to any portion of the required work which may need attention.
- Make decisions and give directions in the execution of the work.
- In the event any of the above actions are required, Pima County Contract services staff will coordinate directly with Contractor Supervisors only and will not provide direction to any staff members.

2.2.7 OPTIMUM STAFFING

Each facility will be staffed to maintain optimum conditions of cleanliness. If the level of cleaning at any time is considered unacceptable to Pima County, the Contractor will be required to increase staff or take whatever measures are required at no additional charge. If a building's condition has been allowed to deteriorate due to inadequate cleaning, the Contractor is required to submit photographs and an improvement plan to Facilities Management for further review. Both parties will agree on a plan of action to bring the facility up to acceptable standards.

2.2.8 DAY PORTERS

Day Porter duties will be performed during normal business hours and their responsibilities will be determined by the events of the day (on call). Normal daily routines will include cleaning restrooms, breakrooms, floors, emptying trash, removing recycling materials, dusting, and other general cleaning. Day Porter work will be done in addition to the normally scheduled work and not as a substitute for it. Additionally, some libraries will require a mid-day restroom cleaning only. These sites are identified as "Mid-Day Restroom Cleaning" in Exhibits E and F. Refer to Section 2.2.9 MID-DAY RESTROOM CLEANING for additional information.

Day Porter's must look neat and clean at all times and must be polite to all County employees and members of the public. Day Porters will not interrupt other County work and must coordinate their efforts with other County departments. The Contractor will provide Day Porters for all County facilities that require them. Exhibit E – Unit Prices identifies the current facilities that require a Day Porter.

Day Porters will only take direction from their direct supervisor or manager, not County staff. County staff should not direct Day Porters. Only authorized County personnel will communicate their needs through the Contractor's supervisors for changes or requests.

2.2.9 MID-DAY RESTROOM CLEANING

Mid-day restroom cleaning is defined as Contractor cleaning the restrooms only one-time during business hours, typically mid-day, these locations will be serviced between 12pm and 3pm. Restroom cleaning is defined in Section 4.2.1.2 RESTROOMS.

2.2.10 FLOOR MAINTENANCE

Regular floor maintenance that includes spray wax, buffing, machine scrubbing, and hot water extraction, etc. is to be performed according to a yearly schedule as outlined in Exhibit E – Unit Prices at no additional cost to the County. This regular floor maintenance method should be in accordance with the flooring type such as hot-water carpet extraction and floor strip and wax for VCT flooring.

Certain high traffic areas will require more frequent cleaning than general areas. This must be reflected in the regularly scheduled maintenance and yearly floor maintenance schedule and may require additional cleanings. These additional cleanings will be at no additional cost to the County if the County determines that insufficient floor care has contributed to the need. Otherwise, the additional cleaning will be at the contracted price in Exhibit E – Unit Prices.

Once per year, the Contractor will provide the County with a floor maintenance schedule for hard and carpeted flooring areas for all buildings. Updates to the floor maintenance schedule must be issued to the County two weeks in advance of any changes. New hard surface floors are to be cleaned, sealed, waxed and buffed as part of this schedule at no additional cost to the County unless the service constitutes an additional service beyond which is defined in Exhibit E – Unit Prices.

3.0 NEW BUILDINGS AND SPACES

When the County introduces a new building, floor or space to the contract the CONTRACTOR will provide a quote for services. The Contractor will provide a quote that is in line with current pricing assumed to be approximate to other buildings with the same square footage and service level. The initial cleaning, sealing, waxing and buffing of hard surface floors will not constitute a special charge but will be considered the first instance of the yearly floor maintenance schedule. Any other initial special cleaning (vacuuming, wiping surfaces, etc.) may be charged at the hourly rate in Exhibit E – Unit Prices.

4.0 CLEANING STANDARDS AND SCHEDULE

The following standards will be used by the Facilities Management Contracts Services in evaluating custodial service.

4.1 QUALITY STANDARDS & DEFINITIONS

Asbestos - This provision serves notice to the Contractor of the existence of asbestos on various floors in various Pima County facilities. Floors must be cleaned in accordance with the requirements for cleaning asbestos tile (i.e. do not in any way disturb the tile, jar them loose). If a tile is found to be loose the Contractor will notify Pima County Facilities Management immediately.

Ash Trays - Pima County does not permit smoking on County Property. There should be no ashtrays at any County site.

Baby Changing Stations - Bathrooms with Baby Changing stations will be wiped clean with disinfectant daily.

Buffing of Finished Floor Surfaces - All references to "buffing" in this specification will mean "burnishing." Polymer floor finish will be thoroughly dry before burnishing. A burnishing machine will be used and woodwork, baseboards, walls, and furniture will not be marred or discolored by the burnishing equipment or materials used. All finished floor areas will be buffed sufficiently for maximum gloss, removal of surface dirt and have a uniform appearance. Only non-skid or approved floor finishes will be used. After buffing

the floor must be swept clean of burnishing dust. Propane operated machines may be used in some County buildings if properly maintained and deemed safe by Facilities Management.

Chair Cleaning - Locate the upholstery label on fabric chairs. Usually under the cushion of the fabric chair. Clean a chair with the code "W" by vacuuming the chair using a soft brush attachment. Use water-based foam cleaners to spot clean chair. With a soft brush, rub the foam upholstery shampoo into the stain in a circular motion. Vacuum again when the fabric has dried. Clean chairs with the code "S" by vacuuming it often to keep dust at a minimum. Clean small stains with dry cleaning upholstery products only. If the chair has many stains in the fabric do not over saturate with chemicals. Cleanse a chair with the combination code of "W-S" in the same manner as chairs with code "S". Clean chairs that have a code "X" label by vacuuming only. Liquid or foam cleansers may shrink or discolor fabric. Avoid using any liquids on a code "X" chair. Care for chairs that have no labels cautiously.

Chemical Dispensers - Chemical mixing stations must be checked after each shift and must never be left pressurized by leaving the janitorial sink faucet turned on. System must be completely de-pressurized each evening to prevent accidental flooding due to ruptured hose or fitting. The Contractor will reimburse County for all costs incurred due to chemical dispenser equipment failure and/or flooding of a County facility.

Cleaning/Sweeping Cloths - Once a cleaning or sweeping cloth has been filled to the point of dirt and/or dust falling off or failing to adhere to the cloth, the cloth will be considered saturated. No dust extraction of cloths will be permitted. No shaking of cloth in any manner or location for the purpose of removing accumulated dirt or dust, or with the intent of reuse or further use of the cloth will be permitted.

Clean Water - When wet mopping corridors, both mop and rinse water should be changed frequently, whenever it becomes too dirty to be effective for cleaning. Restroom mops, buckets and water should be kept separate and not used to mop other areas such as break rooms and common areas.

Clinic Cleaning - Remove all trash. Disinfect every surface to include but not limited to countertops, exam tables/chairs, chairs, etc. Wet-mop floors with a disinfectant using clean mop heads.

Damp Mopping - A satisfactorily damp mopped floor is without dirt, dust, marks, film, streaks debris or standing water. A two-bucket system should be used when mopping with soap or disinfectant.

Disinfectant - All mop water used in the process of wet mopping or scrubbing a County facility will contain a phenolic disinfectant, and the disinfectant will be mixed in the proportions and dilutions required by manufacturer. At no time will a disinfectant be mixed in a solution containing a detergent or soap solution. Where it is necessary to use detergents and soap solutions to obtain satisfactory cleaning results, then the specified disinfectant will be applied in the rinsing solution.

Dispensers - All dispensers, including sanitary napkin dispensers currently installed in Pima County buildings are the property of Pima County. If the Contractor wishes these to be replaced, the replacement will be done at the cost and expense of the Contractor. Upon written request from the Contractor to the Facilities Management Contract Services, and prior to installation, Facilities Management will inspect and approve or disapprove the dispensers proposed to be used. It is clearly understood that upon installation of new dispensers, all such equipment, when installed, will become the undisputed property of Pima County. All installations will be done per ADA requirement and without damaging the County property. Dispensers should be wiped daily with disinfectant.

Drains - All drains are to be always kept thoroughly clean and odor free by using enzymes. Floor drains must have a capful of a liquid enzyme poured down them daily. If a drain is plugged or draining slowly it should be reported to the Facilities Management Contract Services immediately.

Drinking Fountains – Clean and polish drinking fountains, removing all calcium and water residue from top, mouthpiece, and sides. Spot clean adjacent walls and floor from water splash.

Dusting - A properly dusted surface is free of all dirt and dust, streaks, lint, and cobwebs. Dusting will be accomplished with properly treated cloths. No dry dusting is permitted. Wipe clean all tables, counters, and shelves as well as the tops of cubicles, door jambs, files and other open surfaces.

Emergency Cleanings - See Spills, Accidents, Emergency Cleanings.

Encapsulation Carpet Cleaning - This dry foam method may be used to clean carpets but should not be used exclusively and should only be performed by experienced, trained personnel.

Extraction Carpet Cleaning - This process consists of spraying a solution of hot water and detergent into the carpet pile and recovering the water and soil with a powerful vacuum into a holding tank. Stains in carpets will typically need to be pretreated with stain remover and brush scrubbing. Care must be taken not to use a solution which will bleach the carpet or cause it to discolor. Care must be taken not to put down too much liquid which extends drying time. Carpets must be dried before the start of the next business day which may require the use of fans or blowers.

Floor Finish Removal (Stripping) - Removal is accomplished when surfaces have all finish removed down to the flooring materials, are free of all dirt, stains, deposits, debris, cleaning solution and standing water, and the floor has a uniform appearance when dry. Plain water rinse and pick-up must follow finish removal operation immediately.

Finished Floor (Application) - A floor is satisfactorily finished when all old wax is completely removed, including in corners and along edges and sufficient coats of sealer and wax are properly applied with enough drying time between each coat to assure no streaking, bubbling, or yellowing. The sealer and wax used will meet the floor manufacturer's specifications.

Glass Cleaning - Glass is clean when all glass surfaces are without streaks, film, deposits and stains, and have a uniformly bright appearance and adjacent surfaces have been wiped clean.

Hard Surfaces Floor Finishing - This task includes stripping, refinishing and/or re-waxing of the hard surfaced floors and will be performed separately from and in addition to the daily required man-hours. The Contractor will coordinate the schedule of this task with the Facilities Management Contract Services and the staff at each site. All old wax buildup, especially in corners and along baseboards must be removed. A floor is satisfactorily finished when all old wax has been completely removed, and sufficient coats of sealer and wax have been applied with enough drying time between each coat to assure no streaking, bubbling and yellowing. This will include all vinyl and baseboard areas. After waxing the floor must be buffed. All wax that has been removed will be properly disposed of in a sealed plastic container or bag and then placed in trash dumpster or taken off site. Old wax should never be left around exterior of building after removal.

High Traffic Areas - Areas such as elevator lobbies, front entry ways, heavily traveled corridors, service desks, conference rooms and all other high use locations within a building that require more frequent cleaning than the standard. The Contractor and the County will work together to determine the scope of these areas and the Contractor will provide extra floorwork as required at no cost to the County.

Locking Doors – The Contractor's employees entering or leaving the building after standard business hours (M-F 8am-5pm) will make sure the doors to the facility are always locked. They will be alert upon entering and leaving buildings to ensure that no unauthorized persons are waiting to gain access to the building. Doors will not be unlocked for anyone at any time, or for any reason. Doors will not be propped open while transporting items. While cleaning buildings, janitor and storage closet doors will always be

locked. When cleaning offices, interior doors that are found locked should be locked again after cleaning. Those that are found unlocked should remain unlocked. The Contractor will immediately notify FM Contract Services Manager any time a key(s) is known to be missing or misplaced. If key(s) are not recovered the same business day, County shall re-key all doors to a facility at Contractor's cost. Any additional expenses related to ensuring the security of the County facility will be at the sole expense of the Contractor. Lost access cards are subject to a \$35 replacement charge. Damaged keys or access cards will be replaced at no cost to the Contractor unless they show clear signs of vandalism or misuse.

Mats & Inclement Weather - Many County buildings have walk off mats at entry ways. These mats must be vacuumed daily. During inclement weather, additional mats may be placed at building entrances. The Contractor's staff will be responsible for removing, cleaning, and storing the County's mats following use. Day Porters must pay extra attention to entryways during inclement weather and keep the areas dry and clean.

Metal Cleaning - All cleaned metal surfaces are without deposits or tarnish and with a uniformly bright appearance. The cleaner used to polish metal will be removed from adjacent surfaces so as not to damage other surfaces. Clean and polish all work/metal trim removing fingerprints, smudges, water, and other marks.

Mopping and Scrubbing - Sweep/dry mop non-carpeted floors, including stairs and landings. Damp mop floors with clean water and solutions required by manufacturer's standards. Remove all foreign substances such as gum or tar. Maximum care will be taken daily by the Contractor to maintain the highest quality appearance of hard surface floors. String-type mops will be used to remove dirt and stains that cannot be removed by sweeping or vacuuming. Mild neutral soap solution conforming to the appropriate specifications will be used as agents to remove the dirt where clear clean water is not sufficient. Floors will be rinsed clean to remove any soap residue and any dingy or cloudy appearance. Rinse water will be dried to prevent any standing water from being absorbed into the floor material or seeping into seams of floor coverings. Mop water splashed on baseboards, walls, doors, furniture, and equipment will be removed immediately. All floors will be maintained free of black shoe sole scuff marks. When mopping tile or bare concrete floors, sufficient water will be used to flood the entire floor surface and float any dirt and accumulated waste from the depressions in the flooring. Such mop water will be removed from the floor surface with the aid of mechanical vacuum equipment. Such floor surfaces will likewise be scrubbed with a stiff brush and water, with or without detergent as required. Scrubbing will be such that all joints/seams/grout are left clean and uniformly colored and free and clear of all accumulated waste. All scrubbing and rinse water will be removed from floor surfaces by only mechanical vacuum equipment, followed, if necessary, by damp mopping.

Preparation for Floorwork - All moveable fixtures, furniture, floor mats and equipment such as desks, chairs, and miscellaneous items on rollers, excluding file cabinets, bookcases, and similar heavy items, will be moved prior to the application of floor finish and buffing operations, and then be replaced to their original location. No item will be placed closer than three (3) inches to walls.

Pressure Washing - The Contractor will use a high-pressure sprayer/washer and hot water, degreaser, biodegradable detergent, or chemical treatment in conjunction with scraper, brushes, etc. to remove gum, grease, oil, and other substances stuck to ceilings, concrete floors, walls, overhangs, walkways, rails, pipes, signs, elevator landings, etc. The objective is to remove as much debris and staining as possible without using harsh chemicals.

Plumbing Fixtures and Dispenser Cleaning - Plumbing fixtures and liquid or paper dispensers are clean when free of all deposits and stains so that the item is left without dust, streaks, film, odor, or stains.

Recycling - Recycling containers shall be emptied from offices on the same schedule as trash containers, taking care to keep the recycling separate from the trash. Some County buildings have recycling dumpsters where the recycling materials can be placed. Other County buildings use recycling totes (large

plastic containers with lids marked "recycling") where recycling is to be placed. Custodians working in the downtown area are responsible for exchanging full recycling totes weekly and upon request.

Scrubbing (see Mopping and Scrubbing) - Scrubbing is satisfactorily performed when all surfaces are without embedded dirt, cleaning solution, film, debris, stains, marks and standing water and floor has a uniformly clean appearance. A plain water rinse must immediately follow the scrubbing process.

Signage for Safety - Areas with the potential for slip and fall accidents, such as areas where floor care is in progress or spills have occurred, or are being cleaned up, will be marked and access to that area blocked to foot traffic. The Contractor will provide "Caution" signs and will be used as required by OSHA Regulation 1910.144 and 1910.145 at no cost to the County. "Caution" signs must be used during each scheduled cleaning and the area marked and cordoned off with plastic chains connecting the signs. Signs will be made of rugged plastic, bright color for easy viewing and hinged at top.

Spills, Accidents and Emergency Cleanings - Emergency pick-up of spillage and other similar minor accidents will be provided by the Contractor whether personnel are on site at the time of the occurrence or if personnel must drive directly to the site. Cleaning of Blood Borne Pathogens and other biohazardous waste must be in accordance with OSHA regulations. Response time to special emergency cleanings is expected to be within 90 minutes of first contact, every day of the week, during normal business hours, 8 am to 5 pm. After-hours emergency cleanings should be responded to within two (2) hours of first contact.

Spot Cleaning – Spot clean all hard surface walls of fingerprints, dust, soil, gum, etc., using clean water or solutions required by manufacturer's standards. Maximum care will be taken daily by the Contractor to maintain the highest quality appearance of hard surface walls. A surface adequately spot cleaned is free of all stains, deposits, and is substantially free of cleaning marks. Spot clean all interior glass in doors and side glass, door handles and light switches. Remove fingerprints from switches and adjacent wall. Clean both sides of all handles, push plates and kick plates.

Spot Cleaning Carpets - A carpet adequately spot cleaned is free of all stains, deposits, gum, and spills. Care will be taken to use a product that will not harm the carpet fibers and is in accordance with the manufacturer's maintenance guidelines. Carpets are not to be bonnet cleaned unless specifically requested by the Facilities Management department. Spot cleaning of carpets should occur as frequently as necessary to reduce carpet spotting.

Sweeping/Vacuuming - A properly swept floor is free of all dirt, grit, lint and debris, except embedded dirt and grit. Sweeping will be done in such a manner that no dust is raised. No dust streaks remain, and no dust will be allowed to remain in the corner, behind doors or furniture, or under furniture, or on stair treads, risers and walls. A properly vacuumed carpet must have dust, lint, dirt and debris removed from within the pile of the carpet as well as the surface. Straw brooms may be used only in sweeping exterior surfaces. Baseboards, doors, walls, furniture and equipment will not be disfigured, scarred, or damaged by being struck or scraped with sweeping brushes, mops or other equipment. All debris will be removed to receptacles provided for this purpose outside of the building. All accumulated debris from sweeping will be removed from the floor surfaces immediately to prevent the tracking of this accumulated waste back into previously cleaned areas. A properly swept/vacuumed floor is completely free of all dirt, grit, dust, lint, and dead bugs, staples, paper clips, or any other debris. Vacuuming must be done with a beater bar vacuum. Detail clean/polish all threshold plates and elevator tracks removing soil.

Trash - Empty all trash receptacles, spot clean, and replace liners as required. Includes recycling containers. Remove all waste to designated areas.

Trash Enclosures - Many County sites have enclosures for their trash and recycling dumpsters. These areas need to be kept free of debris through weekly sweeping. The Contractor should report any misuse of these areas to Facilities Management.

Vacuum Filters - Vacuums must use HEPA filters that are individually DOP tested and certified. Additionally, they must meet American National Standards Institute (ANSI) standards Z9.2-1971. High efficiency particulate filters (HEPA) are tested using monodisperse 0.3-micron (um) mass median aerodynamic diameter (MMAD) dioctylphthalate (DOP) aerosol with a maximum acceptable aerosol penetration of 0.03 percent of the challenge concentration.

Wall Washing - After cleaning the surfaces of all walls, ceilings, exposed pipes and equipment, the wall will have a uniformly clean appearance, free from dirt, stains, streaks, lint, and cleaning marks. Painted surfaces must not be unduly damaged. Hard finish wainscot or glazed ceramic tile surfaces must be bright, free of film streaks and deposits.

Water Fountains - Spray descaler directly onto the drinking fountain once a month. Descalers remove rust, calcium and lime deposits from aluminum without damaging the surface. Leave the descaler per the manufacturer's instructions. Use damp paper towels to wipe away the descaler. Spray a disinfectant cleaner onto the entire drinking fountain. Make sure to spray directly into the drinking mouthpiece and surrounding areas. Allow the disinfectant to sit for a minimum of 10 minutes. Spray a grout brush with disinfectant. Use the brush to thoroughly scrub the inside of the drinking mouthpiece. After scrubbing, run water through the mouthpiece to clear out the disinfectant. Spray another coat of disinfectant onto the grout brush. Use the brush to scrub the grate covering the drain. Make sure to also scrub around the edge of the grate since mold and mildew can accumulate in this area. Use damp paper towels to wipe the disinfectant off of the fountain. Continue to do this until there is no residue left. Run water through the mouthpiece for two (2) minutes. This will wash out any leftover disinfectant. Once the disinfectant is removed, the drinking fountain is ready for use.

Waterless Urinals-Downtown - The County uses waterless urinals in many County buildings. Most sites utilize the Ecoblue product line. Custodians are responsible for replacing the Ecoblue cube regularly or as needed when products disintegrate. Urinals must be cleaned daily using the Ecoblue cleaning method which requires use of the Ecoblue booster fluid and flushing the cartridge with cold water. In addition, the cartridge must be removed and cleaned weekly, the urinal drain tube below the cartridge must be scrubbed with a bottle brush and flushed with five gallons of cold water to remove build up. If the urinal is clogged, the Contractor must report this to Facilities Management immediately so it can be properly cleared and cleaned by maintenance staff. All janitors cleaning waterless urinals must receive training on the Ecoblue cleaning procedure. The Contractor will supply cartridges, Ecoblue cubes and booster.

Waterless Urinals-Other than Downtown - The County also uses Sloan/Falcon cartridges in the waterless urinals at some County buildings. These cartridges use Blue Seal liquid to form a seal that blocks odors. The entire exterior of urinals must be cleaned daily using a cleaning enzyme that will not affect the Blue Seal liquid. The urinals must be wiped cleaned with a urinal cleaning cloth that cannot be used for any other purpose. Water is not to be poured into the urinals for any reason. If the cartridge begins to make a strong odor, is draining slowly, or the blue liquid begins to pool up in the cartridge top, then it needs to be replaced. The janitors will need to tell their supervisors when this occurs who will then notify Facilities Management. The County maintenance staff will replace the Sloan/Falcon cartridges.

4.2 SITES AND SCHEDULE FREQUENCY – “STANDARD SERVICE”

4.2.1 DAILY TASKS

4.2.1.1 BREAK ROOMS AND KITCHENS

1. Wipe clean and sanitize all counter tops, light fixtures, door handles, refrigerators- exterior (including door handles), tables, chairs, cabinets (exterior), coffee makers

- (exterior), vending machines, exterior of countertop appliances (ie. microwave and toaster ovens), exterior of all trash receptacles, soap and paper towel dispensers.
2. Clean, polish and sanitize all surfaces of sink with disinfectant, wiping excess liquid from faucet and adjacent walls. Polish all.
 3. Sweep between and around vending machines, refrigerators, cabinets, etc.
 4. Sweep, then wet mop with disinfectant all non-carpeted floors.
 5. Spot clean walls.
 6. Spot clean carpets removing stains, deposits, gum, spills. No bonnet cleaning is to be done unless specified by the Facilities Management.
 7. Empty trash container and replace liner.
 8. Restock supplies as-needed.

4.2.1.2 RESTROOMS

1. Sweep, then wet mop floors with disinfectant and clean water, including baseboards. Maximum care will be taken to remove stains and prevent further staining to floor surface and grout. Change water after cleaning each restroom. Spot vacuum areas with carpet as necessary.
2. Disinfect all surfaces including but not limited to door handles, light switches, sink basins, bowls, baby changing stations, toilet seats, and urinals with disinfectant, wiping excess liquid off adjacent walls, fixtures, and partitions.
3. Clean empty restroom dispensers and refill with supplies, removing any soap residue at spout of soap dispenser.
4. Restock supplies. Remove wrapper from toilet paper. The Contractor will not leave extra rolls of toilet paper or paper towels in restrooms.
5. Wash and polish mirror, sink basin, shelves/counters, bright work, soap dispensers, exposed piping and push plates on doors.
6. Remove any residue build-up anywhere on bright work.
7. Wipe paper towel dispenser so they are free of dust.
8. Spot clean doors and walls.
9. Thoroughly clean ceramic tile walls removing streaks, smudges, and graffiti. Maximum care will be taken to prevent staining on wall tile and grout.
10. Waste receptacles are to be emptied, spot cleaned and liners replaced. Liners will be provided by the Contractor. Trash is to be removed to designated areas. Exterior waste receptacles will be checked daily and emptied when more than 50% full. At a minimum, these waste receptacles must be thoroughly cleaned and emptied once a week.
11. Showers are to be completely cleaned to ensure each stall is free of soap and water residue build up anywhere.
12. Wipe showers down with disinfectant. If showers are not used daily this may be done following the frequency of use but at minimum once a week.
13. Fill floor drains with water and a capful of enzyme bacterial product.
14. Wash all restroom partitions on both sides, including doors, hinges, and partition seams.
15. Rinse waterless urinals with water. Spray down urinal thoroughly with enzyme cleaner. Top with **Ecoblue** booster and mop clean.

4.2.2 WEEKLY TASKS – ALL AREAS

1. Corners and edges of floors will be swept or vacuumed to remove all dirt and dust.
2. Thoroughly dust all chair and table legs and baseboards.
3. Wipe clean all baseboards upon completion of weekly floor cleaning services.
4. Thoroughly dust window frames and sills with treated cloth.
5. Dust high and low fixtures.
6. Ensure all walls and corners are free of cobwebs.

7. Clean janitor's closet/storage areas to include washing sink, dust mop and wet mop floor, restocking supplies, and equipment.
8. Floor mats - remove gum and spots, wash with mild detergent/soap, rinse or extract, and let dry before placing back on floor. Rotate location of like floor mats when replacing after weekly cleaning.
9. Remove lint, dirt and gum from fabric chairs and couches.
10. Spot clean, dust all wall, ceiling, and floor vents. Dust, then wipe clean non-fabric chairs.
11. Vacuum entire carpeted area (wall to wall) beyond normal traffic lanes once weekly, includes under and around all furniture. Care will be taken not to make contact with walls when moving furniture. Vacuum must be beater brush type.
12. Clean and sweep refuse container area (trash enclosure).
13. Twice weekly remove trash (Mon & Thurs or Tues & Friday). Sites with three-day trash will normally include Saturday.
14. Thoroughly clean all inside glass up to 8 ft. and outside glass at entryways.
15. Wipe down elevator doors, buttons and handrails using disinfectant.
16. Wipe down drinking fountains using disinfectant.
17. Clean thresholds, doorways and elevators.
18. Downtown - Remove cartridge in waterless urinals, scrub internal drainpipe with round brush, flush pipe with warm water, spray area with **Ecoblue** booster, clean and replace cartridge. Add **Ecoblue** cubes as needed.

4.2.3 MONTHLY TASKS – ALL AREAS

1. Thoroughly vacuum all upholstered furniture.
2. Thoroughly clean wall, ceiling, and floor vents.
3. Spot clean baseboards, removing shoe marks and soil.
4. Machine scrub ceramic tile floors (all Restrooms)
5. Buff/polish non-carpeted floors as required by manufacturer's standards to maintain a uniform, bright appearance. Attention will be paid to edges, corners, and behind doors. At all times, the Contractor will use non-slip floor finishes and sweep after buffing.
6. Detail clean and disinfect all water fountains, removing all lime deposits on top bottom and sides. This includes adjacent areas around the water fountain, floor, walls etc. Any broken parts or leaks that are discovered will be reported immediately to Facilities Management.

4.2.4 QUARTERLY TASKS

1. Provide warm water extraction cleaning of all library carpeted areas.

4.2.5 BIANNUAL TASKS (EVERY SIX MONTHS)

1. Strip hard surface floors and refinish with sealer and floor polish, in accordance with Section 3.1 QUALITY STANDARDS & DEFINITIONS (Hard Surface Floor Finishing) of these specifications. The floors are to be buffed after waxing.
2. Warm-water extraction in carpeted areas. When scheduling, the Contractor must include adequate time for drying, and use fans to speed the process. Any required fan rental will be at the sole expense to the Contractor. Encapsulation may be used once a year.

4.2.6 ON-DEMAND TASKS (see *Additional Services* section of Exhibit E – Unit Prices)

1. Power wash and make clean outside sidewalks, entryways, etc.
2. Clean exterior glass on ground floors for County sites.
3. Dust heater/HVAC vents, cobwebs, and other ceiling dust using extenders up to 12 ft.
4. Clean fabric furniture such as chairs and sofas.
5. Warm water extraction cleaning will be done in high traffic areas or high use areas where carpet is extremely soiled, including frequently used conference rooms. Work should be scheduled with Facilities Management to provide proper notification to tenants.
6. Strip, wax, sealing of new hard floors.

7. Biohazard clean ups and disinfection both exterior and interior. Human waste, blood, discarded clothing etc.

4.3 SITES AND SCHEDULED FREQUENCY – “FULL SERVICE”

1. Kitchens, Breakrooms, Bathrooms, and High Traffic Areas serviced daily as specified in Section 3.2.1 DAILY TASKS.
2. Weekly tasks listed in Section 3.2.2 WEEKLY TASKS – ALL AREAS will be done **twice** per week with the exception: vacuuming, hard surface floors will be swept and mopped, and trash removal will all be done daily.
3. Monthly tasks same as Section 3.2.3 MONTHLY TASKS – ALL AREAS with the additional requirement of buffing floors as needed to be identified by Facilities Management.
4. Quarterly tasks same as Section 3.2.4 QUARTERLY TASKS.
5. Biannual tasks same as Section 3.2.5 BIENNIAL TASKS (EVERY SIX MONTHS)

General cleaning requirements specified herein will be performed at each facility as noted in Exhibit E – Unit Prices, including stripping and waxing, spray buffing, carpet encapsulation, and warm water extraction, is included in the monthly pricing. It is the responsibility of the Contractor to schedule all work in the frequency which is required. All schedules must be submitted to Facilities Management Contract Services in advance for approval.

4.4 DREXEL SHELTER (OR SIMILAR GRANT-FUNDED SHELTER)

Pima County maintains a facility in which asylum seekers are processed and temporarily housed. This is a high-traffic building that requires full-time staff on-site. Below is the list of specific locations at the site, each task that needs to be performed at that location and the frequency at which it needs to be performed.

LOCATION	TASK	FREQUENCY
All Restrooms	Sweep, then wet mop floors with disinfectant and clean water.	Twice per day (mid-morning and mid-afternoon)
All Restrooms	Disinfect all surfaces including but not limited to door handles, light switches, sink basins, bowls, toilet seats, and urinals with disinfectant, wiping excess liquid off adjacent walls, fixtures, and partitions.	Twice per day (mid-morning and mid-afternoon)
All Restrooms	Check throughout the day and restock paper and soap supplied as needed. Note: This will require closing one restroom at a time and placing a barricade of some sort to keep visitors out.	Multiple times per day
Breakroom	Wipe clean and sanitize all counter tops, light fixtures, door handles, refrigerators-exterior (including door handles), tables, chairs, cabinets (exterior), coffee makers (exterior), exterior of countertop appliances (i.e. microwave and toaster ovens), exterior of all trash receptacles, soap and paper towel dispensers, and sweep/damp mop floor. Monitor throughout the day and spot clean as needed.	Twice per day (mid-morning and mid-afternoon)
Shower Trailers	Clean thoroughly, which will include remove trash, replace liners, and remove debris on floor,	Once per day

	and remove the build up from each shower stall. There is currently nothing to restock in the shower rooms other than new trash and sanitary napkin dispenser liners. Clean or replace shower curtains as they get soiled.	
COVID Testing & Isolation Areas	Wipe all surfaces with disinfectant, vacuum and wet mop with disinfectant.	Once per day
Floor in sleeping areas	Vacuum or sweep and damp mop. Check regularly throughout the day to clean up spills and debris as needed.	Once per day & As Needed
Port-a-johns	Monitor and empty trash cans daily and as needed. These will be serviced by Stamback daily. Supplies will be re-stocked by Stamback.	Once per day & As Needed
Meeting/Conference rooms	Vacuum, wipe down and disinfect any flat surfaces, tables, chairs etc. Clean up spills/debris as needed.	Once per day & As Needed
Small Offices	Wipe down and vacuum small offices as needed but at least once a week. Clean up spills/debris.	Once per day & As Needed
Storage Areas	Sweep, damp mop, wipe down and dust.	Once per day
Exterior	Gather exterior trash and debris in the immediate areas around the building and gathering spots.	Once per day

Any maintenance-related issues shall be sent to Facilities Management via phone or email. Contact information will be provided.

Services are requested seven (7) days a week from 6am to 6pm with a minimum of two-person teams per shift. The County would prefer to have a permanent crew assigned to this site that will become familiar and most effective. Contractor staff shall be prepared to work in high traffic areas with visitors from foreign countries that have different customs that utilize the facility in unusual ways. Orientation will be provided to Contractor's staff. Contractor's staff shall be courteous to visitors and volunteers. Contractor shall not however take direction from anyone other than their Supervisors, authorized Facilities Management staff or onsite executive staff members.

5.0 PERFORMANCE

5.1 CONTRACTOR'S EMPLOYEES

EMPLOYEE INFORMATION

The Contractor will provide a current list of employees and will maintain a list of employees who work in County facilities as well as verification that background checks have been completed. The Contractor will maintain adequate staffing levels to meet the County's janitorial needs. Changes in the employment list will be reported to the County no less than twenty-four (24) hours before the changes become effective. An employee list with personnel changes will be submitted to the Facilities Management, Contract Services Supervisor.

EMPLOYEE TRAINING

The Contractor will provide appropriate training for employees prior to the beginning of service under this contract to ensure competent performance of the required tasks. The Contractor will provide documentation of type and amount of training received by each employee, to include training in use of the Safety Data Sheets (SDS), Hazardous Materials (HAZMAT), and the handling of blood borne pathogens. Documentation confirming each employee's training will be provided to the County at any time during the

term of this contract. This information is due within thirty days of contract startup and will be updated monthly.

EMPLOYEE ASSIGNMENT

The Contractor hereby agrees that any of its employees who may be assigned to the County buildings to satisfy the Contractor's obligations under this contract will be used exclusively for that purpose. The Contractor will only perform the tasks defined and in the locations specified within this Scope of Work. At no time is it acceptable for the Contractor's employees to bring or allow related or unrelated persons on County premises while performing job duties. This includes but is not limited to employee's children, other family members not currently employed by Contractor or not currently assigned to County facilities. All persons that are employed by the Contractor and assigned to County facilities, while onsite during working hours must be always in uniform with proper identification displayed.

FLOOR CREWS

All floor crew workers will be familiar with and able to identify all types of flooring, related chemicals, techniques, and equipment. At no time will the floor crew be interrupted in their work routine, nor will they fill-in for absentee staff (Custodians) unless Facilities Management Contract Services approves of said activity in advance. Floor crew will be responsible to conduct inspections of their own work for quality assurance when they have finished each task (e.g.: inspecting for consistency, making sure all items which have been moved are back in their original location, etc.).

SUPERVISORS

All supervisors must have a complete understanding of the County's contractual agreement with their employer. The supervisor will have authority to act as an agent of the Contractor and must make sure all contract specifications are met.

ADDITIONAL SERVICES PROVIDED

Additional services can and will be requested by Facilities Management on an as-needed basis. The Contractor will be reimbursed by the County based on the rates specified in Exhibit E – Unit Prices as submitted by the Contractor.

CONFIDENTIALITY – HIPAA

Contractor employees may work in areas where personal and private health information may be visible or overheard. Under no circumstances is this information to be shared, discussed or retained. No photography of any kind is allowed.

5.2 EMPLOYEE IDENTIFICATION AND BUILDING ACCESS

5.2.1 UNIFORMS & PHOTO IDENTIFICATION BADGE REQUIRED

All employees are to wear uniforms that bear the company name or logo while on County site(s). Each employee will also wear at all times a photo ID with the employee's name & last name (legible), ID number (readable at a distance of six feet), and company name and phone number. The uniform must consist of shirt or apron that is easily identifiable and marked with the Contractor name and logo. If jackets or sweaters are worn, they must clearly bear the Contractor identification. A written dress code will be provided by Contractor to Facilities Management Contract Services division upon request. A professional appearance should be maintained at all times. Clothing should not be excessively dirty, stained, or torn. Employees will not wear clothing associated with gang culture, political party or any other association that could be deemed offensive. Open-toed shoes, shorts, skirts, dresses are not acceptable. All Contractor personnel including supervisors, must wear uniforms while on-site.

5.2.2 ACCESS DURING BUSINESS HOURS ONLY

Access to each building will be as directed by the Facilities Management Director or his authorized representative. The Contractor's employees are not authorized access other than during scheduled work hours for custodial services.

5.2.3 AUTHORIZED EMPLOYEES ONLY ALLOWED ON PREMISES

Only authorized Contractor employees are allowed on the premises of Pima County buildings. The Contractor's employees are not to be accompanied in the work area by acquaintances, family members, assistants or any other person unless said person is an authorized Contractor employee.

5.2.4 TUCSON OFFICE

The Contractor is required to maintain an office in Tucson, Arizona; open during normal daytime working hours to fully facilitate the management of the contract, the setting up and maintenance of periodic cleaning schedules, the reception and distribution of supplies, and the maintenance of other systems necessary to properly manage the contract. This office must be fully established and operational 30 days before initiation of the contract.

5.3 SECURITY CLEARANCES

The Contractor is responsible for obtaining security clearances from the Sheriff's Department and/or Superior Court for all its employees who will be working in sensitive areas (marked in red on Exhibits E and F. Pima County reserves the right to change the restricted areas as the Facilities Management department may dictate. The Contractor grants the rights to the Sheriff's Department and Superior Courts to conduct background checks of all employees entering the sensitive facilities. The background checks will be conducted prior to any employee entering to work and will be based upon information provided to the Sheriff's Department including, but not limited to: name, address, date and place of birth, social security number, copy of INS documents, if applicable, and a copy of an official photo identification. The information will be provided to the Facilities Management department at least three (3) business days (excluding weekends and holidays) in advance of the need for access. The security check will be conducted by a designated Sheriff's Department or Superior Court representative. Pima County may, at any time, at its sole discretion, refuse to allow an employee access to an area for any of the following reasons, but not limited to:

- conviction of a felony
- conviction of a misdemeanor (not including traffic or parking violation)
- any outstanding warrants (including traffic and parking violations)
- a person currently on parole or probation
- a person currently involved in an investigation

5.4 HAZARDOUS MATERIALS MANAGEMENT PROGRAM

ASBESTOS

This provision serves as notice to the Contractor of the existence of asbestos on various floors in various Pima County facilities. The Contractor will not remove any ceiling tiles in any Pima County building for any reason.

COMPLIANCE WITH LAWS

The Contractor will comply with all local, state, and federal laws, rules and regulations related to environmental protection and safety requirements including, but not limited to the following:

- Title 29, Code of Federal Regulations, Parts 1910, Occupational Safety and Health.
- HIPAA health privacy rules.
- Title 40, Code of Federal Regulations, Environmental Protection.
- State OSHA, Arizona State standards identical to federal standards: 29CFR 1910.1001 and 1926.58, Asbestos; 1910.1200, Hazard Communication; 1910.1028, Benzene; 1910.7 Safety Training or

Certification of Certain Workplace Equipment and Materials; 1910.1000, Air Contaminants; 1910.120 Hazardous Waste Operations and Emergency Response, and 1030 Blood borne pathogens.

- State ADEQ, Arizona Administrative Code, Title 18, Arizona Revised Statutes, Title 49.
- Pima County Facilities Management Safety Requirements: In order to ensure Pima County that the Contractor is complying with the intent of the regulations stated in this section, as they related to the use of hazardous materials, hazardous wastes, and other similarly defined (in those regulations) substances used on the Sites, the Contractor will demonstrate they have a Hazardous Materials Management Program that includes, as a minimum, but is not limited to the requirements specified herein. The interest of Pima County is that accidental spills, site contamination, and injury of personnel on the sites are avoided.

Pima County will not enforce suspected violations of the laws, rules, and regulations referenced above. However, Pima County will notify the Contractor of suspected violations. If, in the opinion of Pima County, the Contractor fails to address the suspected violations in a timely and appropriate manner, Pima County will notify federal, state and/or local regulatory agencies, report the suspected violations to them, and request that they inspect the Contractor's operations.

Any fines that may be levied against Pima County for violations committed on the County sites by the Contractor as well as any costs to Pima County associated with cleanup of materials, will be reimbursed immediately by the Contractor. All documents required by the program will be made available to Pima County Facilities Management Safety Officer immediately upon request.

- Any hazardous waste, as defined in any of the above listed regulations, generated by the Contractor will be the responsibility of the Contractor. If the Contractor is using a substance that generates a hazardous waste stream, the Contractor will obtain an EPA identification number, listing the Contractor's name and address as the generator of the hazardous waste. The Contractor will be responsible for the identification, analysis, profiling, transport, and disposal of hazardous wastes generated. The identification number can be obtained from the Arizona Department of Environmental Quality (ADEQ). This number will be provided prior to providing services or before any hazardous materials that would create hazardous waste are brought onto the site, whichever date is earlier, and will be available upon request.

HAZARDOUS MATERIALS INVENTORY

The Contractor will develop and provide a complete inventory of products containing hazardous materials that will be located/used at each site to the County's Facilities Management Safety Officer. The inventory will include the name of the product, manufacturer, container size(s), number of containers and the minimum and maximum volume of hazardous materials in concentrations greater than 0.1% for carcinogens (as defined in 29CFR part 1910.1200D4) and 1.0% for all other chemicals that are being stored and/or used on or intended to be stored on the County's site. The Contractor will also provide to the County a description of the processes and/or procedures in which any of the chemicals on this list are used.

The inventory will be updated immediately when new materials are delivered to or taken from any County site. New products must be approved for use by the County by providing a copy of the product's SDS for review and approval.

Potential Hazardous Waste Inventory: The Contractor will separately develop and keep updated a list of hazardous materials that meet any of the following criteria:

- Has a flash point of less than 140 degrees F.
- Has a pH less than 2 or greater than 12.5.
- Contains any chemical listed in Title 40 CFR, part 261 regardless of quantity.
- Contains any chemical listed in the CERCLA list regardless of quantity.
- Contains any chemical whose NFPA/HMIS rating is 3 or 4.

SDS NOTEBOOKS

The Contractor will maintain at each site a notebook containing current (dated within the past three years or verified as most current by manufacturer) Safety Data Sheets (SDS) for all materials being used at each site, whether or not they are defined as a Hazardous Material. The notebook will be kept in the Contractor's on-site storage area. The notebook must be regularly updated as materials are brought onto and removed from the site. A complete copy of the SDS notebook with updates will also be provided to the Facilities Management Contract Services department.

HAZARDOUS MATERIAL STORAGE AND LABELING SPECIFICATIONS

The Contractor will, to the satisfaction of the Pima County Facilities Management Safety Officer, properly and safely store all hazardous materials, which will include, as a minimum, the following:

- Have a designated storage site for hazardous material that includes secondary containment.
- Provide signage approved by the Pima County Facilities Management Safety Officer clearly identifying the hazardous materials storage site. Signage must be in a language understood by County employees and Contractor's on-site employees.
- All hazardous material containers must be labeled according to OSHA requirements and bear applicable NFPA or HMIS labels.

HAZARDOUS MATERIAL MANAGEMENT PROGRAM DOCUMENTATION

The Contractor will make all required documentation available immediately upon request of the County's Facilities Management Safety Officer. The Contractor's safety representative will be available to meet with County's Facilities Management Department's Safety Officer to review the Contractor's Hazardous Material Program documents, procedures, and inspect the on-site storage and job site to ensure the requirements specified herein are being complied with. The Contractor will also provide the County's Safety Officer with copies of all permits obtained from environmental regulatory agencies.

EMERGENCY SPILL RESPONSE PLAN

The Contractor will determine whether products selected could require an emergency spill response plan for any hazardous material used. If such a decision is made, a plan for directing employees in the proper response procedures must be submitted. At a minimum, the response plan must address the following minimum information:

- Provide a description of equipment on site available to contain and/or respond to an emergency/spill of the material.
- Notification procedures.
- Response coordination procedures between Contractor and County.
- Provide a site plan showing the location of stored hazardous materials and location of spill containment/response equipment.
- Provide a written description of the training provided to the Contractor's employees.

OFFSITE STORAGE OF HAZARDOUS MATERIALS

Pima County strongly encourages storage of hazardous materials off County property until the materials are needed on-site.

5.4.1 CONTRACTOR TRAINING REQUIREMENTS:

The Contractor will provide requested copies of the company's written Hazardous Communication Program that satisfies requirements listed under Sections e., f., g., and h. of 29 CFR 1910.1200, Hazard Communication, to the County.

Prior to their assignment, the worker, will be fully trained, undergoing both a classroom and hands on training environment with written material and videos (which will be made available for review upon request within five calendar days from request) in a language they understand. All training

will include HAZMAT certifiable training and all training sessions will be open to County observation; each session will be preceded by notification of said event to the County Representative. Each worker will be familiar with what is expected of them (e.g.: from intent, to finished job) as well as being familiar with all chemicals they are to use, (e.g.: the ability to name the product and its appropriate use) and how to use and read an MSDS and where they are located. Workers will also be aware of how to dilute the chemical(s) they will use and what surfaces they should be used on. The employee will know how to clean their assigned area and be familiar with how an area should appear after they have completed their work (e.g.: proper chair placement, table and counter-top cleaning, handprint removal, proper spillage on any number of common surfaces). The employee will be trained on how to clean, open, and restock all dispensers within Pima County.

All employees, including supervisors assigned to work in County facilities will be provided no less than two (2) hours training on hazardous materials and asbestos in a language they understand. Attendance records of employees will be signed and dated by each of those in attendance and a copy of said record, certified by the Contractor as being true and correct must be submitted to the Facilities Management Department prior to employee's first work date.

Employees will be trained in the proper handling of blood borne pathogens.

5.5 NON-HAZARDOUS MATERIALS LABELING SPECIFICATIONS

The Contractor will clearly label all packaged products, even if the product is classified as Hazardous Materials under this Section. If any such unlabeled containers are discovered on the site, the Pima County Facilities Management Contracts Specialist will notify the Contractor and the Contractor will, within one hour, clearly label the container or remove it from the site. Any containers that are filled from larger containers must also be labeled.

5.6 LAWS AND REGULATIONS

5.6.1 OSHA GUIDELINE COMPLIANCE

SAFETY DATA SHEETS

The Contractor will furnish to County Facilities Management Department copies of Safety Data Sheets (SDS) for all products used, prior to beginning service in any facility. The Contractor must inspect and if necessary update copies of the SDS on an annual basis. In addition, each time a new chemical or cleaning product is introduced into any facility, a copy of that product's SDS must be provided to the Facilities Management Support Services Division prior to the product being used in any facility.

The SDS must be in compliance with OSHA Regulation 1910.1200, paragraph f.

LABELING OF HAZARDOUS MATERIALS

The Contractor will comply with OSHA Regulation 1919.1200 paragraph f, concerning the labeling of all chemical containers.

OSHA GUIDELINES BLOOD PATHOGENS

The Contractor will comply with OSHA Standard 29CFR 1910.1030 Blood Borne Pathogens as it pertains to the training, safety, and equipment needed for all employees engaged in contracted service. Contractor will be responsible for compliance on date of Contract acceptance and will provide proof to County's Facilities Management Department Support Services Manager.

5.6.2 HAZARD COMMUNICATION COMPLIANCE

Proof of compliance with OSHA regulation 1920.1200 Hazard Communication, will be provided to the County's Facilities Management Support Services Manager upon commencement of this Contract, and reviewed by the Facilities Management Department's Safety Officer.

5.6.3 FAILURE TO COMPLY WITH LAWS

Failure of the Contractor or their employees to comply with all applicable laws, regulations and rules will permit the County to immediately terminate a resultant contract without liability.

5.6.4 DEFAULT IN ONE INSTALLMENT TO CONSTITUTE BREACH

Each installment or lot of this agreement is dependent on every other installment or lot, and a delivery of non-conforming goods/services, or a default of any nature under one installment or lot will impair the value of the whole agreement and constitutes a total breach of the agreement as a whole. In the event of a breach, the County may affect the conditions of DEFAULT of the General Bidding Instructions and Conditions of Purchase.

5.6.5 DEFAULT

Repeated incidents of unsatisfactory cleaning performance, shortage of hours, or failure to comply with other terms of the contract will result in a recommendation for termination for default by the Facilities Management Department. Examples include but are not limited to:

- If the Contractor receives more than a total of 6 unsatisfactory performance notices during any twelve (12) month period, the contract may be automatically terminated for default. County will give Contractor notice when Contractor has received an unsatisfactory rating.
- Termination for default for any portion of the contract will result in termination of the entire contract for default.

5.7 CONTRACT REASSIGNMENTS

The Contractor may not assign, subcontract, sell, or franchise any part or all of the contract without the express written approval of the Board of Supervisors, except for those services listed here:

1. Power Washing of entry ways and external walls
2. Washing of external windows
3. Deep cleaning of carpets

Any attempt by the Contractor to assign, subcontract, sell or franchise any performance of this agreement without the consent of the County will be null and void and will constitute a breach of this agreement.

5.8 PROPERTY DAMAGE

The Contractor will be responsible for repair of any damage to County property and restoration of any facility damaged beyond normal wear and tear, caused by the Contractor's maintenance activities. Repair and restoration will be to the satisfaction of the County. Any repair or restoration of these damages will be performed at no cost to the County and under the direction of the Pima County Facilities Management.

5.9 DAILY REPORTS ON FACILITY CONDITIONS

The Contractor is to make daily reports to the Facilities Management department on the following information:

- Faulty fixtures
- Building conditions requiring repairs or replacement (examples: leaking sinks and toilets)
- Broken, worn out or damaged areas that require repair, replacement, or other changes (example: loose tile that may present a safety hazard)

5.10 ADDITIONAL County REQUESTED CUSTODIAL SERVICES

In the event that other custodial services, in addition to or separate from the services specified herein, may be deemed necessary by the Facilities Management Department Director or authorized representative, the Contractor may be requested to perform the additional or special service. The Contractor will be reimbursed by the County on the basis of the hourly labor rate specified by the Contractor in the Exhibit E – Unit Prices.

On occasion large special events are held near or in a County site that will require additional janitorial supplies and labor. Large events are frequently scheduled at the Historic Courthouse and surrounding areas. These costs are reimbursable to the Contractor and will be pre-authorized by the County and accompanied by a work order or delivery order number for reference. Minor cleaning for small events in breakrooms or conference rooms will be considered normal operating usage for the County and there will be no additional cost to the County.

5.11 CONTRACTOR PERFORMANCE

PERSONNEL CONDUCT

The Contractor personnel while on duty or in the vicinity of Pima County facilities, will maintain themselves in a professional and respectable manner. Excessive and unnecessary noise and boisterousness will not be tolerated and will be grounds for requiring the dismissal from County property of any such employee. The Contractor agrees to utilize only experienced, responsible and capable people in the performance of the work. The County may require that the Contractor remove from the job covered by this contract, any employee who endangers persons or property or whose continued employment under this contract is inconsistent with the interest of Pima County.

QUALITY AND ACCEPTABILITY OF WORK

The Facilities Management Director or his authorized representative will decide all questions which may arise as to the quality and acceptability of any work performed under this contract. If, in the opinion of the Facilities Management Director, or his authorized representative, performance becomes unsatisfactory, the County will notify the Contractor, its authorized representatives or agents.

CONTACTING THE CONTRACTOR

The Contractor must provide a contact persons telephone number or numbers that are answered anytime during the week and holidays, twenty-four (24) hours a day. The Contractor must respond within sixty (60) minutes of receiving the initial call.

DEDICATED ACCOUNT MANAGER AND ALTERNATE ACCOUNT MANAGER

The Contractor will provide a dedicated account Manager and an alternate account Manager to work with the County. These are the individuals who will be responsible for Pima County work and who will be available to respond specifically to the County's contractual and cleaning issues. Both Managers will be familiar with the County contract and its many facilities to quickly respond to the County's questions or needs relating to the Contractor's services. At no time will the County be without a point of contact for all the Contractor services. The account Manager or the Alternate account Manager will be available during business hours for inspections accompanied by County personnel.

UNSATISFACTORY CLEANING PERFORMANCE

Upon notice of an unsatisfactory cleaning performance, the Contractor will have one (1) hour from that time to initiate corrective action in any specific instance of unsatisfactory cleaning performance. In the event the Contractor has not responded in the allotted one (1) hour to initial contact by the County, or the Contractor has not initiated corrective action for the unsatisfactory cleaning performance within one (1) hour time frame after notification as described above, the County has the right to immediately complete the work to its satisfaction, through the use of County employees at a pay rate equal to the employee's hourly rate plus twenty-percent (20%) for the County's administrative costs, or through use of outside Contractor(s) at the rate charged to the County plus twenty-percent (20%). The County will provide appropriate documentation to the Contractor who will then deduct that amount from the most current invoice prior to sending that most current invoice to the County.

LIQUIDATED DAMAGES

If the Contractor fails to deliver the supplies or perform the services within the time specified in this contract, the actual damages to the County will be difficult or impossible to determine. Therefore, in lieu

of actual damages, the Contractor will pay to the County as fixed, agreed, and liquidated damages, the amount of \$500 per occurrence of unsatisfactory performance, or \$0.75 cents per square foot for floor work. The Contractor will not be charged with liquidated damages when the delay arises out of causes beyond their control and without the fault or negligence of the Contractor.

APPEAL OF DEDUCTION, ADJUSTMENT, OR APPLICATION OF LIQUIDATED DAMAGES

The Contractor may appeal the County determination of deduction of, or adjustment of, or application of liquidated damages to monies from the Contractor's invoice. Any such appeal must be submitted in writing to the Facilities Management Contract Services, within ten (10) business days from the date of the County's written notice of deduction, adjustment, or application of liquidated damages.

ASSIGNED LABOR HOURS

The Contractor will submit a list of the proposed minimum daily number of man-hours per service day, week and month for each site and the number of management hours per group. This information will be used for discussion relating to cleaning expectations at the beginning of the contract term.

VALUE OF EACH MAN-HOUR

The "value of each man-hour" is determined by the hourly rate of the daily scheduled staff in the Exhibit E – Unit Prices. In the instance where Day Porter or Night Porter services are not rendered, the monthly invoice will be adjusted for the reduction in man hours at that unserved site.

SHORTAGE OF CLEANING SUPPLIES

Should the Contractor not furnish the proper supplies, the County may make a one-time purchase of the needed supplies. The County will provide proper documentation to the Contractor who will deduct the cost plus twenty-percent (20%) from the next month's invoice. If the Contractor does not provide proper supplies after this action, then the Contractor will be in danger of default.

DELIVERY

The County reserves the right to obtain material on the open market in the event the Contractor fails to make delivery and a price differential will be charged against the Contractor.

ALARM FINES

The Contractor will pay any fines imposed on the County due to negligence of the Contractor's staff to properly energize or disarm alarm systems. The amount of any such fine paid by the County may be deducted from any payments owed to the Contractor.

EMPLOYEE STRIKES

If any type of strike, boycott, picketing, work stoppage, slowdown or other labor activity is directed against the Contractor at Pima County facilities, which results in the curtailment or discontinuation of services performed hereunder, the County will have the right during such period to perform the services of the Contractor using such material or equipment used by the Contractor, the use of which will be reimbursed to the Contractor, less wear and tear.

SUPERVISION

The Contractor will provide on-site supervision for each work shift to assure competent performance of the work during the scheduled hours. The Contractor, or authorized agent will also make daily routine inspections to ensure that the work is performed as required by this contract.

INSPECTIONS

Facilities Management Contract Services will conduct frequent and random inspections of the areas covered under this contract. Feedback on necessary improvements will be provided to the Contractor along with photos showing the area(s) requiring corrective action. County reserves the right to perform

inspections at any time and will require that corrective actions be taken within 24 hours by Contractor if unsatisfactory conditions are found.

Any time reoccurring issues are found at a facility, the County will require the Contractor to respond to Facilities Management Contract Services in writing with a corrective plan. Four (4) documented issues in any 12-month period will constitute a default of contract and may be grounds for cancelation of the contract. More than eight (8) documented issues will constitute a default of contract and may be grounds for cancellation of the contract and restriction from bidding on future Custodial Services contracts.

5.12 TELEPHONE USE

BUSINESS USE OF COUNTY TELEPHONES

The Contractor will be allowed job-related use of County telephones at no cost to Contractor as designated by the County for use. The Contractor will pay any cost to repair damage caused by the Contractor to the telephone equipment over and above normal wear and tear. No toll charges will be allowed by Contractor's employees. Any toll charges will be reimbursed to the County by the Contractor.

EMERGENCY NUMBERS

A list of emergency telephone numbers will be maintained at the work locations by the Contractor and will include the Police, Sheriff, and Fire Department as well as emergency County contacts including the Facilities Management main number 520-724-3085 which is answered 24/7.

5.13 ENERGY CONSERVATION AND SECURITY

The Contractor will practice energy conservation and turn off lights in unoccupied areas, except where centrally controlled, and will keep windows and doors closed. All outside doors are to be kept locked except for those used for the removal of trash from the buildings. All lights and doors inside the facilities will be left as found - if locked, locked; if open, open. Facilities will be cleaned in sections so that large portions of the facilities are not left open at the same time. Be advised that some buildings will not have comfortable cooling/heating after hours.

It is a requirement that County facilities be cleaned as much as possible during daylight hours to conserve energy. Some sites have specific hours where cleaning services can take place, so those buildings are excluded (see Exhibit E – Unit Prices).

5.14 STORAGE SPACE

The Contractor may store supplies, materials, and equipment in storage areas in the County facility as designated. The Contractor agrees to keep its portion of this storage area in accordance with all applicable fire regulations. The use of the County storage facilities is not guaranteed, is based on availability and subject to the approval by County Administration.

If shelves are not present in a facility County will order and provide installation. The Contractor may furnish and supply shelves for orderly storage of supplies if they wish. Shelving must comply with all OSHA standards. Shelving for new buildings will be provided by the County. Additional shelving or replacements can be requested by Contractor and are subject to approval by Facilities Management Contract Services.

The Contractor supplies kept on site are not to exceed the allowable storage space provided by the County. Supplies delivered to a County site by the Contractor's vendors are the responsibility of the Contractor. County employees will not be held responsible for the receipt of janitorial supplies. Some sites may not allow delivery of supplies without a member of the Contractor's staff present.

5.15 KEY/SECURITY ACCESS CARD

5.15.1 SIGNATURE REQUIRED

The Contractor will be required to sign for each key and/or security access card issued to the Contractor. The Contractor is responsible for reporting the loss of any keys. The Contractor is responsible for distributing keys and/or access cards to the Contractor's employees.

5.15.2 REPLACEMENT CHARGE

The Contractor will be charged \$35.00 each for the replacement of a key or access card required.

5.15.3 CHANGE/REPLACEMENT OF LOCKS

If a breach of security results from the loss of keys or access cards, requiring that locks be changed or re-keyed, the Contractor will reimburse the County the full value of having the building re-keyed. Additionally, all costs associated with ensuring the security of County facilities during the rekeying process including but not limited to security guards, will be reimbursed in full by the Contractor to the County.

5.15.4 SPECIAL KEY PROCEDURES

At some County facilities, keys will need to be signed out and returned daily. The Contractor will ensure that all employees follow the procedures for key use. The County representative at that location will review the procedure to sign keys in and out each day with the Contractor.

5.16 WORKWEEK, WORK HOURS & SCHEDULE

5.16.1 STANDARD WORK WEEK

The standard work week will be Monday through Friday, EXCLUDING County HOLIDAYS. Some buildings require Saturday and Sunday services. The Contractor will perform custodian services during the days and times specified in Exhibit E – Unit Prices, unless other arrangements are approved by Facilities Management.

5.16.2 HOURS OF SERVICE

Custodial services will be performed in the hours called for in Exhibit E – Unit Prices. The Contractor must make every effort to reduce electrical usage by keeping lights off in buildings being serviced at night, except for the lights that are needed to perform the required services.

5.16.3 WORK SCHEDULE

For the initial year of the contract, the Contractor will develop a work schedule set on an annual calendar identifying tasks and frequency of work as well as the anticipated minimum man-hours expected at every site. The schedule will be subject to Facilities Management approval. Any significant changes will be reported to the Facilities Management immediately when they occur. If there is a known lapse in service, the Contractor will provide an explanation of the reason the work was not completed and plans for getting the work back on schedule. For subsequent years of the contract the floor schedule must be maintained and shared with the County.

5.17 FLOOR SPACE

All floor space at each facility will be considered cleanable square footage, unless specifically exempt. If the cleanable space in a building changes, the Contractor and County will discuss new pricing for that building based on the percentage of square footage but allowing for minimal overhead costs.

5.18 COUNTY DELIVERIES

The Contractor's employees are specifically prohibited from signing or acknowledging receipt of deliveries to the County departments.

5.19 RECYCLING PROGRAM

The County has a recycling program for most facilities. Appropriately sized and clearly marked containers are stationed throughout each participating facility. The Contractor will empty these containers as directed and requested by the County. Depending upon the facility, Contractor will replace, move and/or

empty the 30"X30"X4' high blue wheeled recycling containers (totes) to and/or from designated areas. Containers being placed inside the building(s) must be cleaned, if necessary (inside and out), if they become soiled. As necessary, the Contractor will empty trash from recycle containers in order to restore container to recycling program standards. Trash is to be disposed of in the same manner as other trash from the facility. Recyclable items include various types of paper, office mix, computer paper, shredded paper, and plastic bottles. Recycle totes do not require liners.

5.20 START-UP AND END OF CONTRACT

5.20.1 PRE-START-UP MEETING

The successful Contractor(s) will be required to attend a start-up meeting with Facilities Management Contract Services staff no less than two (2) weeks prior to the contract start date. Such meetings may include a walk-through of each facility.

5.20.2 START-UP

A Contractor supervisor will be on-site to orient new employees the first day of the agreement. Throughout the entire agreement period, the Contractor supervisor will be on-site to orient employees the first day of all Contractor new hires or employees newly assigned to a specific location.

5.20.3 END OF CONTRACT REVIEW

5.20.3.1 WALK-THROUGH INSPECTION

Quarterly or as needed, the Contractor's representative and the County's representative will schedule a walk-through inspection of the facilities to review cleanliness and compliance to all terms of the contract.

5.20.3.2 CLEANLINESS STATUS

If the cleanliness level of a facility is below that of the cleanliness standards established by the terms, conditions and provisions of the contract, the County will withhold the last monthly payment for that facility until all the standards are met.

5.21 SAFETY MEASURES

The Contractor must ensure that all employees and representatives are trained to recognize and understand all standard safety symbols. The Contractor will ensure all equipment, tools and supplies are used in accordance with manufacturer's instructions and safety practices.

5.22 QUARTERLY REVIEWS

A management representative of the Contractor will attend a QUARTERLY compliance review with the Facilities Management Contract Services to discuss the results of 3 months of inspections and cleaning performance at all County sites. The goal of the meeting will be to find areas for improvement and methods for achieving them. The site of the meetings to be mutually agreed upon.

5.23 EXPERTISE

The Contractor will be required to provide training consultation and expertise (where appropriate) to the County in all areas of cleaning.

5.24 RECORDS

The Contractor's records and documents related to timekeeping and other duties relevant to this contract must be provided upon request to support and document that services were provided. The County will not provide compensation for services performed without supporting documentation when requested.

5.25 RIGHTS IN DATA

The County will have the use of data and reports resulting from this Contract without additional costs or other restrictions except as may be established by law or applicable regulation. Each party will supply to

the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

5.26 OFFSET FOR DAMAGES

In addition to all other remedies at Law or Equality, the County may offset from any money due to the Contractor any amount Contractor owes to County for damages resulting from breach or deficiencies in performance under this contract.

5.27 PRICE REDUCTIONS

The Contractor agrees to guarantee the County is receiving the lowest prices offered by the Contractor to other customers for similar services at comparable volumes in a similar geographic area. If at any time during the contract period Contractor offers a lower price to another customer and notification is not made of the price reduction to the County, upon discovery, County may reserve the right to take any of the following actions:

- Cancel the contract if it is currently in effect.
- Determine the amount which County was overcharged and submit a request for refund from Contractor for that amount.

5.28 TRAINING ON COUNTY SITES

County facilities are not to be used as Contractor training opportunities. No training is to be conducted in County facilities without prior written approval by County.

5.29 ALTERATION OF WORK

The County reserves the right to make alterations in specific work hours as may be found necessary or desirable. Such changes will not invalidate the Contract nor release the surety and the Contractor agrees to perform the work as altered.

5.30 INVOICING AND REPORTING

At the end of each month, and after satisfactory completion of janitorial services, invoicing will be submitted to Facilities Management via email and must include the following:

5.30.1 SINGLE-SITE INVOICES

Agreement Number and associated Group Number
Delivery Order/Purchase Order Number
Invoice Number
Invoice Date
Site Address
Remit-To Address
Month/year services were performed
A detailed list – each site by group and by number within the group with the contracted dollar amount for each site.
Grand total without tax

5.30.2 MULTI-SITE INVOICES

Agreement Number and associated Group Number
Delivery Order/Purchase Order Number
Invoice Number
Invoice Date
Remit-To Address
Month/year services were performed
An itemized list – each site by group and by number within the group with the contracted dollar amount for each site.

Grand total without tax

Additional Services must be on a separate invoice (i.e. power washing, chair cleaning, etc.)

5.30.3 INVOICES FOR GRANT-FUNDED SERVICES

In the event services at a particular location are paid for by grant funds, this site will be required to be invoiced separately from the Group with which it resides. Additional information required on the invoice is as follows and in addition to the above requirements:

Breakdown of quantity of hours worked per shift with total employees who performed work

Should the County deem traffic at this grant-funded site to be used in excess of "Full Service", the Contractor may request to invoice additional supplies required to keep up with the increased traffic. The Contractor will provide a itemized list of supplies purchased for this site only, detailing quantity, price per item, item description and an extended total per line item. The additional supplies will be invoiced at a pass-through rate. Should the grand terms require additional information to process the invoice for payment, the Contractor will provide required information within a reasonable amount of time. If FM requests information and the request goes unfulfilled, no late fees will be assessed.

5.30.4 ADDITIONAL COSTS FOR INACCURATE INVOICES

The Contractor is required to submit accurate invoices. Submission of incorrect data (e.g. quotes and equipment and software, invoices, etc.) requires additional costs for the County to review and verify. The Contractor will pay any and all such additional costs at the hourly rate of the County's Facilities Management Representative plus 20% to cover County administrative costs. The County may deduct such additional costs from any amount the County owes the Contractor.

Invoicing that does not have all the required information as listed above, will be sent back for corrections, delaying payment to the Contractor. If Contractor chooses to send a revised invoice, Contractor will also adjust the "Invoice Date" accordingly to match the date the revised invoice is sent. The revised invoice date is the date the payment terms begin. (i.e. Net-30)

5.30.5 LIVING WAGE REQUIREMENT

This solicitation is subject to the Pima County living wage requirements as provided in the Pima County Procurement Code section 11.38 which specifies that a living wage requirement be included in County contracts for specific services.

Contractors entering eligible contracts with Pima County for the covered services shall pay a living wage to their eligible employees for the hours expended providing services to Pima County. Eligible employees shall receive a wage not less than \$16.00 per hour. A contractor may pay its eligible employees a wage of no less than \$14.35 per hour if the contractor provides health benefits with a monthly value at least as high as the difference between that wage and a monthly wage based on \$16.00 per hour. A copy of section 11.38 of the Procurement Code is attached for your review and complete compliance. Contractors shall include all costs necessary for complete compliance to the living wage requirement.

In bid preparation, Contractors will need to consider the possibility of increased administrative costs. The following is a brief description of key Living Wage reporting requirements. These are not limited to but include:

One-time reports: Due at the beginning term of each contract/renewal

- Payroll calendar

- Certificate of Living Wage Payments Form
- Master Listing of employees eligible to work on Pima County jobs
- Listing of Subcontractors to be used (if applicable)

Staffing Plans, Including Subcontractors (work schedules): Due **prior** to work performed to enable the Compliance Officer to rate check and interview employees; *If there is not sufficient time prior to performing work, then a plan must be submitted as soon as possible after work is performed:*

- Name of employee(s) who will be working
- Where work is performed
- Approximate time-framework will be performed
- Total approximate hours to be worked
- Revised plan IF any information changed from the original staffing plan

Payroll Reports: The following must be provided to the Compliance Officer seven (7) days after EVERY pay period

1. Statement of Compliance
2. Payroll Summary Reports, which must include:
 - *Name of all employees on a Pima County job*
 - *Total hours worked/rate of pay/gross pay/paycheck number*
 - *Support documentation for this information*
 - *Signed "Statement of Compliance" even if no payroll performed*

Subcontracted Labor (if applicable): Packets are required to be submitted to Pima County's Compliance Officer as soon as the Subcontractor is issued payment. This includes:

- A letter signed by subcontractor indicating that laborers associated with the work billed on their attached invoice were paid at or above the Living Wage required rate
- The check # and date which this invoice was paid should be noted
- Attach the appropriate staffing plans (work schedules) of the subcontractor to this invoice. The subcontractor employee payroll check# needs to be noted beside their employee (s) name

6.0 ADDITIONS, DELETIONS, CHANGES

The County reserves the right to add, delete, or change an item or items or any portion of an item of the agreement with ten (10) business days' notice to the Contractor. Additions and deletions will result in an added or deleted cost to the service fee which is in keeping with the contracted prices of that item or like item. Changes that go to the agreement will result in an alteration of the fee, which is consistent with the original proposal prices. Such additions, deletions, or changes will not invalidate the contract; and the Contractor agrees to perform the work as altered, the same as if it had been part of the original agreement.

The addition and subtraction of square footage to be cleaned should be calculated as the cost per sq. ft. for the same or like structure. If some unusual requirements are added or subtracted, the Contractor and County will come to a mutual agreement on the financial adjustment.

7.0 CLEANING EQUIPMENT SPECIFICATIONS

CLEANING EQUIPMENT NEEDED FOR THIS CONTRACT INCLUDES BUT IS NOT LIMITED TO THE EQUIPMENT LISTED IN THIS SECTION. ROUTINE CLEANING EQUIPMENT WILL BE PLACED ON-SITE AT THE START OF THE CONTRACT AND THROUGHOUT THE TERM OF THIS CONTRACT. THE CONTRACTOR WILL MAINTAIN A COMPLETE SET OF OPERATING INSTRUCTIONS FOR EACH TYPE, BRAND AND MODEL OF EQUIPMENT, TOOL

AND ITEM OF SUPPLY USED IN THE PERFORMANCE OF THE REQUIRED TASKS. THE County WILL HAVE THE RIGHT AT ALL TIMES, BUT IS NOT OBLIGATED TO EXAMINE ALL THE EQUIPMENT, TOOLS, AND ITEMS OF SUPPLY USED BY THE Contractor.

7.1 LIGHTER DUTY CLEANING EQUIPMENT/SUPPLIES

- Custodial carts with waste receptacles and shelving provided for each site for carrying supplies and removal of waste.
- Short-handled, small dust mop(s) for low and high dusting
- Clean cloths
- Hand-sized cellulose sponges
- Plastic spray bottle(s)
- Radiator brush(es) for dusting hard-to-get-at and rough surfaces
- One Quart plastic bottle of lotion-type cleanser
- Putty knife with a one-inch blade
- Plastic liners for waste receptacles (disposable)
- Cleaning chemicals
- Variety of scrubbing brushes
- Extension poles for high dusting and window cleaning
- Squeegee

7.2 RESTROOM CLEANING EQUIPMENT

- Bowl mop
- Quart plastic bottle of bowl cleaner
- Germicidal detergent in spray bottle
- Pumice stone
- Restroom Closed for Cleaning" or comparable signs
- Liquid Enzyme chemical to pour down floor drains
- Pipe cleaner brush for waterless urinals
- Ecoblue booster for waterless urinals
- Ecoblue cubes to place in mice (containers) for waterless urinals
- Wet/dry vacuum for emergencies (may be kept at central location and sent to site when needed)

7.3 ROUTINE FLOOR CARE EQUIPMENT

- Plastic dustpan(s)
- Small broom with 36" handle
- Mopping outfit(s)
- Twenty-four (24) inch swivel dust mop(s)
- Putty knife and/or long-handle scraper(s)
- Three (3) foot dust mop(s) for large open areas
- Floor machine pads
- Floor machine(s) with driving block, 175-300 rpm/min.
- Sufficient safety, wet floor signs, freestanding, yellow plastic with chains
- Wet/Dry vacuum

7.4 ROUTINE CARPET CARE EQUIPMENT

- Backpack vacuum, static lift 100" c.m., 1171 watt motor, 70db, four level filtration system, filter capacity 10 quart, full tool kit, beater bar brush extension and 50' cord.
- Spot cleaning solution
- Dust buster or other handheld type vacuum (cordless)
- Beater brush commercial vacuum (see 4.5.3)

7.5 SPECIAL CLEANING EQUIPMENT

7.5.1 Self-Contained Warm Water Extraction Machine

- Automatic electric variable speed control with ability to operate faster for interim cleaning or slower for restorative cleaning
- 20-inch cleaning path
- Minimum 13-gallon solution and recovery tanks
- Minimum 100 psi pump to spray solution
- 1,200 rpm brush to agitate and loosen soil
- 3-stage vacuum motor for water and soil recovery
- Attachment to clean upholstery
- Able to heat water to 160 degrees

7.5.2 High speed variable speed burnishers, maximum 1,500 rpm and capable of burnishing large areas quickly.

7.5.3 HEPA filter commercial vacuum with a minimum of single motor, 9 amp, 50' cord with tools on board and 19" wide cleaning path.

7.5.4 Automatic Scrubber 7-gallon recovery and solution tanks self-contained walk behind scrubber adjustable to clean all types of floor surfaces.

7.5.5 Coffee stain remover 2-part spot and stain remover kit, patented guaranteed formula for removal of stubborn coffee stains on commercial carpet; pH 9.5 to 10.

7.5.6 Type of Soap: Anti-Bacterial soap.

7.6 EQUIPMENT CARE

Equipment will not be left plugged in and unattended in halls, stairways, landings, or any locations used as passageways. Exits, elevators, and emergency exits will be clear at all times. Electrical cords will be placed in the closest unused electrical outlet. Any damage incurred to County property by use of these machines will be repaired by the County or the Contractor at the County's discretion. All costs associated with repair will be billed to or deducted from the Contractor's payment.

The Contractor's equipment is expected to be kept in good working order and replaced immediately when unable to clean to this contract's standards. The Contractor will maintain adequate backup equipment, tools and supply to ensure continued operation in the case of breakdowns.

8.0 LOCATION (See Exhibit E – Unit Prices for location details)

9.0 ENVIRONMENTALLY PREFERRED PRODUCTS

9.1 ENVIRONMENTALLY PREFERRED PRODUCTS, POLLUTION, PREVENTION AND CRITERIA

Pima County Sustainability Initiative requires adherence to new guidelines and specifications which include Green Cleaning Supplies and are to be used within the scope of this contract whenever feasible to protect our health without harming the environment. In implementing Green Cleaning for Pima County, the Contractor is encouraged to use their current cleaning supplies until such time as the supplies on hand are exhausted.

The Contractor will also abide by Exhibit G - Green Cleaning Policy at all times, to the best of the Contractor's ability.

9.2 POLLUTION PREVENTION

Pima County is interested in providing leadership that will foster conservation, protection, and improvement of the environment. This includes the following:

- Minimizing use of toxic materials and the generation of hazardous materials and the generation of hazardous waste will be an important consideration in research and purchase of materials.
- Preventing pollution by reducing the generation of waste at the source is the preferred alternative whenever possible. When waste cannot be avoided, the County is committed to recycling treatment, and disposal in ways that minimize undesirable effects on air, water, and the land; and environmental protection through regulatory compliance and pollution prevention is the responsibility of every County employee and Bidder.

9.3 SPECIFIC ENVIRONMENTALLY PREFERRED PRODUCT CRITERIA FOR JANITORIAL SUPPLIES

Green Cleaning Chemicals and Products

- Green Seal's Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning or recommended chemicals for those not covered by standard, but go beyond current industry specifications (e.g., furniture polish, metal cleaner).
- Hand soaps that do not contain antimicrobial agents (e.g., Triclosan) except where required by law or regulations (i.e., healthcare or food preparation).
- Micro-fiber dusting cloths and flat mops to collect dust and dirt. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Also, can be reused for minimal waste.

Green Paper Products

- EPA's Comprehensive Procurement Guidelines and Green Seal's Standards for Tissue (GS-1) and Towels (GS-9) for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives.
- Products dispensed from large rolls to minimize packaging and waste. Folded paper towels are discouraged.
- "Hands-free" paper towel dispensers that reduce the potential for cross-contamination. High-capacity dispensers that promote waste-reduction by controlling towel usage.

While many cleaning products may not be of significant concern, there are instances when certain ingredients may pose health and/or environmental threats, especially in locations where ventilation is inadequate, chemicals are used or stored improperly, or sewage/septic systems are unable to break down persistent chemicals. Because most cleaning products are designed to be disposed down the drain, their components or degradation products enter directly to the environment. Human exposure is also a concern, because all building residents, including maintenance workers, may be exposed to these chemicals either during or following their application. As a result of these consideration, specifications for alternative cleaners have been developed that are designed to minimize or eliminate some of the health or environmental impacts of commonly used products.

10.0 SAFETY DATA SHEET (SDS) INFORMATION

SDSs required for all products, must be dated within the last three years or include a manufacturer's statement of verification that the SDS on-hand is the most current for the product. Completed SDSs must include all toxic chemical compounds present in concentrations greater than 0.1% of product. The Contractor must provide copies of material safety data sheets of each product to be used in providing the service if requested. Janitorial staff must be able to read these sheets and it must be part of their training to do so.

10.1 PRODUCTS WITH POTENTIAL HEALTH, SAFETY AND ENVIRONMENTAL EFFECTS

10.1.1 AVOID PRODUCTS WITH POTENTIAL HEALTH, SAFETY AND ENVIRONMENTAL EFFECTS

LISTED BY THE EPA AS FOLLOWS:

1. Materials that become hazardous waste due to characteristics (e.g. ignitable, reactive, corrosive, toxic) or that have listed constituents in Part 40 CFR Part 261.
2. Materials that are listed on the EPA's list of priority pollutants or on the 1986 Superfund Amendments and Reauthorization Act, Section 313, Toxic Release Inventory List.

pH LEVELS

pH measures the relative acidity or alkalinity of a substance, ranging from 0 - 14 with 7 being neutral. A low or high pH may be more irritating to the skin or eyes or more disturbing to the environment; however, a simple pH measurement may not be the only factor in this area. Products diluted for use with a pH between 5 and 10.5 will be favored, a product with pH greater than 2 or less than 12.5 will be favored whether diluted or not.

STABLE PRODUCTS

Products that are stable, not reactive, are favored.

FLASH POINT

Flash point measures how easily a substance will ignite. The higher the flash point, the less likely the substance is to catch on fire or burn. Preference is for a flash point of greater than 140 degrees Fahrenheit.

VOC CONTENT

VOC's are substances that contribute to the formation of smog and poor indoor air quality. Preference is for using VOC materials containing no more than 20 percent VOC by volume (as determined by the applicable test method(s) and excluding non-precursor organic compounds and water), provided that no VOC from the material comes into contact with same.

CARCINOGENS, MUTAGENS OR TETRATOGENS

The product may not contain known or suspected carcinogens, mutagens, or tetragens identified by the Occupational Safety and Health Administration (OSHA), the International Agency for Research on Cancer (IARC), and the National Toxicological Program (NTP).

NFPA/HMIS RATINGS

NFPA/HMIS ratings review the National Fire Protection Association (NFPA) rating of Hazardous Material Information System (HMIS) ratings. These numbers range from 0-4, where the higher number reflects a higher degree of hazard and, therefore, risk. Products should be selected who's rating only includes a 2 or below.

CHLORINATED FLUOROCARBONS (CFCs/Freons)

Product cannot contain chlorinated fluorocarbons (CFCs/Freons) or other ozone depleting compounds.

11.0 TYPES OF CLEANERS/DISINFECTANTS/FINISHES OR OTHER CLEANING AGENTS

11.1 WATER EMULSION METAL-LINK POLYMER FLOOR FINISH

This specification covers a self-polishing, slip resistant, all synthetic, water emulsion floor finish intended for use on, and not detrimental to sealed and finished wood surfaces, asphalt tile, linoleum, rubber, vinyl composition, painted concrete, terrazzo, and cement surfaces. The product is to be used without dilution except as may be recommended by the manufacturer. Acid sensitive emulsions are excluded.

REQUIREMENTS

1. The finish will consist of all synthetic components. It will contain no natural waxes.
2. The finish will contain a minimum of 15 percent (15%) nonvolatile material when determined at 105 degrees C.

3. The finish will consist of poly-acrylic and polyethylene components. Polymers will be metal linked to provide excellent detergent resistance.
4. The product will be safe for use on all kinds of floors, including asphalt, vinyl linoleum, terrazzo, marble, sealed wood, cork, rubber, and other composition tile surfaces.
5. The product will produce a colorless, rough, non-slip water resistance coating having very high gloss.
6. The finish will be re-coated within fifteen (15) minutes after the prior coat has dried. The second coat will not whiten nor lift the first coat - it will produce enhanced gloss.
7. The product will resist scuffing, powdering, and scratching under traffic to a satisfactory degree and will respond to buffing.
8. The finish will level well on application without streaking or puddling.
9. The finish will resist wet cleaning with alkaline detergents without being removed from the floor and without destroying gloss. However, it will be easily removed by common stripping methods.
10. The product will not be acid sensitive and will resist acidic cleaners and strippers, including acidic soft drinks and fruit juices.
11. The finish will be non-yellowing on the floor and should be milk white in the original container rather than yellow.
12. The finish will bear the U.L. seal of approval for slip resistance on the label.
13. The finish will be film forming at usual temperatures and will produce no powdering and no crazing.
14. The finish will be completely waterproof within twelve (12) hours after application. Product should have good-to-excellent water resistance.
15. The finish will be free from objectionable odor and must not develop an offensive odor upon storage in the original unopened container.

11.2 WATER EMULSION TYPE FLOOR WAX OR FINISH REMOVER (STRIPPER)

This specification covers commercial wax remover for use in stripping water emulsion floor wax or finish (including metal-link polymers) from vinyl, rubber, asphalt and other composition floor surfaces; also for use as a heavy duty cleaner for ceramic and conductive floors. The compound will be a liquid of one grade only.

REQUIREMENTS

1. The compound will be homogenous, highly concentrated free-flowing liquid, so formulated that it may be diluted with clear water. It will be composed of synthetic detergents, alkaline builders and sequestering agents. It will not cause skin irritations when used in accordance with directions.
2. The compound will be free rinsing and free from odor which might be objectionable under conditions of use.
3. The compound will be stable and not lose its original effectiveness or otherwise deteriorate when stored for nine (9) months in a closed shipping container at room temperature.
4. The non-volatile content will not be less 6.5% at 105 degrees C.
5. The pH value of a 1.0% by weight solution will be between 2.6 and 12.0.
6. The compound will be completely mixed with tap water in all proportions.

11.3 QUATERNARY AMMONIUM CHLORIDE DETERGENT/DISINFECTANT

This specification covers one type of synthetic detergent and germicide cleaner designed for general cleaning, sanitizing, and deodorizing in one operation.

11.3.1 LIQUID TYPE

REQUIREMENTS

1. The cleaner disinfectant will be a balanced blend of synthetic organic detergents, inorganic alkaline builders, water softening agents and synthetic quaternary ammonium germicide. Color will be optional.

2. The cleaner disinfectant will not contain any soap, mercury compounds, chlorine, peroxide or formaldehyde, or materials which release such compounds when diluted according to directions.
3. The disinfectant will have a phenol coefficient of about 10.0 against *S. Typhosa* and *Staphylococcus Aureus* by the A.O.A.C. confirmation test at a one to sixty-four (1:64) dilution. The disinfectant will kill *Pseudomonas Acruginosa* at a one to sixty-four (1:54) dilution and must be effective against both Gram positive and Gram negative organisms.
4. A one to sixty-four (1:64) dilution of the cleaner disinfectant in distilled water will be substantially odorless and will not develop an unpleasant odor on surfaces cleaned.
5. Quaternary ammonium content will be 3.80% active, minimum.
6. Non-volatile content at 150 degrees C. will be 12.0% minimum.
7. Hard water tolerance: The product will be effective within thirty (30) seconds in waters up to and including 750 p.p.m. of hardness.
8. Cleaning efficiency: A one to sixty-four (1:64) dilution of the cleaner will exhibit a cleaning efficiency of not less than eight percent (80%) when tested as described in Paragraph a of Federal Specification PC-43 1a. In solution the cleaner will provide adequate, but not excessive, suds.
9. The product must be approved by the U.S.D.A. and be E.P.A. registered for use in Federally Inspected Meat Packing and Poultry Processing establishments. The disinfectant must be acceptable for medical and non-medical use.

11.4 LOTION CLEANSER

This specification covers a lotion type abrasive disinfectant cleanser for the cleaning of porcelain surfaces and for general maintenance use.

REQUIREMENTS

1. The cleanser will be made from high quality soap, abrasive and disinfectant agents, uniformly mixed. Small amounts of other ingredients may be added to improve the quality of the cleanser.
2. The cleanser will be white or an attractive, pleasing color, scented or unscented, and of uniform composition. It should be completely rinseable.
3. Composition:
 - a. The moisture content will not exceed fifty-five percent (55%).
 - b. Anhydrous synthetic detergent content – five percent (5%) minimum to ten percent (10%) maximum
 - c. Abrasive content will not be less than thirty percent (30%).
 - d. pH value of this liquid will be between seven (7) and ten (10).
4. Product will not separate when stored at fifty (50) degrees C. for seven (7) days.

11.5 NON-ACID TYPE BOWL CLEANER

This specification covers a non-acid-type bowl cleaner for descaling and disinfecting toilet bowls and urinals.

REQUIREMENTS

1. Thick liquid formula that will cling to bowl and urinal surfaces it cleans.
2. The compound will contain no hydrochloric acid.
3. The compound will be a stable liquid and not lose effectiveness or otherwise deteriorate when stored in a closed container at room temperature.
4. The compound will be safe on porcelain and chrome, 100% biodegradable, and non-flammable.
5. Compound will remove rust, water minerals, lime, soap scum, body oils, and grease, with excellent hard water tolerance.
6. The compounds will be free of harmful alkaline or abrasives.
7. The liquid product must be packaged in 32oz container with flip-open cap.

8. Use of two ounces (2 oz) must be sufficient to remove soil, rust, lime scale and uric incrustation as well as disinfect and deodorize under normal conditions.
9. The product must not be detrimental to china and glass surfaces at full strength. Product must not be detrimental to glazed and ceramic tile or carpeting. It must not interfere with the digestive operation in a septic tank system. It must be non-fuming and must have a minimum viscosity of 200 cps.

11.6 GLASS CLEANER

Non-aerosol liquid glass cleaner covered by this specification is intended primarily for use on windows, mirrors, and other glass surfaces.

REQUIREMENTS

1. The compound will be a blend of synthetic, organic detergents, alcohols, solvents and germicidal components; it will not contain any perfume, ammonia or inorganic alkalis.
2. When the product is properly applied to glass surfaces and polished, it will leave the surface free from dust, grime and ordinary soil material.
3. The flash point of the liquid will not be less than 105 degrees F.
4. The pH value of the liquid will not be less than 11.0, nor more than 11.5 at 25 degrees C.

11.7 CONCENTRATED SYNTHETIC CLEANER

This specification covers one grade of a liquid concentrated compound suitable for wet cleaning for both painted and unpainted surfaces where hard or soft water prevails. This product is an effective cleaning agent for use on wood, rubber, asphalt tile, terrazzo marble, or concrete floors.

REQUIREMENTS

1. The compound will be no-caustic and contain no soap or inorganic materials.
2. The compound will be completely multiple water soluble in distilled water at room temperature.
3. The compound will contain no free alkali or ammonia.
4. The compound will contain no free oil, abrasives, or other harmful ingredients and will not be irritating to the skin.
5. The compound will be non-flammable.
6. The compound will be stable and not lose its original effectiveness or otherwise deteriorate when stored for nine (9) months in a closed shipping container at room temperature.
7. pH of the compound will be 6.0-8.0 pH at one-percent (1%) solution.
8. The compound should be very good at emulsifying grease and oil.
9. The compound should be free rinsing.
10. The compound should have moderate foaming with excellent stability in the presence of grease and oil.
11. For normal finish floor mopping, a dilution of sixty to one (60:1) should be used.

11.7.1 MATERIALS AND WORKMANSHIP

1. The compound will be composed of low sudsing cleaners to be used on floors, floor finishes and have a mild odor.
2. The ingredients will be assembled to form a homogenous liquid with no more than a trace of suspended matter. It will be biodegradable.

11.8 GRAFFITI REMOVER

This specification covers a product designed to remove ink, pencil, crayon, lipstick, adhesives, grease and other agents on painted and unpainted surfaces such as walls, wood surfaces, floors, Formica and fiberglass surfaces.

REQUIREMENTS

1. The solution will not harm or remove finishes from the surface.
2. The compound will be non-aerosol.

3. The compound will be non-flammable.

11.9 ALL PURPOSE CLEANER

This specification covers one grade of a liquid cleaning compound suitable for cleaning all types of surfaces.

REQUIREMENTS

1. The solution will be a concentrated water-soluble ingredient with a pH factor of 11.0 to 12.5
2. The solution will be biodegradable.
3. The solution will be applied and wiped off with no rinsing required.
4. The solution will remove all common soils from most surfaces.
5. The solution will not streak or leave a film.
6. The solution will contain no phosphates, ammonia or other abrasive materials.
7. The solution will be pleasant smelling.

11.10 ENZYME BACTERIA PRODUCTS

This specification covers a non-aerosol enzyme digestant that dissolves odors in floor drains.

REQUIREMENTS

1. The solution will have a pleasant odor.
2. The solution will work to neutralize odors with the use of high activity enzymes and bacterial cultures.
3. The solution will be non-acid and non-corrosive and will not harm plumbing.
4. The solution will be used to neutralize odors under and around toilets, sinks and urinals.
5. The solutions will continue to neutralize odors even after the product has dried on surface.
6. The solution will have an active bacterial count of at least 37 billion per gallon.
7. The pH range should be 7.0 to 8.5.
8. The solution should have no flash point.

11.11 DEGREASER

This product covers a non-butyl cleaner and degreaser designed to remove a wide variety of grease and soil on any surface not harmed by water.

REQUIREMENTS

1. The product solution will be a water based, biodegradable product containing rust inhibitors.
2. The product solution will remove soap scum and body oils in showers and washroom surfaces.
3. The product solution will be non-flammable, free rinsing, non-filming, and contain no fumes.
4. The dilution rate will be sixteen to one (16:1) for general cleaning, one to eight (1:8) for heavy duty cleaning.
5. The solution may be used with pressure washers and foam guns.
6. The solution will be U.S.D.A. approved.
7. The product's pH value should not exceed 12.0
8. The product should be suitable for use on floors and walls in soft or hard water.
9. The composition should consist of a blend of synthetic detergents, solvents and alkalies.

11.12 HARD WATER DEPOSIT REMOVER

This product concerns an extra strength cleaner designed to remove hard water scale and discoloration.

REQUIREMENTS

1. The solution will be designed to cling to surfaces
2. It will be safe to use on chrome, ceramic tile, and porcelain surfaces.
3. The solution should be biodegradable and contain no hydrochloric acid.
4. The product will be pleasant scented.

11.13 SPOT REMOVER & CARPET CLEANER

These products are designed to remove stains and spots and clean carpets, rugs and upholstery with water extraction equipment.

REQUIREMENTS

1. The solution will be safe for use on most carpet surfaces and one of those recommended by the Carpet Rug Institute (CRI).
2. The solutions will be used on upholstery, textiles, vinyl, leathers, and synthetics (carpets, rugs and furniture).
3. The spot remover will be effective in the removal of red dye and products containing this dye.
4. The spot remover will remove gum and other adhesives.
5. The spot remover will be a deodorizer and enzyme digestant.
6. The solutions will be pH balanced and be effective on most types of stains found in commercial buildings.

END OF EXHIBIT A

EXHIBIT B: MINIMUM QUALIFICATIONS VERIFICATION FORM (1 PAGE)

PROPOSER'S NAME:

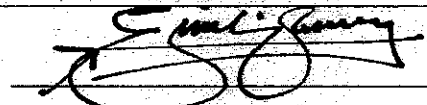
ELITE BUILDING SERVICES LLC

Proposer certifies that they possess the following minimum qualifications and will provide the requested documents that substantiate their satisfaction of the Minimum Qualifications. Failure to provide the information required by these Minimum Qualifications and required to substantiate responsibility may be cause for the Proposer's proposal to be rejected as **"Non-Responsive."**

Provide documented and verifiable evidence that your firm satisfies the following Minimum Qualifications, and indicate what/if attachments are submitted.

1	Contractor must have five (5) or more years of experience in providing the services at the volume and complexity as defined in the Scope of work through direct experience to a local Government entity. Please provide contact information for these agencies in your references.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	See following pages in Exhibit B
2	Contractor must have current business licenses required by the State of Arizona to perform these services. Proof of valid business license must be submitted with this bid and must be maintained throughout the term of this contract.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	SEE ATTACHED

SIGNATURE:

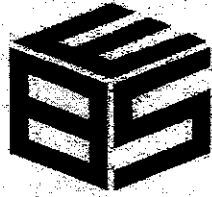


DATE:

4/19/2024

ERIK PONCE - VICE PRESIDENT OF BUSINESS DEVELOPMENT
 PRINTED NAME & TITLE OF AUTHORIZED PROPOSER REPRESENTATIVE EXECUTING PROPOSAL

END OF EXHIBIT B



ELITE
BUILDING SERVICES

Key Staff Experience:

Ian Ponce, CEO

Ian, a Tucson native and accomplished graduate of Salpointe Catholic High School, is a young and driven entrepreneur with a wealth of experience in the industry. He began his journey in the field at the age of 16 and excelled not only as a student but also as an athlete. These experiences instilled in him the invaluable trait of time management from an early age.

Now serving as the CEO of Elite Building Services LLC, Ian oversees all aspects of the business, including the development and implementation of company policies, procedures, and training programs. Furthermore, he takes charge of the quality control system, work order management, and the implementation of environmentally friendly cleaning practices. With a relentless commitment to customer satisfaction, Ian's expertise and knowledge of the industry have been instrumental in the steady growth of our company.

Additionally, Ian possesses extensive experience in working with various local, state, federal, and private organizations. He holds background clearances to over five local, state, and federal agencies, demonstrating his dedication to upholding the highest standards of quality and compliance in all his undertakings.

Experience in servicing the following:

Federal Drug Enforcement Administration Building

Sonora Quest Laboratories

Enforcement Building

Federal Bureau of Land Management

Oro Valley Court Building

Oro Valley Library

Oro Valley Police Headquarter and Substations

Oro Valley Administration & Council Chambers

Bio Tech Cleanroom Certification

State of Arizona DES Multiple Sites

Arizona Medical Services – Multiple Clinics

Town of Sahaurita Arizona

Federal Social Security Administration

PPEP Tech High Schools

Desert Diamon Casinos – Tucson, Sahuarita, Glendale

Federal Immigration and Naturalization

Federal Immigration and Custom

City of Tucson

Pima County Stadium District

Pima County Libraries

City of Casa Grande Public Safety Bldg.

YMCA of So. Arizona – Multiple Sites

Carrington College

City of Tucson Court Building

City of Tucson IT Building

Raytheon Missile Systems

Federal Fish and Wildlife Dept

Sun Tran Transit

Casino Del Sol

Ian Ponce

344 W. Ajo Way

Tucson, AZ 85713

Office: 520.833.6266

Email: ianp@elitetucson.com



ELITE
BUILDING SERVICES

Erik A. Ponce – Vice President Business Development

Erik brings extensive experience and expertise to his role at Elite Building Services. With over two decades of experience in the janitorial industry, Erik has a proven track record of successfully managing large service contracts and delivering high-quality janitorial services to a diverse range of clients.

His career began in 1998 when he joined the Pima County Facilities Management Department, where he oversaw 18 service contracts and provided janitorial services to over 150 buildings encompassing various sectors such as medical, law enforcement, multi-tenant, court, library, fleet services, laboratories, federal agencies, Arizona state agencies, and historic buildings.

In addition to his tenure with Pima County, Erik also established his own company, New Image Building Services, in 2001. Through his leadership and dedication, the company flourished into a multi-million-dollar enterprise with nearly 180 employees.

Now at Elite Building Services LLC, Erik plays a pivotal role as the backbone of the organization. His responsibilities include marketing, driving growth, and fostering customer retention. Drawing on his extensive network and industry knowledge, Erik has successfully serviced multiple local, state, federal, and private agencies. He holds background clearances to over five local, state, and federal agencies, highlighting his commitment to maintaining top-tier quality and compliance in all operations.

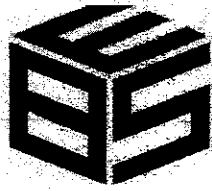
Erik's unparalleled expertise, experience, and passion for the janitorial industry make him an invaluable asset to the Elite Building Services team. He consistently strives for excellence, delivering exceptional results and ensuring client satisfaction across the board.

Experience in servicing the following:

*Sheriff Administration Building
Federal Drug Enforcement Administration Building
Federal Immigration and Naturalization Service's
Federal Immigration and Custom Enforcement Building
Federal Bureau of Land Management
Pima County Superior Court
Oro Valley Court Building
Oro Valley Library
Oro Valley Police Headquarter and Substations
Oro Valley Administration & Council Chambers
Posada Del Sol Nursing Home
Kino Hospital – For JACHO Inspections
State of Arizona DES Multiple Sites
Arizona Medical Services – Multiple Clinics
Marana Health Centers – Multiple Clinics
Federal Fish and Wildlife Department
Sun Tran Transit
Desert Diamon Casinos – Tucson, Sahuarita, Glendale*

*Pima County Parking Garages
Arizona State Attorney General's Office
Sonora Quest Laboratories
City of Tucson Water Department
Pima County Stadium District
Pima Community College – Santa Rita
Pima County Libraries
City of Casa Grande Public Safety Bldg.
YMCA of So. Arizona – Multiple Sites
Carrington College
Bio Tech Cleanroom Certification
City of Tucson Court Building
City of Tucson IT Building
Raytheon Missile Systems
Town of Sahaurita Arizona
Federal Social Security Administration
PPEP Tech High Schools
Casino Del Sol*

*Erik Ponce
344 W. Ajo Way
Tucson, AZ 85713
Office: 520.833.3879
Email: eponce@elitetucson.com*



ELITE
BUILDING SERVICES

Howard "Howie" Korn – Customer Experience Manager

Howard has been a cornerstone of the Tucson community since 1976 and has devoted his entire career to the service industry, beginning in 1980. Boasting an impressive tenure of over four decades, Howard has embraced a myriad of roles, each presenting new challenges that have honed his expertise and resilience.

Starting his journey as an accounts receivable collector, Howard's relentless work ethic and determination catalyzed his rapid ascent through the ranks. His career trajectory has seen him excel as a business manager, operations manager, marketing director, general manager, and Customer Experience Specialist, accumulating a wealth of practical knowledge along the way.

A standout trait of Howard's professional persona is his steadfast commitment to excellence and his unwavering focus on achieving absolute customer satisfaction. His efforts have significantly impacted the Tucson and Southern Arizona market, where he is renowned for consistently delivering outstanding results.

Outside the office, Howard (affectionately known as Howie) enjoys an active lifestyle, which includes running, hiking, cycling, and participating in music fitness training. His personal life is as fulfilling as his professional one, with a loving marriage of 42 years and two adult sons. Howard's deep appreciation for family values reflects in his professional life, where he extends the same level of care and commitment.

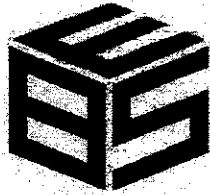
At Elite Building Services, we are proud to count Howard among our esteemed team members. His extensive experience, passion for service excellence, and proven leadership not only make him a valuable asset but also a vital part of our company's success.

Howie has Experience in servicing the following:

Federal Drug Enforcement Administration Building
Federal Immigration and Naturalization Service's
Federal Immigration and Customs Enforcement Building
Federal Bureau of Land Management
Pima County Facilities Management
Pima Community College District
Oro Valley Court Building
Oro Valley Library
Oro Valley Police Headquarter and Substations
Oro Valley Administration & Council Chambers
Bio Tech Cleanroom Certification
City of Tucson Buildings
State of Arizona Multiple Sites
Medical Services – Multiple Clinics

Arizona State Attorney General's Office
Federal Immigration and Custom
City of Tucson Water Department
University of Arizona Tech Park
Pima County Stadium District
City of Casa Grande Public Safety Bldg.
Pima County Multiple Buildings
Carrington College
City of Tucson IT Building
Raytheon Missile Systems
Town of Sahaurita Arizona
Federal Fish & Wildlife
Federal Social Security Administration

Howard Howie Korn
344 W. Ajo Way
Tucson, AZ 85713
Office: 520.257.6799
Email: Hkorn@elitetucson.com



ELITE
BUILDING SERVICES

Jesus Santos – Operation Project Manager

Jesus brings a wealth of experience and expertise to his role as a supervisor in the janitorial industry. With a background in both janitorial and building maintenance industries, Jesus understands the critical role that a well-cleaned and well-maintained facility plays in our success and in achieving our customers' overall goals.

Starting his career as a night supervisor, Jesus made a deliberate choice to gain a thorough understanding of custodial work and the value it brings to both the employer and the customer. This firsthand experience provided Jesus with invaluable insights into the industry and allowed him to develop an exceptional eye for detail.

Recognizing his exceptional skills and dedication, Jesus was quickly promoted to the role of Operations Supervisor within just a year. Now as our Operations Manager, Jesus is responsible for conducting frequent inspections across multiple buildings, ensuring that each facility meets the highest standards. He also takes charge of responding to customer inquiries and requests, managing day porter accounts, overseeing the overall consumable supply inventory, coordinating coverage for absenteeism, and overseeing all Periodic tasks.

Jesus's extensive experience and unwavering commitment to the janitorial industry have proven to be invaluable assets to our company's growth and employee retention. By focusing on delivering exceptional service, Jesus ensures that our customers' facilities not only meet but exceed their expectations. With Jesus as our Operations Manager, you can trust that your facility will maintain its pristine condition while supporting our collective success.

Jesus has over 12 Local, State, Federal & Private Agencies Background Clearances.

Experience in servicing the following:

Federal Drug Enforcement Administration Building
Federal Immigration and Naturalization Service's
Federal Immigration and Customs Enforcement Building
Federal Bureau of Land Management
Pima Community College – Santa Rita
Oro Valley Court Building
Oro Valley Library
Oro Valley Police Headquarter and Substations
Oro Valley Administration & Council Chambers
Bio Tech Cleanroom Certification
City of Tucson Court Building
State of Arizona DES Multiple Sites
Arizona Medical Services – Multiple Clinics
Marana Health Centers – Multiple Clinics
Desert Diamon Casinos – Tucson, Sahuarita, Glendale

Arizona State Attorney General's Office
Federal Immigration and Custom
City of Tucson Water Department
Pima County Stadium District
City of Casa Grande Public Safety Bldg.
YMCA of So. Arizona – Multiple Sites
Carrington College
City of Tucson IT Building
Raytheon Missile Systems
Town of Sahaurita Arizona
Federal Fish & Wildlife
Federal Social Security Administration
Sun Tran Transit
PPEP Tech High Schools
Casino Del Sol

Jesus Santos
344 W. Ajo Way
Tucson, AZ 85713
Office: 520.833.3873
Email: Jsantos@elitetucson.com



ELITE
BUILDING SERVICES

Juan Ponce - COO

Juan embarked on his journey in the janitorial industry back in 2013. Starting off as a floater, Juan had the opportunity to gain comprehensive knowledge and firsthand experience in various aspects of the industry. From custodial work and absenteeism coverage to event projects, work order systems, and inspections/inventory management, Carpet, hard floor and Epoxy floor care, Juan's role allowed him to develop a well-rounded understanding of the industry. In addition to his background, Juan has amassed valuable experience working with numerous local, federal, and private agencies. He proudly holds background clearances in seven local, federal, and private agencies, further underscoring his commitment to maintaining the highest standards of quality and compliance.

Juan's passion for the janitorial industry and his exceptional skills make him a vital asset to our team. His vast experience and dedication ensure that clients receive exceptional service and satisfaction.

Experience in servicing the following:

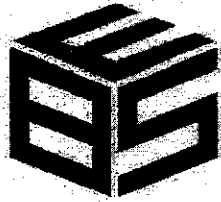
*Drug Enforcement Administration
Bio Tech Cleanroom Certification
Pima County Stadium District
City of Tucson Court Building
Federal Fish and Wildlife
Sun Tran Transit
Federal Social Security Admin
Town of Sahuarita Arizona*

*Federal Immigration and Custom Enforcement Building
Desert Diamon Casinos – Tucson, Sahuarita, Glendale
Casino Del Sol
City of Tucson IT Building
Carrington College
PPEP Tech High Schools
Raytheon Missile Systems*

Juan Ponce

344 W. Ajo Way
Tucson, AZ 85713
Office: 520-822-7223

Email: jponce@elitetucson.com



ELITE
BUILDING SERVICES

QUALIFICATIONS & PAST EXPERIENCE

Town of Oro Valley

11,000 N. La Cañada

Oro Valley AZ 85737

Zeke Ellis, Facilities Manager

Office Phone: 520-229-5070

Multiple Buildings including Police, Court, Rec. Center, Administration

Approximate Square Footage – 150,000

**Services Performed – Janitorial, Floor Care, Window Cleaning, Emergency
Cleaning, High Security Law Enforcement, Pressure Washing**

Years Serviced: 14+ Years.

Pima County Abrams Public Health Building

3950 S. Country Club

Tucson AZ 85713

Joey Schwanz, Real Estate Services FM

Office Phone: 520-243-7738

Approximate Square Footage – 200,000

**Services Performed – Janitorial, Floor Care, Window Cleaning, Emergency Cleaning,
Pressure Washing**

Years Serviced: 5 Years.

City of Casa Grande

**Multiple Bldgs. including Police, Courthouse, City Hall, Rec. Centers & Park
Restrooms**

Casa Grande AZ 85122

Manuel Hernandez, Facility Manager

Office Phone: 520-414-1645

Approximate Total Square Footage – 200,000

**Services Performed – Janitorial, Floor Care, Emergency Cleaning, Window
cleaning, Public Park Restroom Cleaning, Pressure Washing.**

Years Serviced: 12+ Years.

Pima County Stadium District – Kino Sports Complex

2500 E. Ajo Way

Tucson AZ 85713

Reene Ochoa, Director

Office Phone: 520-724-5466

Approximate Square Footage – 200,000

**Services Performed – Janitorial, Floor Care, Window Cleaning, Emergency Cleaning,
Pressure Washing, Event Pre, During & Post Cleaning and Attending**

Years Serviced: 5 Years.



City of Tucson

Business License

Business Name and Mailing Address:

License Number: T3076948

Issue Date: March 28, 2024

Expiration Date: December 31, 2024

ELITE BUILDING SERVICES
ATTN: IAN PONCE
PO BOX 86087
TUCSON, AZ 85754

Owner:
ELITE BUILDING SERVICES LLC

This license/permit is **non-transferable** and must be posted in a conspicuous place at the business location.

Doing Business As:
ELITE BUILDING SERVICES

THE ISSUANCE OF THIS LICENSE / PERMIT SHALL NOT BE CONSTRUED AS PERMISSION TO OPERATE IN VIOLATION OF ANY LAW OR REGULATION.



<p><u>City of Tucson, Arizona</u> <u>LICENSE SECTION</u> <u>Effective: January 01, 2024</u> <u>Expiration Date: December 31, 2024</u></p>	 <p>CITY OF TUCSON</p>	<p><u>Non-Transferable</u></p> <p>T3076948</p> <p>MUST BE DISPLAYED IN A CONSPICUOUS PLACE</p>
<p>Business License</p>		
<p>For the payment of the license fee, the person or firm below is hereby licensed to conduct business in the City of Tucson. Tax accruing to the City of Tucson shall be paid under provisions of Ch. 19, Tucson City Code. This license is subject to revocation for violation of Ch. 7 or Ch. 19 of the Tucson City Code.</p>		
<p>Issued To: ELITE BUILDING SERVICES Located At: 344 W AJO WAY TUCSON, AZ 85713</p>		
<p>Please refer to license number in all correspondence.</p>	<p>BY: </p>	<p>CFO/Assistant City Manager</p>

EXHIBIT C: QUESTIONNAIRE (1 PAGE)

PROPOSER'S NAME:

ELITE BUILDING SERVICES LLC

Department evaluation team will develop questions that when answered/submitted by Proposers will allow evaluators to evaluate, differentiate & score Proposers' proposals as defined by the published evaluation criteria. The evaluation committee will assign points to each proposal submitted on the basis of the following evaluation criteria unless otherwise indicated.

7.1. Cost (0 to 40 points)

Will be evaluated and scored by the Procurement Department.

7.2. Contractor Qualifications (0 to 30 points)

- a) Recruitment/ Development Efforts: Provide an overview of the Contractors approach to hiring, developing, and maintaining a quality labor force.
- b) Unique Qualifications: Describe the Contractors capacity to provide services defined within the scope of work on a high-quality consistent basis.
- c) Specialized Programs: Provide information on any company programs that would support this scope of work, i.e. Safety Programs or Quality Assurance Programs.

7.3. Key Personnel (0 to 10 points)

- a) Organizational Chart: Provide details of key personnel and describe their individual roles; include the total number of current employees within each role if applicable and a total number of employees for the organization.
- b) Employment Level: Provide the anticipated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.
- c) Qualifications and Experience of the Management Team: Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. Identify the primary and secondary account Managers that will be working directly with Pima County.

7.4. Transition Plan (0 to 10 points)

- a) Timeline: Provide a proposed transition plan which shall include a detailed timeline describing how this transition will successfully be completed. This can be in the form of a chart, essay form or any combination thereof.
- b) Additional Services: Provide a plan of action including timeline demonstrating how Contractor will provide quotes and assume Janitorial duties when a new office building is brought online.
- c) Supplies: Define the Contractor's ability to maintain adequate stock of paper products, hand soap and other essential products to be used in County Facilities. Include contingency plans should unforeseen shortages occur.

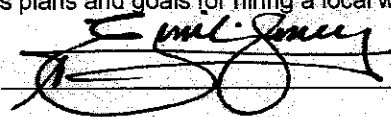
7.5. References (0 to 5 points)

- a) Provide three (3) references demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include approximate square footage, definition of tasks performed, general frequency of tasks, type of business and total years providing janitorial services to the selected references.
- b) Provide Contractor's processes regarding compliance to the living wage requirement for government entities and how this is maintained. To be provided by the Proposer's clients.

7.6. Local Presence and Community Involvement (0 to 5 points)

Provide a brief statement addressing the Contractor's past and current presence in the local area. What are the Contractor's plans and goals for hiring a local workforce?

SIGNATURE: _____



DATE: _____

4/19/2024

ERIK PONCE - VICE PRESIDENT OF BUSINESS DEVELOPMENT
PRINTED NAME & TITLE OF AUTHORIZED PROPOSER REPRESENTATIVE EXECUTING PROPOSAL

END OF EXHIBIT C



OUR APPROACH & EXPERTISE

Elite Building Services LLC presents an innovative solution called the "Team Cleaning" method, which involves assigning designated tasks to members who will work in groups or teams. This approach allows each group/team to concentrate on their assigned duties while a second group/team ensures that all areas are diligently serviced in accordance with the contractual obligations. Our highly trained groups/teams are equipped with specific expertise in their assigned areas, while also possessing a deep understanding of the collaborative nature of "team cleaning" for the purpose of cross training. This ensures that all cleaning requirements are met comprehensively and efficiently.

Example:

Light Duty Specialist

- Empty trash and reinstall liners when needed
- Clean & empty ashtrays
- Wipe desks, furniture
- Pick up paper clips, paper, pencils, etc., from floor
- Spot clean door glass, walls, light switches, push plates, kick plates
- Clean kitchen areas – countertops, sink, cabinets, tables, vending machines, outsides of appliances

Restroom/Breakroom Specialist

- Clean/stock all restrooms
- Sweep, mop all vinyl & tile floors
- Pour water down floor drains to control odor
- Clean/polish drinking fountains
- Detail clean as needed

Vacuum Specialist

- High, medium, low dusting
- Vacuum all carpets & rugs (under desks and furniture); double checking trash cans as you go (empty any that were missed)
- Reposition all furniture
- Turn out lights as you vacuum through the office
- Secure areas as required

Utility Specialist

- *Inspect stairs for paper and debris; vacuum stairs and dust hand rails*
- *Check and clean elevators (tracks, floors, walls)*
- *Check doorways (sweep, remove cobwebs)*
- *High, medium, low, detail dusting*
- *Detail Vacuuming*

We are delighted to have a strong network of current employees (+140), who serve as an excellent referral base, enabling us to access a vast pool of potential candidates. We understand the importance of having a dedicated and knowledgeable team for this contract, which is why we have selected key personnel who will be intimately familiar with the project's specific requirements. Rest assured, these team members have undergone a thorough background check, approved by State, Local, Federal, and Private Agencies, ensuring their credibility and trustworthiness in providing exceptional service.

*Ian Ponce, CEO
Juan Ponce, COO
Erik Ponce, VP Business Development
Howard Korn, Customer Experience Specialist
Jesus Santos, Project Manager
Edgar Moroyoki, Floor Tech Supervisor*

Our Recruiting Process is simple yet effective - Includes the Following:

*Elite Building Services LLC has a **6 step** recruiting process. Most of our staff members joined Elite Building Services LLC by current employee word of mouth. Once a new applicant has submitted their **Preliminary (1)** application, it is followed by a **Telephone interview/screening (2)**, followed by **HR Interview (3)** in person, then we check **References (4)**, a **Background (5)** check is performed prior to assigning new employee(s) to a building(s), last but not least, an **Orientation & Training Modules (6)** are performed including assigned building details/scope of service as well as our company rules and policies.*

Elite Building Services LLC counts with the following fleet ready and always available for Pima County:

- *2016 Ford Transit with Company Logo*
- *2020 Ford Transit with Company Logo*
- *2016 Chevy Silverado Company Logo*
- *2016 Ford Fusion Energi – Electric, Hybrid & Gas Powered*
- *2007 Chevy Colorado with Company Logo*
- *2020 Dodge Ram Truck*

Our remarkable track record in the industry can be attributed to various factors, with one particularly standing out: our exceptional ability to mobilize our crews swiftly under the guidance of our experienced Customer Experience Specialist, Project Manager & Project Supervisor upon receiving the notice to proceed. As part of our comprehensive approach, we arrange mandatory meetings to

thoroughly analyze the project at hand and provide detailed instructions to our dedicated front-line staff who will be responsible for servicing and working on the project.

We take pride in maintaining an extensive pool of highly qualified applicants who have successfully completed our rigorous preliminary screening process. We firmly believe that maintaining close communication with Pima County FM team is paramount to achieving success on our projects. Drawing from our experience in servicing major sporting events and concerts with over 12,000 attendees, as well as managing multi-building accounts, we have gained an in-depth understanding of the organizational and mobilization requirements, as well as the necessity for contingency plans to address unforeseen circumstances.

Elite Building Services LLC takes advantage of cutting-edge web-based technology, combined with the efficiency of Cell Phones/Tablets, to ensure swift tracking and seamless communication. Our advanced web-based software streamlines the process of logging calls and work orders, instantly sending out alerts via cell phone to key team members, including our Customer Experience Specialist, Project Managers, and Supervisors. As a result, we are typically able to respond to emergencies within a remarkable timeframe of just 1 hour from the initial notification.

Once an emergency alert reaches EBS, our software system initiates time-tracking, ensuring that the clock is continuously ticking until the request is deemed complete. This feature allows us to provide full transparency to our customers, as they can access our web-based system at any time to evaluate the speed and effectiveness of our response to each specific call.

This seamless integration of technology empowers EBS to deliver prompt and efficient service, maximizing customer satisfaction and ensuring that emergency requests are handled swiftly and diligently.



LOCAL PRESENCE AND COMMUNITY INVOLVEMENT

Introduction

Elite Building Services LLC has been an integral part of the Tucson and Southern Arizona communities for many years, demonstrating our commitment through active participation and leadership in local initiatives. Our leadership team proudly serves on the board of the YMCA of Southern Arizona, contributing significantly, including multiple terms as Board Chair. Notably, we spearheaded the inaugural YMCA Military Ball, a landmark event that honored the five branches of the U.S. Military and attracted over 900 distinguished guests including local, state, and federal officials.

Community Engagement

We are dedicated supporters of Higher Ground, a resource that provides specialists who work closely with individuals to stabilize their basic needs, enhance life skills, and create supportive community networks. Our involvement helps to foster environments where community schools can thrive, thereby improving outcomes for students and strengthening local families.

PLANS AND GOALS FOR HIRING A LOCAL WORKFORCE

As a thriving entity with over 140 team members, Elite Building Services is committed to enhancing the economic vitality of Arizona by nurturing local talent. Our strategies for local engagement and employment include:

Strategic Partnerships

Collaboration with Local Agencies: We have formed robust partnerships with Arizona at Work and the Pima County One Stop Employment Center to streamline our local hiring efforts. These collaborations enable us to connect directly with skilled job seekers and facilitate their integration into our workforce.

Customized Training Programs: Tailored training initiatives developed with Arizona at Work are designed to equip local residents with the necessary skills for success in our industry, thereby supporting their career aspirations and aligning with community development goals.

Social Media Strategy

Active Platform Engagement: We utilize LinkedIn, Facebook, and Instagram to advertise job openings, showcase our company culture, and share employee success stories. This approach helps to attract potential hires by providing a genuine insight into life at our company.

Content and Interaction: Our content strategy includes video testimonials and behind-the-scenes glimpses into our operations, supplemented by regular updates and interactive posts designed to engage prospective employees.

Employee Participation: Staff members are encouraged to serve as brand ambassadors on their social media channels, sharing personal anecdotes and positive experiences that reflect our organizational values and community commitment.

Employee Development

Ambassador Program: We promote an internal ambassador program where employees share their positive experiences working for our company, thereby helping to attract prospective talent.

Professional Training: Comprehensive social media training is provided to ensure that our team communicates effectively and consistently, maintaining professionalism across all online interactions.

Conclusion

Our comprehensive approach to hiring, characterized by a blend of traditional methods and innovative social media tactics, underscores our dedication to the Arizona community. We are eager to leverage every available resource to assemble a diverse and dynamic team that mirrors the spirit and potential of our local environment.

TRANSITION PLAN - PIMA COUNTY JANITORIAL SERVICES

Updated April 19, 2024 by: Erik Ponce

PIMA COUNTY - JANITORIAL SERVICES RFP-PO-2400011

















Week Commencing: Monday





Notification Period	Week Commencing:						
	05/07/24	05/14/24	05/21/24	05/28/24	06/04/24	06/11/24	06/18/24
Execute Master Service Agreement/Contract							
Define Staff Needed at GO LIVE Start Date							
Communicate with Incumbent & Staff							
Complete required forms, documents for access control if applicable with Pima County							
Develop & Execute Transition Process							
Weekly Transition Update Meetings-Review Milestones							
Internal Kick Off Review							
External Kick Off Review							
Define New Account Strategy							
EBS Site specific Organization Chart with contact details for Customer Pima County FM							
Team Hall Meetings - Impacted Employees/Interviews							
Make offers to incumbent's employees with Pima County Feedback							
Offers Returned? Date/line retention versus new hire needs.							
External Recruitment - ONGOING?							
External recruitment completed?							
Internal Background Checks initiated for all EBS Staff members							
Background Checks - Results and actions completed?							
Review Security Access / Staff Parking, Arves / Entrance etc.							
Order Facial recognition Kiosk for timekeeping & tracking purposes							
Receive Kiosk and upload site specific information and program data							
Install Kiosk in area approved by Pima County FM							
Order approved Uniforms							
Receive Uniforms and separate for distribution to EBS TEAM members							
Accounting Process Introduction, Invoicing Process, Payroll Reports with PC Compliance Officer							
Possibility of payment via ACH							
Develop and Complete Site specific Task Calendars							
EBS implementation, EBS Team trained on using timekeeping/tracking system							
Attend Site Specific Pima County Safety Meeting for EBS TEAM members if required							
Provide SDS binders for each location							
Training for All New Employees (EBS and HR)							
Training Onboarding Schedules							
Training Video Training Modules, All Site TEAM Members							
Training Video Training Modules, completed and Documented?							
Training Bloodborne Pathogens							
Training Restroom Cleaning & Sanitizing							
Training Specific to Chemical Use being used							
Training for All Employees Completed & Documented?							
Post Transition Actions Necessary?							



EQUIPMENT & PRODUCT LIST
Group 1 - Down Town Facilities – SAMPLE

Equipment	Model	New or Used	Notes
Mop Buckets with Wringers 	Rubbermaid Wave Break	New	
Grey Brute Bins with Dolly's 	Rubbermaid	New	Grey for Trash ONLY
Restroom Closed Signs 	Rubbermaid	New	
Wet Floor Signs 	Rubbermaid Multi-Language	New	
Floor Scrubber – Low Speed 	Advance	New	
Automatic Floor Scrubber 	Advance	New	

<p>High Speed Floor Burnisher</p> 	<p>PowrFlite</p>	<p>New</p>	
<p>Hot Water Carpet Extractor</p> 	<p>PowrFlite</p>	<p>New</p>	<p>CRI Green Label Approved - Partner with Indoor Air Quality Education American Lung Association</p>
<p>Truck Mount Unit</p> 	<p>HydraMaster Truck Mount Steam/Extractor</p>	<p>Used</p>	<p>Our fleet includes a HydraMaster Truck Mount Steam/Extractor Unit with 300' solution & 300' recovery hose, 60 gal. fresh water tank with water softener.</p>
<p>Carpet Extractor/Spotter Portable</p> 	<p>PowrFlite</p>	<p>New</p>	<p>CRI Green Label Approved - Partner with Indoor Air Quality Education American Lung Association</p>
<p>Wet/Dry Vacuums</p> 	<p>PowrFlite</p>	<p>New</p>	
<p>HEPA Filtered Upright Beater Bar Vacuums</p> 	<p>PowrFlite/Sanitaire</p>	<p>New</p>	<p>CRI Green Label Approved - Partner with Indoor Air Quality Education American Lung Association – LEED Complaint Vaccum</p>
<p>HEPA Filtered Back Pack Vacuums</p> 	<p>PowrFlite</p>	<p>New</p>	<p>CRI Green Label Approved – Gold Certified.</p> 

<p>Tilt Truck Trash Haulers</p> 	<p>Rubbermaid</p>	<p>New</p>	
<p>Floor Fans/Blowers</p> 	<p>PowrFlite</p>	<p>New</p>	
<p>Janitor Carts</p> 	<p>Rubbermaid</p>	<p>New</p>	
<p>Hot Water Pressure Washer</p> 	<p>Hotsy</p>	<p>Used</p>	
<p>Waxie Solsta Green Chemicals – 543 Green Glass & Surface Cleaner 243 Green Neutral Cleaner 143 Green Cleaner/Degreaser 330 Fresh Mint Liquid Enzyme 764 Lemon Quat Disinfectant</p>	<p>Waxie</p>	<p>New/Reoccurring</p>	<p>See Attached Brochure – We simplify our chemical use which simplifies our training and exposure to our staff and customers.</p>
<p>Waxie Green Floor Care Chemicals – Hi-Gloss Floor Finish Encapsulating Carpet Spotter Encapsulating Carpet Extraction Cleaner Floor Stripper</p>	<p>Waxie</p>	<p>New/Reoccurring</p>	<p>See Attached Product Brochures</p>
<p>Essential Tools/Equipment – Brooms Lobby Dust Pan Extendable Duster Dust Mops with handle and frame 4' Step ladder Bowl brush Buckets Micro Fiber Color Coded Cloths Scouring Pads Spray Bottles with Triggers Chemical Labels for Bottles Consumable Supplies i.e. Toilet Paper, Paper Towels, Hand Soap, Toilet Seat Covers, Trash Liners</p>	<p>Waxie/Veritiv</p>	<p>New/Reoccurring</p>	
<p>Consumable Supplies Toilet Paper – EPA Compliant Paper Towels – EPA Compliant Hand Soap – Green Seal Certified</p>	<p>Waxie/Veritiv</p>	<p>New/Reoccurring</p>	



Green Cleaning Program/Policy

This Elite Building Services Policy/Program meets the requirements of LEED Green Cleaning Policy. The contents of this policy, including but not limited to the policy scope, goals and performance metrics, responsible party, and procedures and strategies will vary by project based on the building's circumstances. It will be reviewed as a part of your project's documentation submission.

Updated: May 2022

i. Scope

This policy applies to all cleaning procedures, cleaning material purchases, cleaning equipment purchases, and cleaning services performed by Elite Building Services. Specifically, this policy covers the following:

- The purchase of sustainable cleaning products and materials
- The purchase of sustainable cleaning equipment
- Standard operating procedures for effective hard floor and carpet maintenance
- Cleaning to protect vulnerable occupants
- Hand hygiene
- The safe handling and storage of cleaning chemicals and a plan for managing hazardous spills
- The use of chemical concentrates
- Staffing and training requirements
- Provisions for collecting occupant feedback and continuous improvement to evaluate new technologies, procedures, and processes

ii. Goals and Performance Metrics

This policy will be fully implemented starting on the effective date.

<u>Category</u>	<u>Goal</u>	<u>Performance measurement unit</u>
Cleaning products and materials purchases	85% meet sustainability criteria	Cost
Cleaning equipment purchases	100% meet sustainability criteria	Number of equipment items

iii. Responsible Party

The responsible party for this program/policy is Ian Ponce. He is responsible for ensuring that this policy is executed and that any vendors under Elite Building Services control are aware of and fully trained on the procedures outlined in this policy. If at any time updates are required to this policy, he will ensure that the appropriate individuals are informed of the updates.

iv. Procedures and strategies

Tracking plan for cleaning product and cleaning equipment purchases

- On a quarterly basis, the responsible party will review all purchases and compare against the policy goals. If the policy goals are not being met, the responsible party will take corrective action, typically in the form of providing education to the individuals in charge of procurement on the goals and sustainability criteria outlined in this policy.

Hard floor and carpet cleaning and maintenance

- Hard floors, including tile, concrete, and VCT, will be cleaned per scope of work with only sustainable cleaning products.
- Carpets will be vacuumed per scope of work with vacuum cleaners that meet the sustainability criteria listed later in this policy.
- The carpets will be inspected for stains and other damages. If feasible, the necessary areas will be spot cleaned with sustainable carpet cleaning materials. If damaged, the customer will be made aware for tile replacement.
- When carpet extraction equipment must be used according to scope of work, methods to reduce chemical usage will be implemented.

Protection of vulnerable occupants during cleaning

- Vulnerable occupants include women who are pregnant, children, elderly occupants, and individuals with asthma, allergies, or other sensitivities.
- As much as possible, only sustainable cleaning products will be used. Please refer to the goals and tracking sections of this policy for additional information.
- Any cleaning that involves the use of carpet cleaners, or if at any point the use of a non-sustainable cleaning product is required, this cleaning will be performed after regular business hours.

Hand Hygiene

- Only hand soaps and hand sanitizers that meet the at least one of the sustainability criteria listed under the purchasing guidelines will be considered to meet the requirements of this policy.
- If applicable, Hand sanitizers will be placed throughout the building for the use of occupants
- If applicable, Restrooms will be equipped with hands-free soap dispensers, faucets, hand dryers, and towel dispensers.

Safe storage and handlings of cleaning chemicals, including spill management

- Cleaning chemicals will be stored in the janitor closets to prevent access for other occupants.
- Cleaning staff will receive training on the various hazards of different toxic chemicals and how to address spills.
- Spills will be cleaned and handled according to the manufacturer safety data sheets provided by the manufacturer.
- All spills will be handled carefully. As soon a spill of a non-sustainable product occurs, the responsible party must be notified. If the spill occurs in an area to which typical building occupants have access, the area will be roped off and building occupants will be informed to stay clear of the area.
- Safety data sheets for all of the cleaning chemicals used in the building will be retained. This information will be clearly displayed in all janitor closets which contain chemicals.

Using Chemical Concentrates

- As much as possible, concentrated chemicals will be purchased
- When using these concentrated chemicals, the manufacturer instructions for dilution will be followed
- Concentrated chemicals will clearly be labeled as concentrates in the storage area
- Cleaning personnel will use the available dilution storage containers and measuring materials when mixing the diluted chemical solution.
- The diluted solution will be created in the janitorial sinks, where any spills will be contained
- Janitorial staff must wear gloves at all times when mixing diluted solutions

Staffing and training plans

- All cleaning staff, including backup personnel, are required to receive at least 8 hours of training per year. The responsible party will record the training attended by each staff member.
- Trainings are held once a year. Topics vary, and cover standard operating procedures for cleaning different surfaces, proper toxic chemical usage and spill management, hazards of toxic chemicals, cleaning to protect vulnerable occupants, cleaning equipment maintenance, and conservation of energy and water usage during cleaning.
- Elite Building Services coordinates and hosts all of the trainings.

Tracking plan for staffing and overall performance

- Regular audits/inspections, based on scope of work will be conducted to evaluate cleanliness
- All cleaning staff are required to check in each day when they arrive at work. Elite Building Services will retain these records to ensure that the building is sufficiently staffed with trained professionals.
- Elite Building Services will log all training that is provided to the cleaning staff and will ensure that the training plans described above are met.
- When new staff comes on board, Elite Building Services will record the initial training and orientation provided.

v. Purchasing guidelines

Sustainability Criteria for Cleaning Products and Materials

Cleaning products must meet one or more of the following standards:

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes

Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards:

- Green Seal GS-40, for industrial and institutional floor care products

Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs:

- EPA comprehensive procurement guidelines, for janitorial paper and plastic trash can liners
- Green Seal GS-09, for paper towels and napkins
- Green Seal GS-01, for tissue paper

Hand soaps and hand sanitizers must meet one or more of the following standards:

- no antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements)
- Green Seal GS-41, for industrial and institutional hand cleaners

Sustainability Criteria for Cleaning Equipment

- All powered equipment must have the following features:
 - Ergonomic design to minimize vibration, noise, and user fatigue
 - Safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces
 - If the equipment is battery powered, the batteries must be environmentally preferable gel batteries

In addition, the applicable category-specific criteria below must be met.

- Vacuum cleaners must be certified by the Carpet and Rug Institute Seal of Approval/Green Label Vacuum Program and operate with a maximum sound level of less than 70 dBA
- Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval testing program for Deep Cleaning Extractors
- Powered floor maintenance equipment must be equipped with such as vacuums, guards, or other devices for capturing fine particulates and must operate with a sound level of less than 70 dBA
- Propane-powered floor equipment must have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the EPA standards for the specific engine size and operate with a sound level of less than 90 dBA
- Automated scrubbing machines must be equipped with variable-speed feed pumps and must be either (1) equipped with on-board chemical metering to optimize the use of cleaning fluids or (2) use only tap water with no added cleaning products

vi. Quality Assurance/Quality Control Processes

The responsible party will evaluate the green cleaning policy on an annual basis to evaluate progress towards the implementation goals. Elite Building Services will revise the green cleaning policy to include additional cleaning strategies or modify existing cleaning strategies.

Any revisions that are made to the policy will be incorporated into the next training cycle for the cleaning staff.



New Hire Orientation and Training Procedures.

Hiring Policies and Applicant Screening

- Telephone Screening
- Minimum age 18 years
- Preliminary application
- H.R. Interview
- Two (2) job References
- Background Check (if necessary / requested)
- Drug Testing - Random /on - going

Orientation

- Company information
- Payroll policies
- Safe housekeeping practices
- Security
- Uniform policy

Training – Minimum of Two (2) Hours Annually

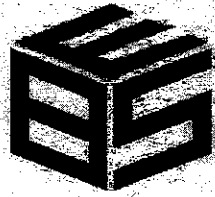
- Equipment productivity & Green Cleaning Compliance
- Chemical handling & Understanding SDS
- Cleaning Techniques – General, Restrooms, Floors, and Periodic's
- OSHA / PPE / Emergency Response
- Blood Borne Pathogens
- Cleanroom ISO 7 & ISO 8 (if applicable)

On - site training

- Site specific needs and schedules
- Cleaning assignments / job description
- Site walk thru
- Special requirements
- Follow up reviews

*Note: Both Training and On - Site training are to be taken by all field employees at least yearly.

All employees receive an average of 8 hours of basic training in areas listed above. Additional training is provided for facilities that require specialized services. The above training programs are mandatory. Training locations include local offices, on-site, vendor/consultant training centers, industry association seminars.



ELITE
BUILDING SERVICES

Updated June 2023

HAZARD COMMUNICATION PROGRAM (GHS) **(Global Harmonizing System)**

Company Name: ELITE BUILDING SERVICES

The purpose of this program is to ensure that potential hazards and hazard control measures for chemicals, materials and substances used by this company are understood by company employees.

This written program is available for employee review at any time. It is located at:

ELITE BUILDING SERVICE – 344 W. AJO WAY TUCSON ARIZONA 85713.

I. CONTAINER LABELING:

PROJECT SUPERVISOR will verify that all containers received for use by this company will:

Be clearly labeled as to the contents, matching identification on the SDS.

List the name and address of the manufacturer.

Note the appropriate hazard signal wording *
“DANGER” or “WARNING”

- **Physical Hazards** (16)

Explosives

Flammable Gases

Flammable Aerosols

Oxidizing Gases

Gases Under Pressure

Flammable Liquids

Flammable Solids

Self-Reactive Substances

Pyrophoric Liquids

Pyrophoric Solids

Self-Heating Substances

Substances which, in contact with water, emit flammable gases

Oxidizing Liquids

Oxidizing Solids

Organic Peroxides

Corrosive to Metals










Health Hazards (10)


- Acute Toxicity
- Skin Corrosion/Irritation
- Serous Eye Damage/Eye Irritation
- Respiratory or Skin Sensitization
- Germ Cell Mutagenicity
- Carcinogenicity
- Reproductive Toxicology
- Target Organ Systemic Toxicity – Single Exposure
- Target Organ Systemic Toxicity – Repeated Exposure
- Aspiration Toxicity

Hazardous to the Aquatic Environment:

- Acute aquatic toxicity
- Chronic aquatic toxicity
- Bioaccumulation potential
- Rapid degradability

Labels (Nine symbols): No deviation of the colors

<p><u>Flame over circle</u></p>  <ul style="list-style-type: none">• Oxidizers	<p><u>Flame</u></p>  <ul style="list-style-type: none">• Flammables• Pyrophorics• Self-Heating• Emits Flammable Gas• Self Reactives• Organic Peroxides	<p><u>Exploding bomb</u></p>  <ul style="list-style-type: none">• Explosives• Self Reactives• Organic Peroxides
<p><u>Skull and crossbones</u></p>  <ul style="list-style-type: none">• Acute toxicity (severe)	<p><u>Corrosion</u></p>  <ul style="list-style-type: none">• Corrosives	<p><u>Gas cylinder</u></p>  <ul style="list-style-type: none">• Gases under pressure
<p><u>Health Hazard</u></p>  <ul style="list-style-type: none">• Carcinogen• Mutagenicity• Reproductive Toxicity• Respiratory Sensitizer• Target Organ Toxicity• Aspiration Toxicity	<p><u>Environment</u></p>  <ul style="list-style-type: none">• Aquatic Toxicity	<p><u>Exclamation mark</u></p>  <ul style="list-style-type: none">• Irritant• Skin Sensitizer• Acute Toxicity (harmful)• Narcotic effects• Respiratory Tract Irritation• Hazardous to Ozone Layer

SAMPLE LABEL	
PRODUCT IDENTIFICATION: CODE _____ Product Name _____ MANUFACTURER IDENTIFICATION: Company Name _____ Street Address _____ City _____ State _____ Postal Code _____ Country _____ Emergency Phone Number _____ PRECAUTIONS/HAZARD STATEMENTS: Keep container tightly closed. Store in cool, well ventilated place that is locked. Keep away from heat/sparks/open flame. No smoking. Only use non-sparking tools. Use explosion-proof electrical equipment. Take precautionary measure against static discharge. Ground and bond container and receiving equipment. Do not breathe vapors. Wear protective gloves. Do not eat, drink or smoke when using this product. Wash hands thoroughly after handling. Dispose of in accordance with local, regional, national, international regulations as specified. In Case of Fire: use dry chemical (BC) or Carbon dioxide (CO ₂) fire extinguisher to extinguish. First Aid If exposed call Poison Center. If on skin (or hair): Take off immediately any contaminated clothing. Rinse skin with water.	HAZARD IDENTIFICATION:  Signal Word Danger HAZARD STATEMENT: Highly flammable liquid and vapor. May cause liver and kidney damage. PRECAUTIONARY STATEMENTS: Directions for use _____ Fill weight: _____ Lot Number: _____ Gross weight: _____ Fill Date: _____ Expiration Date: _____

No Containers Will Be Released For Use Until The Above Data Is Verified.

II. SAFETY DATA SHEETS (SDS): (16)

1. Product and Company Identification
2. Hazard Identification
3. Composition / Information on Ingredients
4. First Aid Measures
5. Fire Fighting Measures
6. Accidental Release Measures
7. Handling and Storage
8. Exposure Control / Personal Protection
9. Physical and Chemical Properties
10. Stability and Reactivity
11. Toxicological Information
12. Ecological Information
13. Disposal Considerations
14. Transport Information
15. Regulatory Information
16. Other Information

Copies of the SDS's for all hazardous products, to which employees may be exposed, will be kept at _____

_____ will be responsible for ensuring:

- * SDS's for the new chemicals are available.
- * SDS's will be available for review to all Employees during each work shift.
- * Copies will be kept available upon request.

III. EMPLOYEE TRAINING and INFORMATION:

Each employee will be provided the following training and information before working in areas where hazardous chemicals exist. In addition, if a new hazardous product is introduced into the workplace, affected employees will be given new training and information concerning the new product.

TRAINING:

Minimum Information to be Provided:

1. All operations and locations in the workplace areas where hazardous chemicals are present.
2. The location and availability of the written Hazard Communication program, including the inventory list of hazardous products/chemicals used and their SDS's.
3. The method the company will use to inform employees of potential hazards of non-routine tasks (jobs that are not typically routine for an employee because of infrequency, location or type).
4. Details of the company's Hazard Communication program including an explanation of the new GHS labeling system, the new GHS format of SDS's and how to obtain and use the appropriate hazard information.

(Upon completion of the training, each employee will sign a form acknowledging receipt of the written Hazard Communication program and related training)

Hazardous Non-Routine TASKS:

When & Where Applicable – If company employees are required to perform hazardous tasks that are not routine or part of the employees job assignment, such as welding in a confined space or cleaning a tank once every 6 months, the employer MUST address what hazardous materials and/or procedures are involved specific hazards to which the employees will be exposed to. What Personal protective Equipment (PPE) will be provided and who will be responsible/accountable to oversee the operation/job task.

If the company does not have any hazardous non-routine tasks, then line-out through this section and state “**No Hazardous Non-Routine Tasks at this Location**”

Informing Outside Contractors performing work at your location:

It is the responsibility of _____ to provide contractors and their employees with the following information:

1. Hazardous chemicals to which employees may be exposed to while on/at the job site/area.
2. Measures the employees may take to reduce the possibility of exposure.
3. Steps the company has taken to reduce the risks.
4. The location of the SDS's for which the employees may be exposed to.
5. Procedures to follow when the employees are exposed to the hazardous products.

Outside Contractors Informing the Host Employers/Company:

Outside contractors entering your/this work location with their own hazardous products will supply/provide the host employer with their SDS's covering those specific hazardous products brought on site where the host employer's employees may be exposed to those hazardous products while the outside contractor performs their job tasks.

(Example: If a pest control company comes on your site to apply their pesticides, then your employees may be exposed and develop adverse chemical reactions to those pesticides, make certain that your employees are aware of the SDS's of the hazardous products PRIOR to application so that your employees can take appropriate precautions to prevent exposure).

Completion Date Requirements:

December 1, 2013: Employers must train employees on the new label elements and SDS format.

June 1, 2015* Chemical manufacturers, Importers, Distributors and Employers must comply with all modified provisions of this final rule, except **Distributors** may ship products labeled by manufacturers under the old system until **December 1, 2015**.

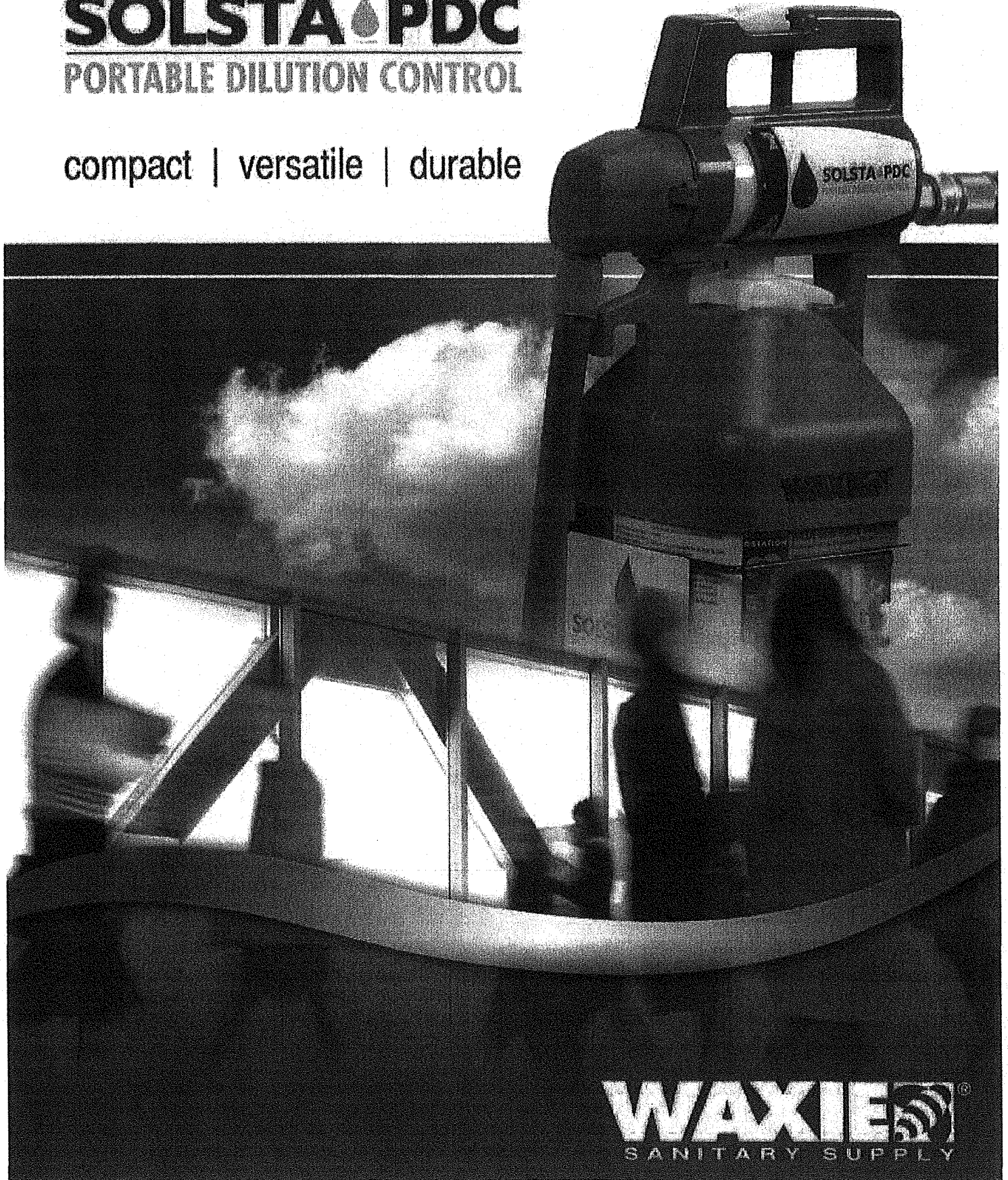
* This date coincides with the European Union implementation date for classification of mixtures.*

June 1, 2016: Employer's Must update alternative workplace labeling and hazard communication program as necessary, and provide additional employee training for newly identified physical or health hazards.

SOLSTA PDC

PORTABLE DILUTION CONTROL

compact | versatile | durable



WAXIE  [®]
SANITARY SUPPLY



The **WAXIE SOLSTA PDC** (Portable Dilution Control) is a reliable low cost portable proportioning/dilution control system that attaches to the **WAXIE-Green Solution Station** 3-liter bottles of superconcentrates. It is designed to dispense ready-to-use solution for all types of applications ranging from bottle fill to bucket fill to auto-scrubber fill to direct spray applications. The metering tip is safely locked away in the concentrate bottle using a closed-looped insert, to prevent tampering with the dilution ratio and ensure end user cost per usable gallon.



FEATURES	BENEFITS
Low cost	All facilities can now afford cost-effective automatic proportioning means to service multi-floor buildings
Small, lightweight, portable	Proportioner can travel on a maid's cart, or to any remote location that has water access
Tough and durable	Thermoplastics resist chemical corrosion combined with a robust construction that resists hard daily use
Low and high flow rates for bottle and bucket fill	Maximizes on-site flexibility and minimizes training
Water rinse setting capability	Flushes spout when using incompatible chemicals
1.5 turns or less to screw on concentrate bottle	Quick swap chemical bottles
Built-in bucket hook	Hang over mop buckets and auto-scrubbers
Utilizes a closed-loop insert installed in the chemical bottle	Safety protection for end users preventing leaks, spills, workplace contamination, also eliminates costly measuring and dispensing mistakes by untrained personnel
Error-free metering tip sealed inside concentrate bottle at time of filling	*Locked down dilution ratio prevents over or under utilization of chemical and prevents servicing time
Ergonomic handle and trigger	Easy-to-use valve trigger enables one-handed operation
High-end on/off valve	Robust design good for millions of on/off cycles and maintains dilution accuracy



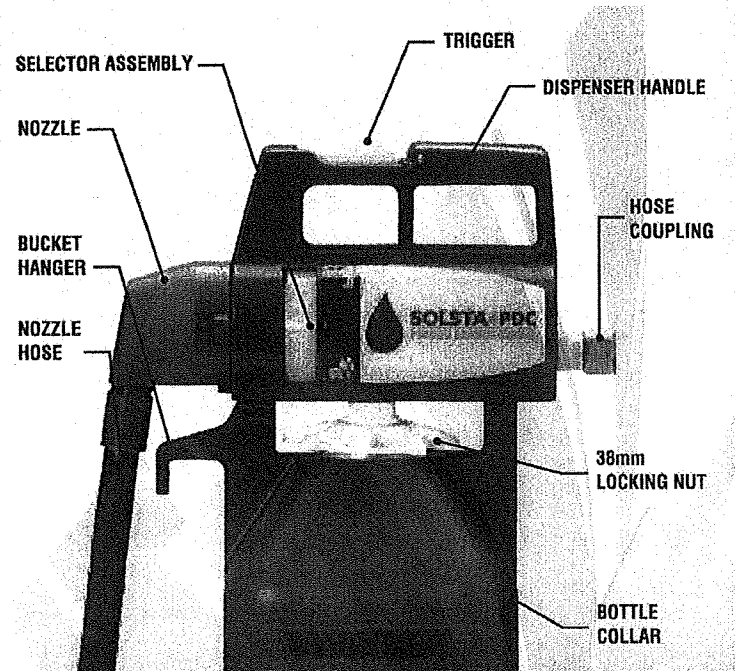
PRODUCT PACKAGING

- Plastic containers are 100% recyclable
- Corrugated boxes are made from 100% post consumer recycled content

COLOR-CODING:

Reduce the risk of cross contamination by identifying use in different departments and surface areas. The right color for your cleaning procedure coincides with color of the product and packaging.





CLEAN, GREEN, EFFICIENT



GREEN PARTNER SUPPORT™ (GPS®)

WAXIE's GPS® program consists of low environmental impact cleaning products, equipment and training for your own "green" cleaning program. Partner with WAXIE to implement an effective green cleaning program at your facility that reduces impacts on human health and the environment.

Green cleaning is a comprehensive approach to cleaning that combines chemicals, equipment, tools, disposables and communication to produce an effective and safe cleaning program.

A **green cleaning program** is one that combines environmentally preferred products with good sound cleaning procedures, training and expertise.

WAXIE



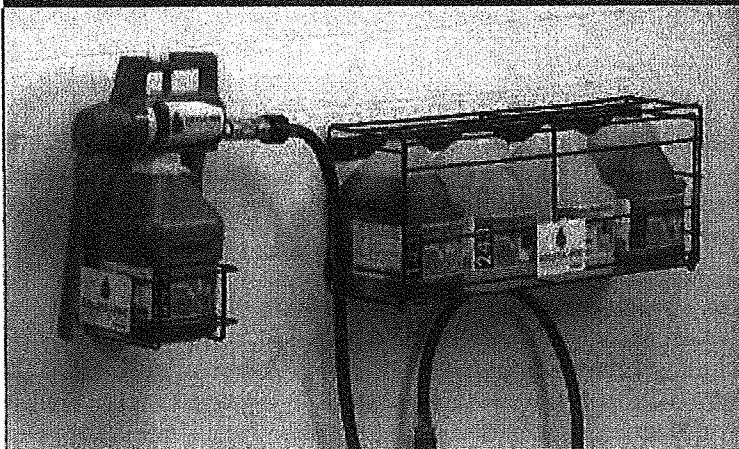
High quality WAXIE-Green products incorporate the latest cleaning technology in order to deliver superior cleaning results, and include products that have been certified by third-party ecolabels. In addition to providing cleaning performance, WAXIE-Green cleaning chemicals are also formulated to reduce potential impacts on human health as well as the environment. WAXIE-Green products offer a compelling combination of performance, price, health and safety, along with an environmentally preferable profile.

USGBC AND LEED®



USGBC (U.S. Green Building Council) is a non-profit organization of representatives from across the building industry leading a national consensus for producing a new generation of buildings that deliver high performance inside and out. USGBC's mission is "to promote buildings that are environmentally responsible, profitable and healthy places to live and work."

USGBC has developed the LEED® (Leadership in Energy and Environmental Design) Green Building Rating System, which is a voluntary, consensus-based national standard for developing high-performance, sustainable buildings. WAXIE is a member of USGBC and employs several LEED® (Leadership in Energy & Environmental Design) Accredited Professionals. GPS® (Green Partner Support™) serves as a guide for facilities looking to implement a low environmental impact cleaning program.

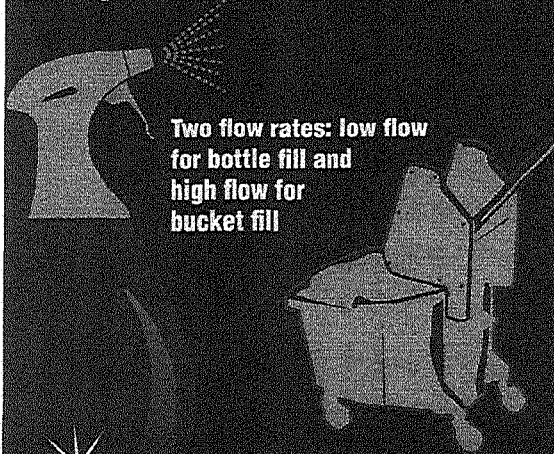




SOLSTA PDC

PORTABLE DILUTION CONTROL

Utilizes a closed-loop system insert to regulate dilution control



Two flow rates: low flow for bottle fill and high flow for bucket fill

No installation time

No service requirements

Minimal to no cross-contamination

Third-Party Certifications

EcoLogo™ is a third-party ecolabelling program and the only standard in North America approved by the Global Ecolabelling Network, an international association of ecolabelling programs, as meeting the ISO 14024 environmental labelling standard. EcoLogo™ certification provides the assurance that those products and services meet stringent environmental standards that have been verified by a third-party auditor. EcoLogo™ certification is referenced as a requirement to meet for several categories of cleaning products in the Sustainable Cleaning Products and Materials section of the LEED® for Existing Buildings: Operations & Maintenance Green Building Rating System.

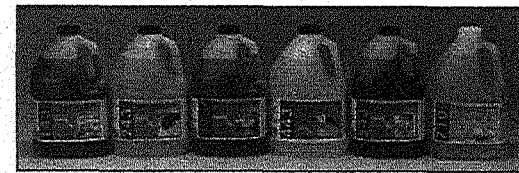


SCS (Scientific Certification Systems) is an independent certifier of environmental, sustainability, food quality and food purity claims. For cleaning chemicals, SCS certifies products for biodegradability.

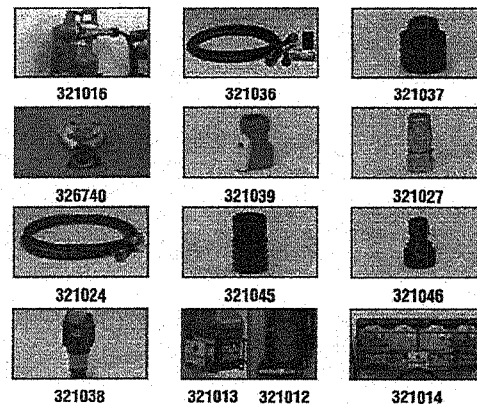
Green Seal® certifies products and services that meet certain performance and environmental impact qualifications. Green Seal is referenced as a requirement to meet in the Sustainable Cleaning Products and Materials section of the LEED® for Existing Buildings: Operations & Maintenance Green Building Rating System.



Product Name	Pack	Item #
PDC SOLSTA Dispenser	Each	321016
Hook-Up Kit	Kit	321036
Bib Vacuum Breaker	Each	321037
Brass Y-Valve	Each	326740
Ball Shut-Off Valve	Each	321039
Inline Water Pressure Regulator	Each	321027
Water Inlet Hose, 6' Black High Pressure	Each	321024
Female Coupler With Water Stop	Each	321045
Male Quick Disconnect	Each	321046
Indoor Faucet Connector	Each	321038
PDC Rack Holder	Each	321013
PDC Disp. Tray	Each	321012
SOLSTA 4 Bottle Wire Rack	Each	321014



Certification	Product Name	Pack	Item #
EcoLogo. SCS	SOLSTA 143 WAXIE-Green Cleaner Degreaser	4/3L	410056
EcoLogo. SCS	SOLSTA 243 WAXIE-Green Neutral Cleaner	4/3L	320007
EcoLogo. SCS	SOLSTA 343 WAXIE-Green Restroom Cleaner	4/3L	030120
Green Seal (Pending)	SOLSTA 443 WAXIE-Green Citrus HydroxyClean	4/3L	410061
EcoLogo. SCS	SOLSTA 543 WAXIE-Green Glass & Surface Cleaner	4/3L	950110
EPA Registration No 1839-167-14994	SOLSTA 710 Multi-Purpose Disinfectant Cleaner	4/3L	170401
Microfiber Terry Cloths (16"x16")	Purple	15/cs	770404 dz/cs
	Yellow	15/cs	770403 dz/cs
	Plak	15/cs	770402 dz/cs
	Blue	15/cs	770400 dz/cs



Corporate Headquarters
9353 Waxie Way
San Diego, CA 92123
(800) 995-4466
www.waxie.com



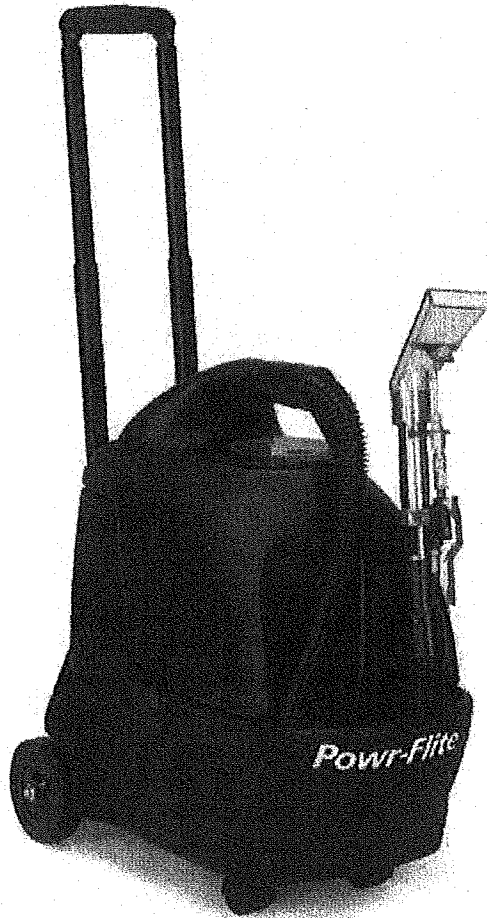
Printed with soy based inks on processed chlorine free paper that exceeds EPA guidelines for post-consumer, recycled content.



POWR-FLITE[®]

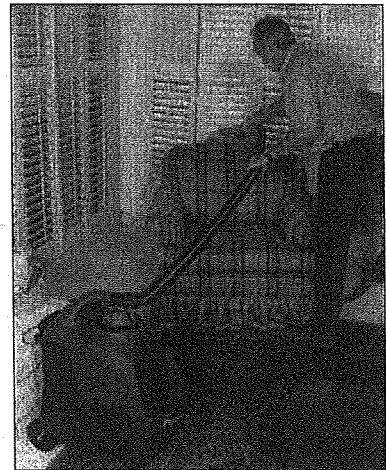
Commercial Spotter

*The Professional Choice for
Carpet and Upholstery Care*



- ▼ Aluminum telescoping handle
- ▼ 3.5 gallon solution tank
- ▼ 2.5 gallon recovery tank
- ▼ 104 CFM
- ▼ 55 p.s.i. oscillating pump
- ▼ 2-stage vacuum motor with 89" lift
- ▼ 4" clear sight upholstery tool
- ▼ Expandable 2.5' to 10' vacuum and solution hose
- ▼ Splash-proof clear tank lid
- ▼ Heavy-duty latches
- ▼ Weighs only 36 lbs.
- ▼ 15' power cord
- ▼ Ultra heavy-duty poly housing and quality workmanship provide years of hassle free cleaning

The PS35 commercial spotter is portable, lightweight, and extremely powerful. It is perfect for touch-ups, spot removal between scheduled carpet cleanings, and those locations where the bigger extractors just won't fit. You can use it to pick up small wet spills quickly and easily. The PS35 takes the hassle out of cleaning spots before they become a major stain.

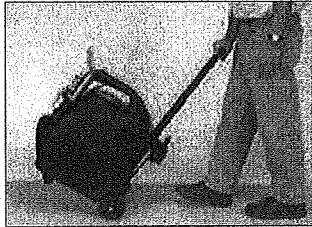


800.880.2913

www.Powr-Flite.com

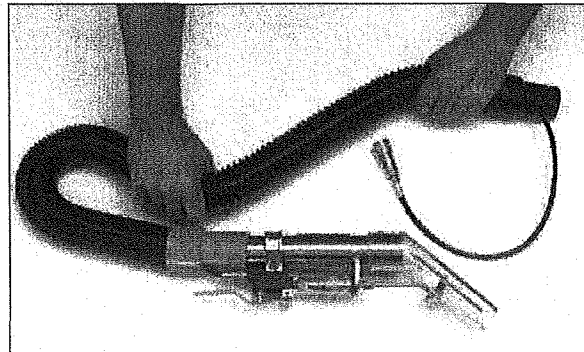
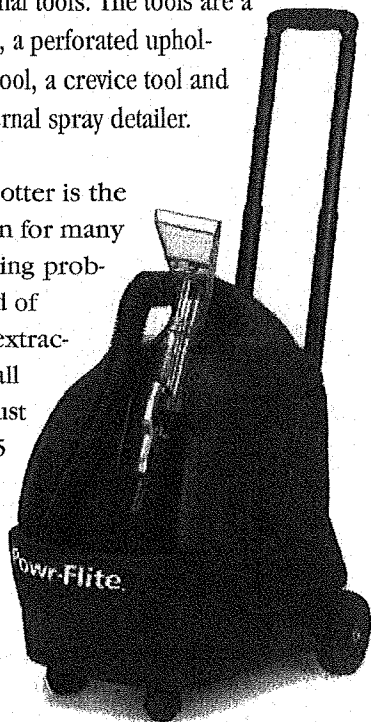
Expand Your Extractor Line with a Commercial Spotter

The compact PS35 weighs only 36 pounds and can be effortlessly moved from one location to the next, or extend the telescoping handle and tilt the PS35 back on it's 5" transport wheels for maximum go anywhere convenience.

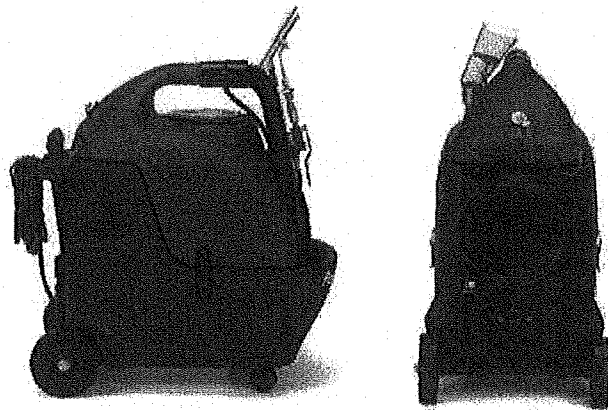


Included with the PS35 is a 4" hand tool and 10' of solution and recovery stretch hose. This stretch hose recoils to 2.5' feet for storage and transport and extends to 10' for operation. The hose retracts and stores in the machine base for easy transport. The hose can be fitted with 4 additional tools. The tools are a spotting wand, a perforated upholstery/curtain tool, a crevice tool and a dripless internal spray detailer.

The PS35 spotter is the ideal solution for many carpet cleaning problems. Instead of using a big extractor for a small problem - just use the PS35 commercial spotter!



Stretch 2.5' to 10' insider vacuum and solution hose.



Sturdy aluminum telescoping handle for transport.

Power-Flite
COMMERCIAL FLOOR CARE EQUIPMENT

Model PS35 Specifications	
Solution Tank	3.5 gallons
Recovery Tank	2.5 gallons
Solution Pressure	55 p.s.i.
Vacuum Motor	2-stage
Waterlift	89"
CFM	104
Switches	Off, pump & vac, and vac
Tank Construction	Ultra heavy-duty poly housing
Pump - UL listed	Yes
Vacuum Hose	2.5' to 10' stretch vac hose
Solution Hose	2.5' to 10' stretch solution hose
Power Cord	15'
Float Shut-Off	Protects vacuum motor
Wheels	Rear mounted
Weight	36 lbs.
Warranty	5 years housing, 1 year vacuum motor, pump and workmanship

Powr-Flite

TRUE HEPA FILTRATION IN A COMMERCIAL UPRIGHT!

Sealed HEPA filtration
reduces pollutants

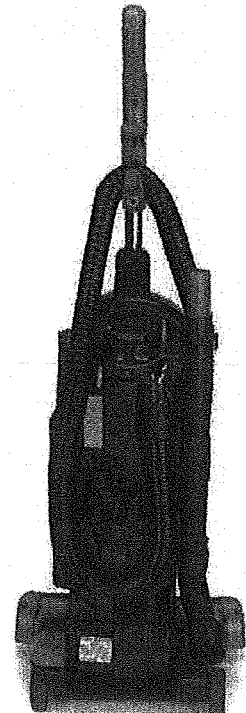
HEPA
FILTRATION



Commercial HEPA Upright Vacuum PF82HF

The HEPA filter captures dust and allergen particles as small as .3 microns in size.

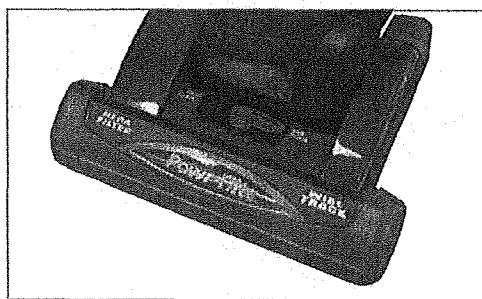
- Washable, sealed HEPA filtration
- On-board cleaning accessories
- Wide 15" cleaning path
- Headlight
- Quiet, long life commercial motor, 69 dBA
- UL listed for commercial use
- Meets LEED requirements



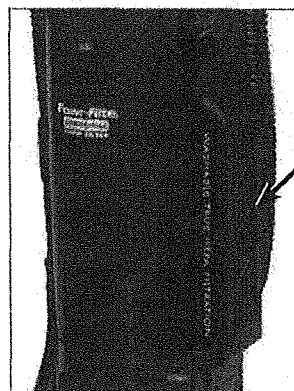


REDUCES POLLUTANTS

Improve the indoor air quality while vacuuming with the versatile Powr-Flite PF82HF containing a sealed HEPA filtration system. Certified Bronze by the Carpet and Rug Institute, the PF82HF is UL listed for commercial use and includes a washable HEPA filter that captures dust and allergen particles down to .3 microns in size. The oversized diameter hose resists clogging and stretches to 10 feet. Additional features include a one piece handle, on-board cleaning tools, a quiet commercial grade motor, headlight and a 15" cleaning width. Safety features include a bag lid safety latch to prevent operation of the unit without the bag in place. The perfect combination of features, power and filtration, the PF82HF is an excellent choice for hospitals, schools, nursing homes and busy offices.

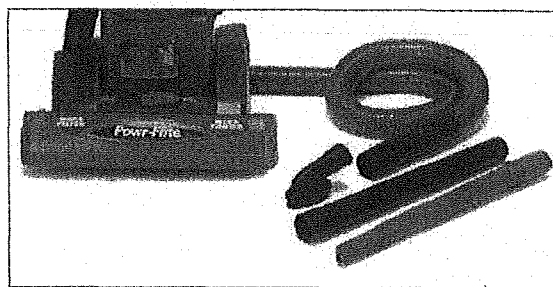


Quiet 69 dBA motor



Sealed HEPA filtration system with washable HEPA filter

MOTOR	10 amp
FILTRATION	Washable HEPA
CORD	40'
PF82HF MODEL	LS style paper bag - Part# ER419
AGITATOR	Double ball bearing - True Balance
CFM	135
CLEANING WIDTH	15"
BELT DRIVE	Long lasting flat belt, easy to change
HOSE	3:1 stretch
WATTAGE	1000
VOLTS	120
HEIGHT ADJUSTMENT	7
TOOLS	Dust brush and crevice tool
OVERALL HEIGHT	44"
APPROVALS	UL
WARRANTY	1 year motor, parts, workmanship
WEIGHT	18 lbs.
SOUND LEVEL	69 dBA



On-board cleaning accessories

POWR-FLITE[®]

Commercial Wet/Dry Vacuums

The Professional Choice for Floor Care



Model PF53 shown with optional front mount squeegee.

5 gallon wet/dry vac

- 114 CFM with 100" waterlift
- Convenient 5 gallon size
- Heavy-duty polyethylene tank
- Built in wheels
- Comes complete with tools: 11" rug, crevice, dust, and squeegee

15-20 gallon wet/dry vac

- 20 gallon available in 18 gauge stainless steel tank
- 15 gallon available in stainless steel or polyethylene tank
- Durable polyethylene dolly with push handle
- Sound insulated vacuum head unit
- 15 gallon with 114 CFM and 100" waterlift
- 20 gallon with 114 CFM and 100" waterlift
- 20 gallon dual motor with 192 CFM and 80" waterlift
- Comes complete with tools: 14" rug, crevice, dust and squeegee

800.880.2913

www.Powr-Flite.com

Model	PF51	PF53	PF54	PF55	PF57
Tank	Polyethylene	18 gauge stainless steel	Polyethylene	18 gauge stainless steel	18 gauge stainless steel
Motor	1200 watts	1200 watts	1200 watts	1200 watts	Dual 1200 watts
CFM	114	114	114	114	192
Waterlift	100"	100"	100"	100"	80"
Tank Size	5 gallons	15 gallons	15 gallons	20 gallons	20 gallons
Power Cord	15', 16/3 water resistant	Pigtail with 30'	Pigtail with 30'	Pigtail with 30'	Pigtail with 30'
Filter-primary	NA	Paper-pleated	Paper-pleated	Paper-pleated	Paper-pleated
Filter-secondary	Cloth	Cloth washable	Cloth washable	Cloth washable	Cloth washable
Drain	Manual	Tip and pour	Hose	Tip and pour	Tip and pour
Dolly	Built in tank wheels	Heavy-duty polyethylene	Built-in tank wheels	Heavy-duty polyethylene	Heavy-duty polyethylene
Wheels	4 -3" swivel casters	2 -8" non-scaff. rear 2 -3" swivel casters	2 -8" non-scaff. rear 2 -3" swivel casters	2 -9.5" non-scaff. rear 2 -3" swivel casters	2 -9.5" non-scaff. rear 2 -3" swivel casters
Hose	1.25" x 7' Hose with swivel connector/cuff lock	1.5" x 10' Hose with swivel connector/cuff lock	1.5" x 10' Hose with swivel connector/cuff lock	1.5" x 10' Hose with swivel connector/cuff lock	1.5" x 10' Hose with swivel connector/cuff lock
Floor Tools	11" rug, dust, crevice and squeegee	14" rug, dust, crevice and squeegee	14" rug, dust, crevice and squeegee	14" rug, dust, crevice and squeegee	14" rug, dust, crevice and squeegee
Warranty	4 Yr Tank, 1 Yr Motor, Parts and Workmanship	5 Yr Tank, 1 Yr Motor, Parts and Workmanship	5 Yr Tank, 1 Yr Motor, Parts and Workmanship	5 Yr Tank, 1 Yr Motor, Parts and Workmanship	5 Yr Tank, 1 Yr Motor, Parts and Workmanship
Weight	23 lbs.	61 lbs.	52 lbs.	72 lbs.	78 lbs.

**5 gallon
Polyethylene**
model PF51



The convenient, compact size of the PF51 makes it perfect for smaller jobs. The handy 5 gallon size is ideal when dragging out the big wet/dry vac is just more machine than you need. The PF51 wet/dry vac is powerful enough for any job, yet compact for easy storage.

**15 gallon
Polyethylene or Steel**
model PF53/PF54



shown with optional squeegee attachment

Nothing is easier than "tip and pour" waste water disposal of our stainless units. Our new wet/dry vac models have the capacity and power for large water recovery jobs or dry debris pick-up in the shop or on the job site. They are perfect for hard floor maintenance jobs, recovering floor strippers and hard floor cleaners easily. The swivel hose connector allows 360° hose rotation, letting you move the vacuum without fear of disconnect. These wet/dry vacs feature a two stage filtration process with a washable permanent cloth filter bag that keeps dust from circulating back into the air and a super performance pleated paper cartridge filter for more efficient general application filtration. The PF57 dual vac model is the "powerhouse" of wet/dry vacs. The dual motors ensure maximum performance and minimizes debris clogging.

**20 gallon
Single or Dual Motor**
model PF55/PF57



 **WAXIE GPS**® Green Partner Support™
Your Guide to More Sustainable Cleaning Solutions



WAXIE®
SANITARY SUPPLY



Follow the **WAXIE GPS** path!

You Have Green Cleaning Goals to Reach.

← CLEAN GREEN BUILDING
AT THE TOTAL LOWEST COST

Environmentally Preferable
Purchasing program →

GREEN SEAL GS-42 CERTIFICATION
←

ISSA CIMS-GB
Certification ↗

↖ AASHE STARS Rating

LEED CERTIFICATION →

WAXIE Knows Clean

Since 1945, WAXIE has grown from one small store in San Diego, CA into America's largest independent family-owned sanitary maintenance supply distributor, and a cleaning industry leader – EXPERTS in the maintenance requirements of commercial, educational, institutional and industrial environments.

From the basics you use everyday – like cleaning chemicals, vacuums, sanitary paper products, trash liners and hand soaps – to more specialized items – like ride-on autoscrubbers, and no-touch restroom accessories – WAXIE is your SINGLE SOURCE for all your facility maintenance supply needs. We are uniquely qualified to deliver a customized cleaning solution that perfectly suits your needs.

WAXIE Knows Green

WAXIE is committed to being an industry leader in promoting RESPONSIBLE business practices that support more sustainable communities. SUSTAINABILITY has emerged as a global theme of the 21st century – it is a concept which balances the interconnectedness of the environment, the economy and our quality of life.

With its own LEED certified facilities, and LEED Accredited Professionals and CIMS-GB ISSA Certification Experts on staff, WAXIE understands how green cleaning fits into the broader scope of your overall sustainability goals, and offers the cleaning product solutions, training on cleaning best practices, and advanced procurement platforms to support a more sustainable approach to achieving CLEAN GREEN BUILDING ENVIRONMENTS.

WAXIE Knows Service

"Serving the Customer is the Focus of Everything We Do" is more than just our motto – it is our mission! Whether it's a crisis situation that demands a last-minute delivery, an all-night training, a timely equipment repair, or a bilingual training session, we have proven the extent of our dedication to our customers time and again by going far ABOVE AND BEYOND what most people would expect of us. In order to see that our customers' needs are met.

And because the WAXIE organization has been PURPOSE-BUILT from the ground up to serve those who are responsible for delivering clean and healthy buildings, you can count on WAXIE to come through with the help you need, when you need it.

WAXIE GPS® Green Partner Support™

WAXIE GPS® Green Partner Support is an ideal platform for customers who would like to implement a green cleaning program which combines low environmental impact cleaning products with good sound cleaning procedures, along with the training and consultative expertise needed in order to create a more effective and safe cleaning program.

WAXIE GPS® identifies third-party certifications and guidelines whenever available to substantiate environmentally preferable product claims – such as EPA Comprehensive Procurement Guidelines (CPG), EPA Design for the Environment (DfE), UL Environment/EcoLogo, Green Seal, CRI Seal of Approval, Forest Stewardship Council (FSC), Scientific Certification Systems (SCS), Clean Air Choices Cleaner Certification (CACC), USDA BioPreferred Program and others – and includes the demonstrated knowledge of the LEED® Accredited Professionals and CIMS-GB ISSA Certification Experts employed by WAXIE.

WAXIE GPS® is a collaboration and partnership between WAXIE and its respective customer and manufacturer partners – and it is a comprehensive approach which addresses everything you will need to implement an effective green cleaning program.

Your WAXIE Sanitary Maintenance Consultant partners with you to customize a WAXIE GPS® path to help you reach your green cleaning goals.



Sustainable Cleaning Solutions Focused on Your Triple Bottom Line.



Protect Health

Promote safer and healthier indoor environments.



Reduce Impact

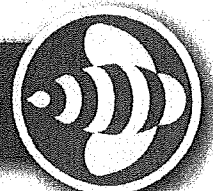
Reduce environmental impacts associated with cleaning process.



Increase Productivity

Increase workplace wellness and productivity.

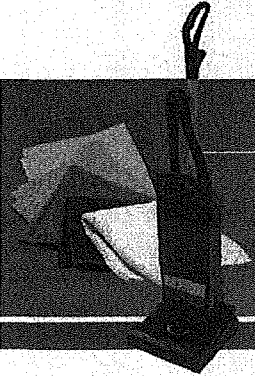
WAXIE is a Partner You Can Rely On.





CLEANING CHEMICALS

Start with low environmental impact cleaning chemicals and dispensing systems, using products which are third-party certified to have a reduced impact on human health and the environment.



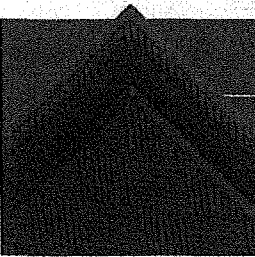
CLEANING TOOLS & EQUIPMENT

Increase the effectiveness of your cleaning chemical systems by combining them with microfiber cleaning tools, and utilize other low environmental impact cleaning equipment to clean your building's floor and vertical surfaces.



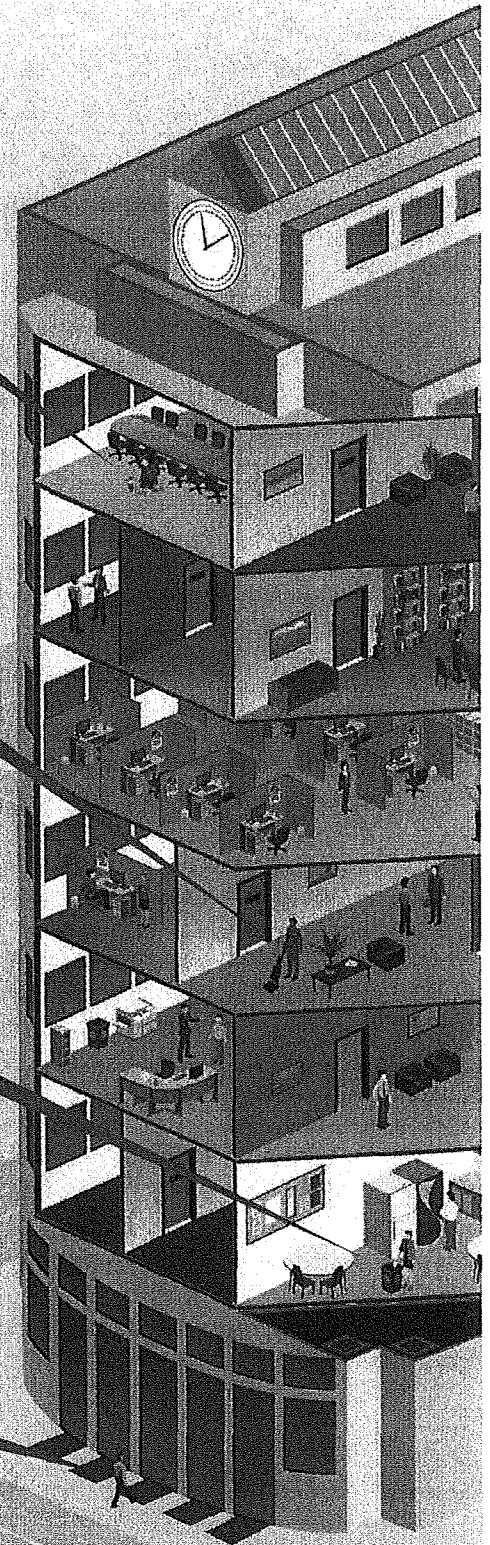
RECYCLING

Divert waste from the landfill by instituting a recycling program complete with the appropriate recycling containers to hold divertable items such as paper, plastic, glass, light bulbs, batteries and compostables.

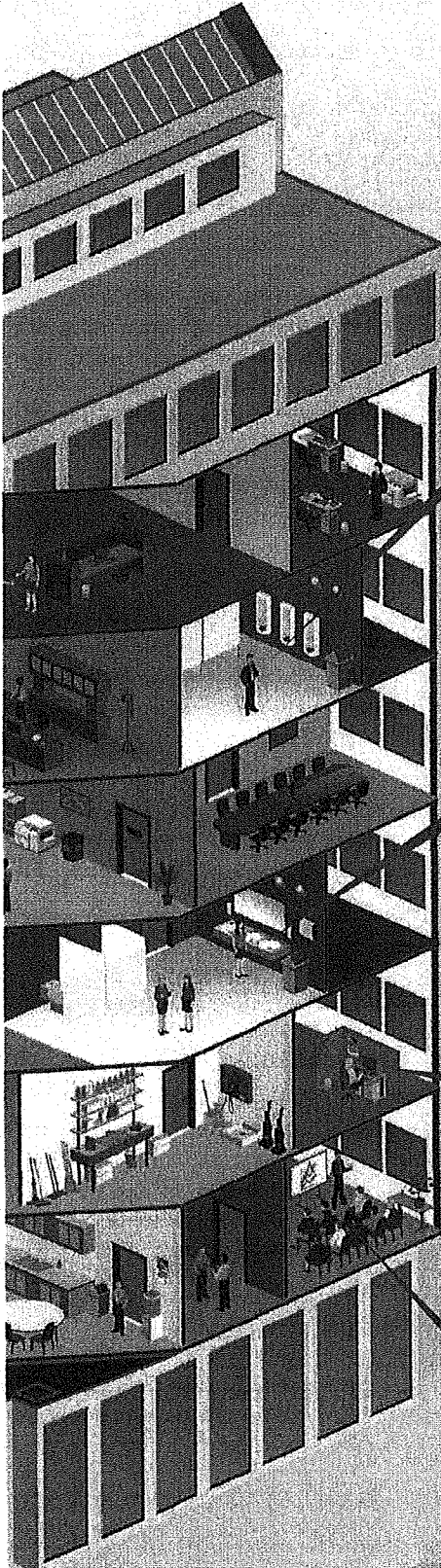


ENTRYWAY MATTING SYSTEMS

Reduce the amount of dirt entering your building by deploying entryway matting systems, and develop the associated strategies to keep your entryways and exterior walkways clean.

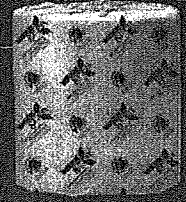


WAXIE GPS® Guides You Towards Reaching Your Goals.



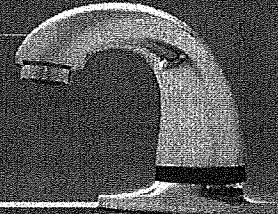
PAPER PRODUCTS & TRASH LINERS

Promote source reduction through controlled dispensing systems for paper products and right-sizing your trash liners. Use products which contain recycled content, are third-party certified, or derived from renewable resources.



WATER EFFICIENCY

Conserve water and increase hygiene in your building by utilizing no-touch restroom fixtures which regulate and reduce indoor water consumption and have hands-free operation.



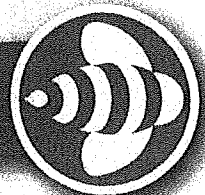
WORKPLACE WELLNESS

Develop strategies to fight the spread of germs in your workplace and promote improved hand hygiene through increased hand washing and the use of hand sanitizers.



ONGOING STEWARDSHIP GOALS

Identify the stewardship and sustainability goals for which your **WAXIE GPS** green cleaning program can contribute — and partner with WAXIE to focus on opportunities for continuous improvement.



WAXIE GPS® Goes Beyond Products.

Process

WAXIE Sanitary Supply has the best value and most comprehensive offering of green cleaning product solutions available in the industry. In addition to offering this wide range of product choices, WAXIE GPS® places these products within a platform that recognizes that maximum positive impact can be achieved by considering an approach which addresses the best cleaning PROCESSES and PROCEDURES in association with these products as well.

Any product, if used incorrectly, can be potentially harmful to people, surfaces or the surrounding environment. WAXIE GPS® identifies BEST PRACTICES for the proper use and disposal of cleaning products in your building, with the goals of improving worker safety, maximizing source reduction opportunities, and increasing overall efficiency.

Procurement

Our Green Cleaning Consultation addresses opportunities to consolidate and standardize product selections to save inventory space, as well as opportunities to consolidate and streamline deliveries to minimize transportation impacts, and opportunities to use online e-commerce ordering, invoicing and reporting solutions to minimize paper usage and increase overall efficiencies.

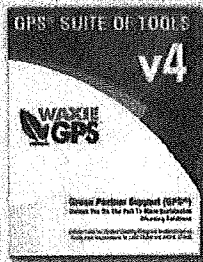
Product	Process	Procurement	RESULTS
It starts with green products	Combined with the best practices	Combined with responsible procurement	Lower operating costs and reduced impact on human health and environment

WAXIE GPS® Offers the Resources to Get the Job Done.



WAXIE GPS® Catalog

Looking for just the right cleaning product solution for your Green Cleaning Program? The WAXIE GPS® Catalog offers the most comprehensive assembly of green cleaning products in the cleaning industry. In addition, the GPS Catalog provides a tutorial on the most prevalent third-party certification standards and product attributes which highlight how the featured products reduce impacts on human health and the environment. The WAXIE GPS® Catalog has everything you need to clean when you want to go green!



WAXIE GPS® Suite of Tools

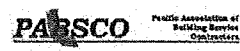
Looking to implement an effective green cleaning program but not sure where to start? The WAXIE GPS® Suite of Tools offers a proven format to identify your "Green Cleaning Team," establish a baseline of your current cleaning processes, identify recommendations for improvement, deliver and track training for your cleaning staff, assess the cleaning effectiveness of your custodial operations, and calculate your green spend percentage. The WAXIE GPS® Suite of Tools has everything you need to develop a customized green cleaning policy and implement a high performance cleaning program.

Contact your Sanitary Maintenance Consultant to get started on Your **WAXIE GPS®** Path!



Corporate Headquarters
 9353 Waxie Way
 San Diego, CA 92123
 (800) 995-4466
www.waxie.com

WAXIE is a member of these organizations:



The Forest Stewardship Council (FSC) is an international certification and labeling system for paper and wood products that come from responsibly managed forests, verified recycled sources, and controlled sources. Under FSC certification, forests are certified against a set of strict environmental and social standards, and fiber from certified forests is tracked all the way to the consumer through the Chain of Custody certification system. The end result is a product in the marketplace carrying the FSC 'check-tree' logo. For more visit www.fsc.org.



www.waxie.com/green

Powr-Flite

A NEW STANDARD IN BACKPACK VACUUMS

The Deuter Difference . . .
Making a Quantum Leap
in Comfort



Comfort Pro Backpack Vacuums
BP6S - BP6P - BP10S - BP10P

THE DEUTER PATENTED AIRCOMFORT SYSTEM ENGINEERED FOR COMFORT AND PRODUCTIVITY

- Lightweight breathable mesh back panel allows cooling air to get to the users back, keeping the operator up to 25% cooler.
- Heavily padded waist belt and lumbar support with ergonomic pull forward tightening straps transfer weight to the user's hips – not shoulders.
- Contoured, padded, and easy to adjust shoulder straps feature an adjustable chest strap and shoulder mounted load stabilizers which allow the user to pull the vacuum close to the body for better control or let it hang away from the body for more ventilation.
- The Deuter Vari-Quick system allows shoulder strap height adjustment in seconds to ensure that users of different heights will have a properly adjusted harness.
- The Aircomfort harness provides a great fit for all body types and provides better balance through weight distribution.



DEUTER AIRCOMFORT HARNESS
Deuter is recognized as a world leading manufacturer of backpacks and hiking equipment.





Aluminum telescoping wand allows easy access to a wide variety of areas.



Perfect for cleaning carpet, hard floors and above floor cleaning.



"Hands Free" system allows storing of the tools, including the wand, right on the belt for user convenience.



Patent pending "AC" system on the premium model draws warm air away from the user, ensuring maximum wearer comfort.

WORLD CLASS CLEANING PERFORMANCE

The new Comfort Pro backpack vacuums have earned the "Gold" Seal of Approval from the Carpet and Rug Institute (CRI), the pinnacle of cleaning performance. Engineered to deliver superior cleaning power, productivity and dependability, while protecting Indoor Air Quality (IAQ), these backpacks are the perfect combination of power and comfort.

SUPER-QUIET OPERATION

Operating at a whisper-quiet 62 dBA (premium model) and an incredibly low 68 dBA (standard model), these units are perfect for cleaning in noise sensitive environments, as well as for daytime cleaning operations. These low decibel noise levels enable the Comfort Pro Backpack Vacuums to proudly meet U.S. Green Building Council LEED-EB and CIMS-GB requirements for noise sensitivity.

ACTIVE COOLING OPTION

Both models feature a lightweight breathable mesh back panel that allows in cooling air, keeping the operator up to 25% cooler. The Comfort Pro Premium model takes it to the next level with a patent pending "AC" system that pulls warm air away from the operator, keeping the user even cooler and more comfortable.

HANDS-FREE

The premium model features storage for all the tools right on the belt, including the wand! This unique system allows the operator to keep their "hands free" to perform other tasks without fighting the tools or wand, or leaving them behind, ensuring maximum productivity and operator comfort.

PRODUCT SPECIFICATIONS

MODEL	COMFORT PRO 6	COMFORT PRO 10	COMFORT PRO 6 PREMIUM	COMFORT PRO 10 PREMIUM
ITEM#	BP6S	BP10S	BP6P	BP10P
TOOL KIT*	Standard	Standard	Hands-Free	Hands-Free
BODY	High Density Polyethylene	High Density Polyethylene	High Density Polyethylene	High Density Polyethylene
DIMENSIONS (L X W X H)	10 in x 12.5 in x 26.5 in 25.4 cm x 31.8 cm x 67.3 cm	13" x 11.5" x 26.5" 33 cm x 29.2 cm x 67.3 cm	10 in x 12.5 in x 26.5 in 25.4 cm x 31.8 cm x 67.3 cm	13" x 11.5" x 26.5" 33 cm x 29.2 cm x 67.3 cm
MACHINE WEIGHT (LBS. / KG)	8.62 lbs. / 3.22 kg	9.62 lbs. / 4.368 kg	8.75 lbs. / 3.9689 kg	9.75 lbs. / 4.425 kg
HARNESS WEIGHT (LBS. / KG)	3.2 lbs. / 1.45 kg	3.2 lbs. / 1.45 kg	3.2 lbs. / 1.45 kg	3.2 lbs. / 1.45 kg
CORD LENGTH / TYPE	50 ft. / 15 m, direct plug	50 ft. / 15 m, direct plug	50 ft. / 15 m, direct plug	50 ft. / 15 m, direct plug
CAPACITY (QUARTS / LITERS)	6 qt. / 5.69 l	10 qt. / 9.46 l	6 qt. / 5.69 l	10 qt. / 9.46 l
FILTRATION	4 stage HEPA**	4 stage HEPA**	4 stage HEPA**	4 stage HEPA**
WATERLIFT	110 in. / 279 cm	110 in. / 279 cm	110 in. / 279 cm	110 in. / 279 cm
CFM / CMM	130 cfm / 3.68 cmm	130 cfm / 3.68 cmm	130 cfm / 3.68 cmm	130 cfm / 3.68 cmm
CLEANING PRODUCTIVITY	7,407 sq. feet per hour 688 sq. meters per hour	7,407 sq. feet per hour 688 sq. meters per hour	7,407 sq. feet per hour 688 sq. meters per hour	7,407 sq. feet per hour 688 sq. meters per hour
SOUND LEVEL	68 dBA	68 dBA	62 dBA	62 dBA
VACUUM MOTOR	1100 W / 10 Amp	1100 W / 10 Amp	1100 W / 10 Amp	1100 W / 10 Amp
POWER	120V / 60Hz	120V / 60Hz	120V / 60Hz	120V / 60Hz
APPROVALS	CRI Gold Level	CRI Gold Level	CRI Gold Level	CRI Gold Level
230V AVAILABLE	Yes***	Yes***	Yes***	Yes***
REPLACEMENT ITEMS / ACCESSORIES				
MICRO HEPA FILTER BAG (10 PK)	X9678	X9782	X9678	X9732
CLOSED MOUTH PAPER BAG (10 PK)	X9735	X9736	X9735	X9736
OPEN MOUTH PAPER BAG (10 PK)	X9737	X9738	X9737	X9738
MICRO CLOTH BAG	X9679	X9692	X9679	X9692
INLET FILTER	X9683	X9689	X9683	X9689
EXHAUST FILTER	X9682	X9687	X9682	X9682

* See below for Tool Kit details ** When Using HEPA bag *** 230v available 3rd quarter of 2013 Warranty: 3 years on parts, labor and motor, with lifetime warranty on molded body parts

TOOL KIT	17" Crevice Tool Part - CT176	5" Upholstery Tool Part - CT188	3" Dusting Tool Part - CT184	14" Power-Glide Carpet Tool Part - CT194	14" Carpet Tool - Part B352-PE10	14" Hard Floor Tool Part - C352-PE20	Wand Adapter Part - J1007	90° Swivel Hose Type	Wand
STANDARD	✓	✓	✓	✓	✓	✓		4" crush proof Part - J1006	Double bend Part - CT171
HANDS-FREE	✓	✓	✓	✓	✓	✓	✓	2" - 6" stretch Part - J1005	Aluminum telescoping 32" - 50" Part - CT170



* WITH GLOBALLY SOURCED COMPONENTS

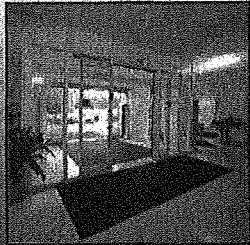
All About Encapsulation Cleaning

Carpet

Encapsulation Cleaning: A low moisture, interim carpet cleaning method

Encapsulation cleaning is a relatively new interim carpet cleaning method that can offer superior results compared to other methods. Interim cleaning is one of the Carpet and Rug Institute's (CRI) Five Ingredients for Great Looking Carpets¹. The purpose of interim carpet cleaning is to clean the carpet with minimal water, chemicals, and labor. After interim cleaning comes restorative (deep cleaning), which is more labor intensive, costly, and has a lengthy carpet drying time. Other interim carpet cleaning methods include absorbent compound, bonnet, and dry foam shampoo.

Five Ingredients for Success



Soil Containment



Vacuuming



Spotting



Interim Cleaning



Restorative Cleaning

How Encapsulation Cleaning works

The chemistry behind encapsulation is its crystalline polymeric formulation. The encapsulation formula utilizes polymers that surround soils and dirt on carpet fibers. In addition, the detergents used to loosen soils are also encapsulated by the product. The encapsulated soil and detergents then crystallize and become brittle, making them easy to remove by simple vacuuming. Carpet is free of detergent residue, which helps prevent rapid re-soiling.



NOTE: Encapsulation Cleaning is NOT Bonnet Cleaning:

Sometimes encapsulation cleaning is lumped in with bonnet cleaning as the same method. Nothing could be further from the truth. Bonnet cleaning removes little soil from the carpet, but rather re-distributes the soil and pushes it down deeper into the carpet. See table I.

Encapsulation Carpet Cleaning: Cleaning Better and Faster

Table I. Comparing Encapsulation Cleaning to Bonnet Cleaning

	Encapsulation Cleaning	Bonnet Cleaning
Soil Removal	>50% actual soil removal	<5%, soil is re-distributed on the carpet
Detergent Residue	None, carpets are residue free	Significant, can contribute to rapid re-soil
Dry Time	1 hour	1 hour
Deodorization	Peroxide Deodorization	Fragrance Cover up

Benefits of Encapsulation Carpet Cleaning:

- Improved appearance between each deep cleaning cycle.
- No detergent residue means no rapid re-soiling of the carpet.
- Removes soils from the carpet, does not re-distribute soil.
- Natural Deodorization if encapsulation product is peroxide fortified.
- Dry time in about 1 hour.
- Reduced need for extraction cleaning.

What makes Encapsulation Interesting for Cleaning Professionals?

Low Moisture & Quick Return to Service

Encapsulation carpet cleaning is an interim, low-moisture carpet cleaning method that dries quickly. While encapsulation does not eliminate deep cleaning methods like hot water extraction, it can prolong the cycle for which deep cleaning of carpet is required. Odor eliminating chemicals, such as hydrogen peroxide, can also be designed into an encapsulation formula, leaving the carpet smelling fresh and clean.

Quick and Easy to Learn:

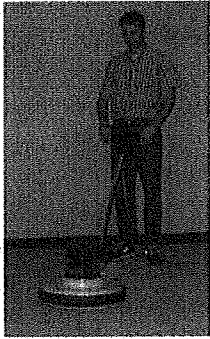
The training and equipment required for encapsulation cleaning is minimal. A maintenance employee would first pre-vacuum the carpet, apply the encapsulation product, and then agitate the surface (see equipment used on the next page). After allowing a dry time of 30-60 minutes, the encapsulated soil and detergents are removed by vacuuming. The steps below are what cleaners would do for encapsulation cleaning.

1. Pre-vacuum the carpet. This will help remove loose soils.
2. Apply the encapsulation product. Depending on the product specification, dilute the solution and spray a manageable area using a pump up sprayer.
3. Allow 2-5 minutes (depending on the product) for the solution to loosen soil.
4. Agitate the surface with the recommended equipment.
5. Allow 30-60 minutes (depending on the product) for the carpet to dry. An air mover can be used to speed up the drying process.
6. Vacuum carpet after drying, or return back to service and wait for the next vacuuming cycle.

Encapsulation Cleaning: Cleaning Better and Faster

Equipment Options: Minimal Investment in equipment needed for encapsulation cleaning

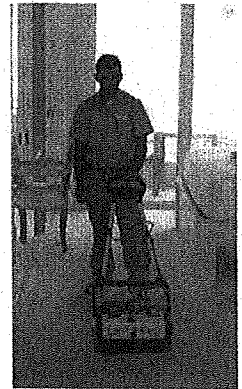
Encapsulation cleaning can often be performed with equipment that is readily available. The level of results that can be achieved will be elevated when using different types of equipment as indicated below:



Good results: A low speed floor machine equipped with a nylon brush or bonnet. For bonnets, use a striped bonnet that has mildly abrasive strips. Floor machines are so common, virtually anyone can start encapsulation cleaning.



Better Results: A counter rotating brush machine with nylon (non-grit) brushes. Example shown is the Minuteman Port-a-Scrub 14. The counter rotating brushes are able to get deeper into the carpet fiber to loosen and encapsulate the soils. These machines move effortlessly on carpet, even on plush carpeting.



Best Results: An orbital floor machine with a bonnet or carpet pad. Example shown is the Minuteman ROS-17 Orbital Floor Machine. The orbital floor machine operates at 80 rpm while simultaneously producing random orbital motion of 1725 micro orbit oscillations per minute. The agitation of the ROS-17 combined with Multi-Clean ECO₂ Encapsulation Cleaner produces superior results on all types of carpet.

Cost Savings

Encapsulation cleaning is highly profitable because it has the ability to cover large surface areas quickly with minimal downtime. It requires less labor and produces visible results.

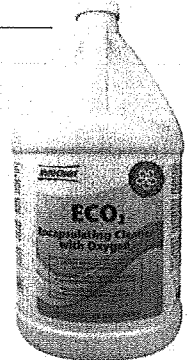
Multi-Clean offers an encapsulation product fortified with hydrogen peroxide called **ECO₂**.

Four gallons of diluted ECO₂ can cover up to 44,000 square feet of carpet!

ECO₂ bears the Carpet and Rug Institute's Seal of Approval.



For more information, visit our Carpet Care webpage: <http://multi-clean.com/products/carpet-care/>



How Encapsulation Cleaning Compares to Other Carpet Cleaning Methods

Method	Advantages	Disadvantages
Absorbent Compound	Little to no water is used, very short drying time.	Thorough vacuuming before and after cleaning is recommended, mechanical agitation from a brush must be thorough, the cleaning powder has the potential to reduce air quality, method tends to leave residue.
Bonnet	Low moisture, fast drying time, cost efficient, can contain soil repellent technology.	Very little soil removal. Leaves detergent residue that can promote re-soil. Redistribution of soil, which is then pushed deeper into the carpet.
Encapsulation	Low moisture, fast drying time, can contain odor eliminating peroxides, no residue, economical.	Does not remove as much soil as extraction.
Extraction	Effective Deep Cleaning Method	Extended dry time. Can leave some detergent residue.
Dry Foam Shampoo	Dated method compared to others.	Can leave a significant amount of residue, longer drying time.

Encapsulation cleaning offers superior interim cleaning performance while maintaining a low cost. Always consult your carpet manufacturer for warranty and cleaning procedures specific to your carpet.

¹ The Carpet and Rug Institute, www.carpet-rug.org

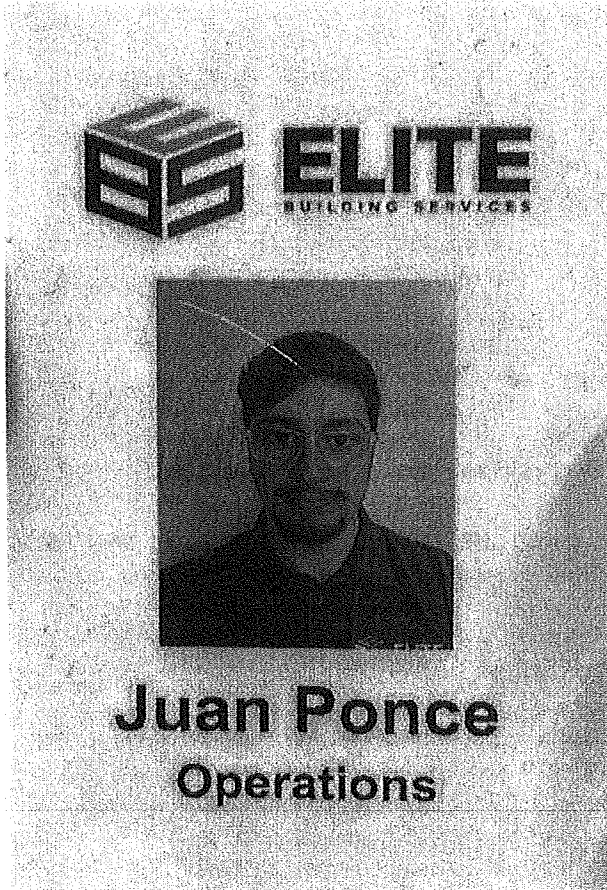


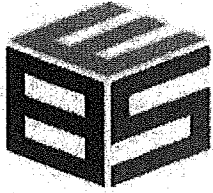


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Tucson Arizona 85713
Office: 520-771-6309

EMPLOYEE IDENTIFICATION BADGE & EMPLOYEE UNIFORM POLO SHIRT

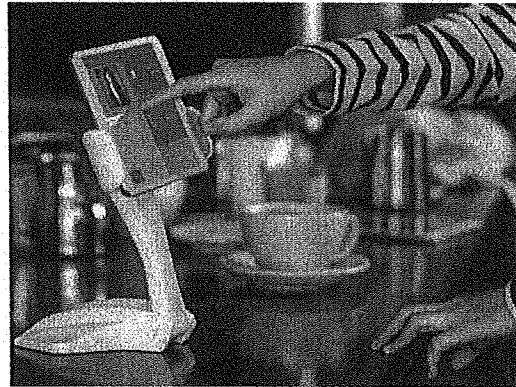




ELITE
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**ELITE BUILDING SERVICES USES STATE OF THE ART TIME TRACKING SOFTWARE
TO MANAGE PEOPLE, PROJECTS AND PAYROLL**



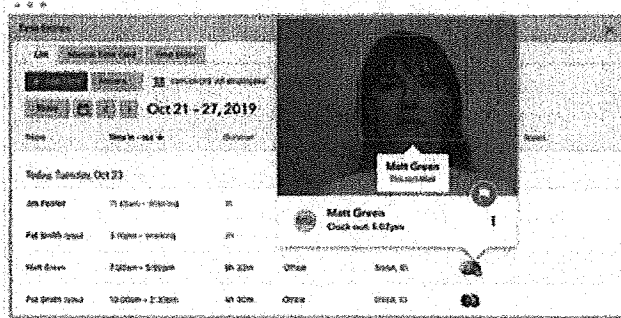
A digital punch clock to centralize roll call

For business owners who prefer to have employees track working hours on the same device or those with seasonal workers, the QuickBooks Time Kiosk can help. Whether it's in a warehouse, at an event, or on a construction site, you can manage on-site attendance with our digital punch clock.**

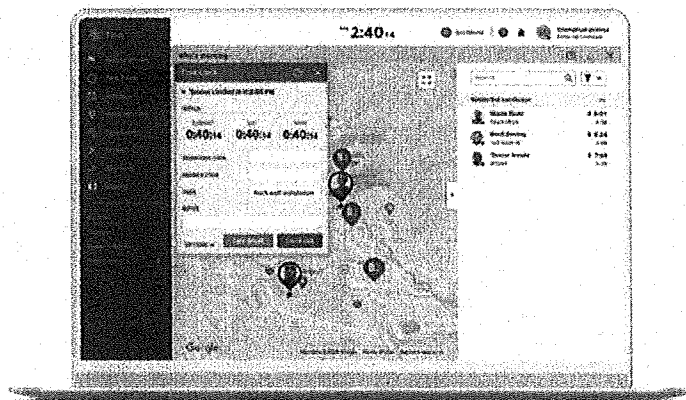
Time clock features to keep timesheets accurate



Easy to set up, our online punch time clock works on any tablet, desktop, or laptop with an internet connection.



Employees can track time with a four-digit PIN. Enable photo capture to curb time theft and buddy punching.



Add a location to each time clock to enable GPS Tracking, so admins or managers know exactly where each timesheet is coming from.



Employees working in one location can track time from one device, clocking in and out in seconds.



Employees can review and submit timesheets from the kiosk. Time data syncs to our payroll software for rapid and accurate accounting.



Detailed reporting

Categorize time data by job, task, employee, group, or project for job costing and resource allocation.**

WHY T SHEETS?

We ♥ Employees

#1 Customer Rated Time Tracker for QuickBooks



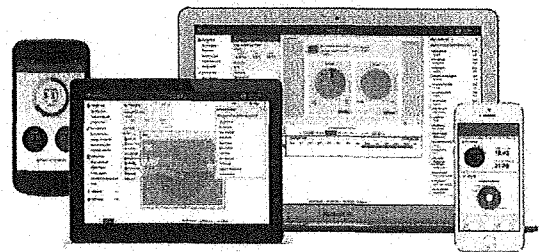
WORKS WITH QuickBooks Desktop & Online

- Sync jobs, customers, classes, service items, payroll items and employees
- 1-click sync
- Fast, easy set-up



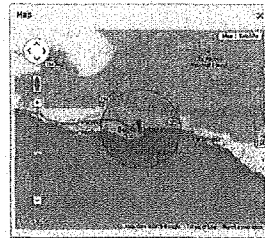
MOBILE DEVICES iPhone, iPad & Android Apps

- From office or field
- Desktop version
- Text in
- Dial-in with a Spanish option
- Crew App for managing multiple people



GPS TRACKING Pinpointing - Online or Offline

- See who's working, where and on what
- Add timesheet notes
- Works offline



TIMESHEET APPROVALS Submit & Approve Time Worked

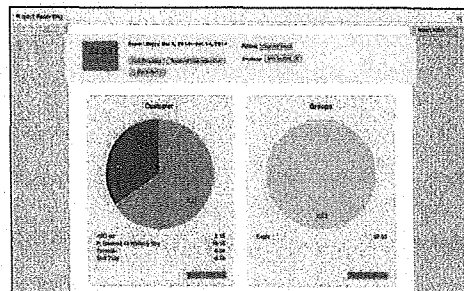
- Day, week, custom
- Real-time punch clock
- Manual time entry
- Overtime alerts
- Multi-level approval settings

Employee	Time Worked	Rate	Total
John Smith	8.00 hr	\$15.00	\$120.00
Jane Doe	51.35 hr	\$15.00	\$770.25
Mike Brown	50.62 hr	\$15.00	\$759.30
Sarah White	48.33 hr	\$15.00	\$724.95
David Black	8.00 hr	\$15.00	\$120.00
Emily Green	8.00 hr	\$15.00	\$120.00



REPORTING Works In Real Time

- Payroll
- Job Costing
- Invoicing
- Timesheet summary
- Logging & history



TOP-RATED FEATURES

- Designed for payroll
- DCAA/DOL compliant
- PTO/Overtime calculations

Learn More at apps.com/tsheets



Work Order Management Program

MaintenanceCare

[View Request Status](#)

MAINTENANCE REQUEST

Warning!
Elevator Out Of Service Today

Task Type:

Building Area:

Room#:

Details:

Your Name:

Your Email Address:

File Upload

WHAT IS IT

Give access to submit maintenance requests easily through a customized web form. Enable your team to receive requests directly from others by using our work order software. Allow users to submit requests using desktop computers or alternatively using mobile tablets, kiosks or any web-enabled device.

TO THE POINT

Others can communicate issues easily when needed and is available on the free work order software



Edit Task

Details | Emails | Documents | Transaction | DetSet

Status: Pending

Duration: 0 | 15

Type: Electrical / Lighting

Class: To Be Approved

Area: East Wing

Room: 101

Phone: 111-555-1212

Priority: No

Email: maintenance.care@mcare.com

Date Created: Jul-22-2021

Modified

Submitted

Assigned

Vendor

DetSet

Comments

The light is out.

By closing this task you are stating that the work has been collected and accounted for and properly disposed of.

Assign Task

Assign To User: Clooney George

Assign To Vendor: ABCPLUMBING

Options: Add Notes to Task Email Us

Please complete the work ASAP!

WHAT IS IT

Manage your work orders from one user-friendly dashboard. From scheduling to assigning users to labelling areas to adding comments and notes to attaching emails, documents, and more the work order management dashboard allows you to easily and efficiently manage all of your maintenance team's tasks. Plus you can access everything on the go from the mobile app.

TO THE POINT

Working on-the-fly improves efficiency.



status: **Active** Comments:

Search Room:

Scheduled: Priority:

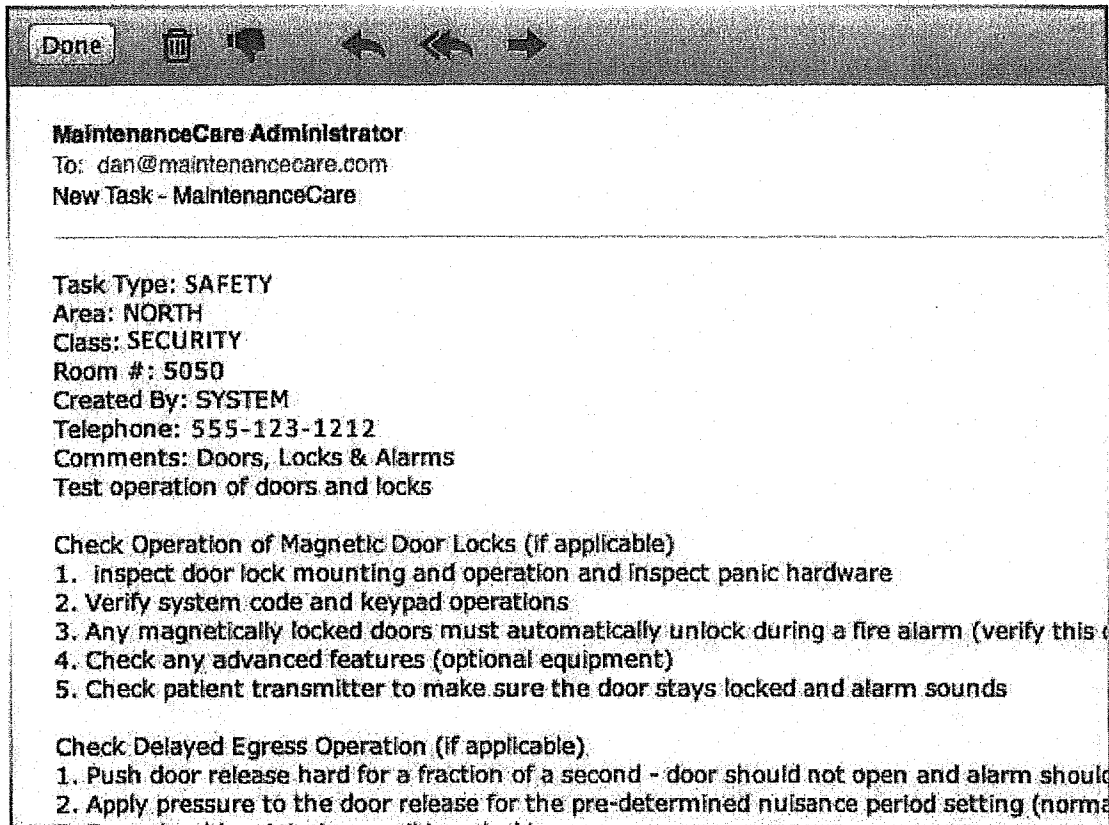
Comments	Created	Submitted By	Att.	Age	Status
MONTHLY DISHWASHER EXHAUST CLEANING ...	Jul-22-2021 20:30	SYSTEM		1	New
The light is out. By closing this task you are...	Jul-22-2021 15:36	Dan Roberge		1	Pending
The light is out please replace By closing t...	Jul-22-2021 09:16	Dan Roberge		1	Pending
APMI - PM Inspection for Bus Step 1, do this...	Jul-22-2021 01:00	SYSTEM		2	New
The light is out please replace By closing t...	Jul-21-2021 15:16	Dan Roberge		2	Pending
APMI - PM Inspection for Bus Step 1, do this...	Jul-21-2021 13:34	SYSTEM		2	New
The light is out By closing this task you are ...	Jul-21-2021 13:06	Dan Roberge		2	Pending
The light is out By closing this task you are ...	Jul-21-2021 11:06	Dan Roberge		2	Pending
There is water in the bathroom floor By clo...	Jul-20-2021 12:48	Joe Smith		3	New
The light is out By closing this task you are ...	Jul-19-2021 10:08	Dan Roberge		4	Pending
Resident Monitoring Systems - Patient Wa...	Jul-19-2021 08:00	SYSTEM		5	New
light is not coming on	Jul-15-2021 16:12	Jabulane		8	New
Resident Monitoring Systems - Patient Wa...	Jul-12-2021 08:00	SYSTEM		12	New

WHAT IS IT

Keep things easily accessible allowing you to manage your tasks conveniently. Available on the free work order software, your team can quickly access all of the information in one convenient, well displayed list. Quick sorting, column layout preferences, easy filtering or right clicking shortcuts are easily done for maximum efficiency.

TO THE POINT

Central location for your tasks speeds up your day.



WHAT IS IT

Allow your team to automatically be notified of any new requests or preventive maintenance work that needs attention. A must for all good work order management software, emails and text messages can be delivered instantly to any mobile device allowing you to stay in direct contact with possible urgency issues or simply to better manage your day.

TO THE POINT

Stay in the loop easily and at your convenience.

Maintenance Care

Email



Send to:

Cc:

Subject: Task#: 16929984

Message Attachments

Hi Dan!

Can you please take a look at this issue and let me know the cost?

Thank you!

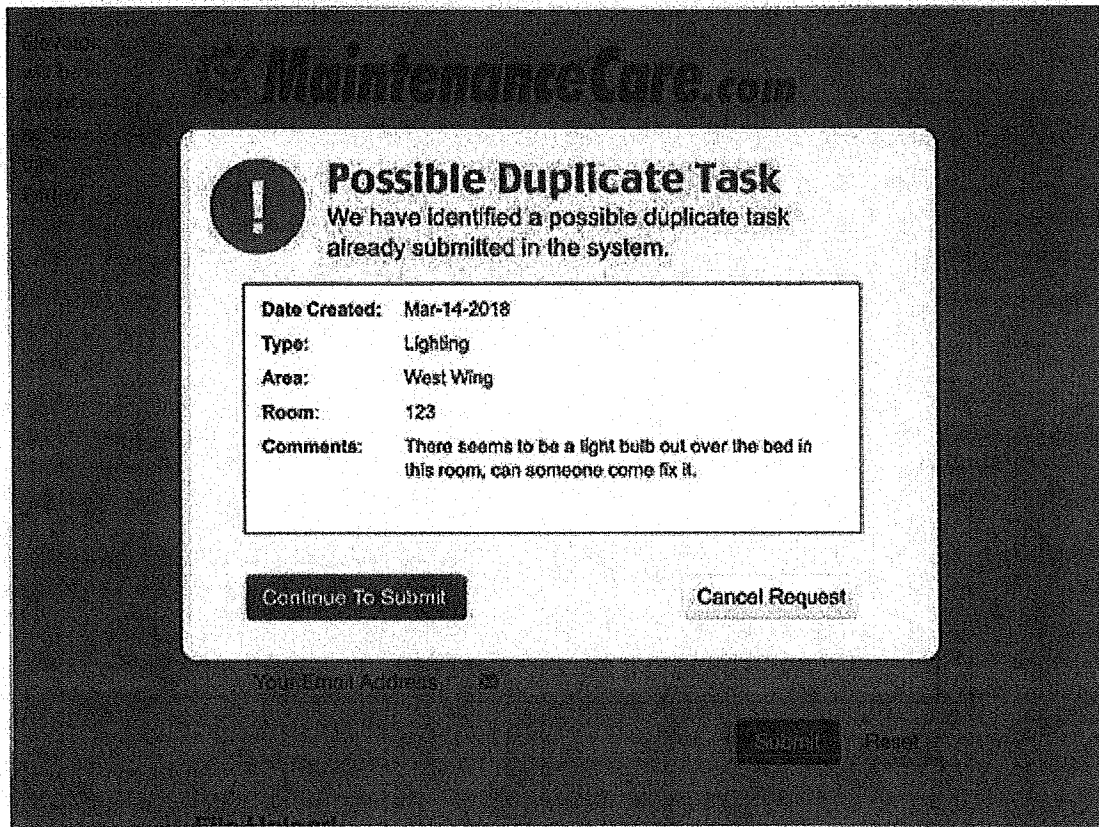
Johnny Fever

WHAT IS IT

Each Work Order task contains it's own story, and email communication with submitters, contractors, coworkers, and others is a major part of that conversation. With our email client you can compose, send, reply to, and forward emails as well as create contact lists and attach files. Plus, all email history is tied directly to the Work Order/Task, so keeping track of all communication associated with a request is now easy and efficient.

TO THE POINT

A much more efficient method of completing and tracking communication around work orders.

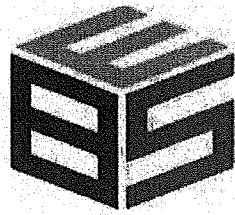


WHAT IS IT

Cut down on duplicate tasks and save time! Our Smart Duplication Checker will warn a submitter of a Work Order if their request is similar to another request already submitted. If a submission is similar to one recently made, a warning will pop up, giving the user the ability to review before cancelling or proceeding to submit.

TO THE POINT

Save your maintenance team time and nerves by avoiding accidental duplicate requests.



ELITE
BUILDING SERVICES

WAREHOUSE & VEHICLES

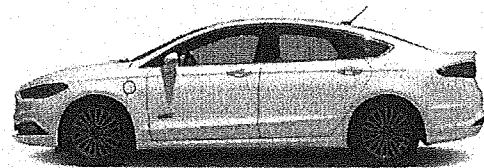
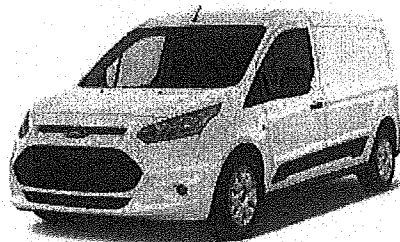
Thank you for considering Elite Building Services LLC for your Janitorial needs. Our commitment to excellence is reflected in our top-notch facilities and dedicated team.

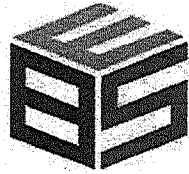
Situated at the heart of Pima County, our 3,000 square foot climate-controlled warehouse is stocked with a comprehensive selection of materials, supplies, and equipment, ensuring swift dispatch and delivery to any building site. What sets us apart is our in-house equipment maintenance technician, who meticulously performs preventative maintenance on all our floor care equipment, vacuums, and vehicles. This proactive approach guarantees the reliability of our services.

Our fleet selection is not only tailored to meet your needs but also designed with environmental responsibility in mind. We understand the importance of minimizing our carbon footprint, and that's why we've carefully chosen vehicles that prioritize efficiency and sustainability. Here is a brief overview of our eco-friendly fleet:

- **2016 Ford Fusion Energy:** This electric, hybrid, and fuel-efficient vehicle boasts an approximate MPG of 55, ensuring eco-conscious transportation.
- **2015 Ford Transit Connect:** With ample cargo space and an approximate MPG of 26, this vehicle is perfect for efficient material transportation.
- **2010 Chevy Colorado:** Ideal for supply delivery and equipment pick-ups, this pickup vehicle offers an approximate MPG of 18.
- **2021 Dodge Ram:** This vehicle is used to pull enclosed trailers with floor care and pressure washing equipment, with an approximate MPG of 19.
- **2010 Nissan Titan:** Similar to the Dodge Ram, the Nissan Titan pulls enclosed trailers and equipment with an approximate MPG of 15.
- **2016 Chevy Silverado:** Another reliable pickup vehicle with an approximate MPG of 18, suitable for supply delivery, hauling trailers, and equipment pick-ups.

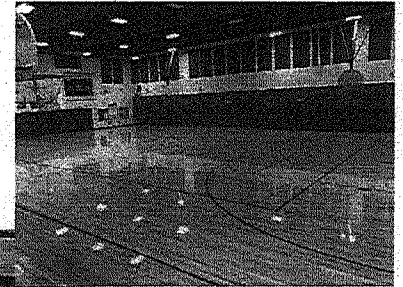
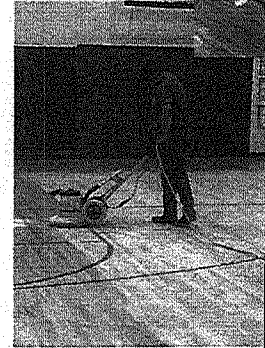
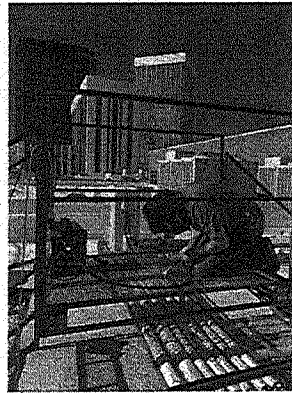
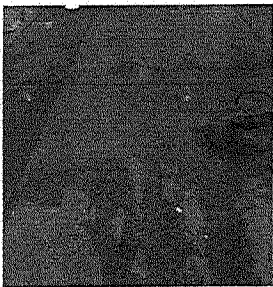
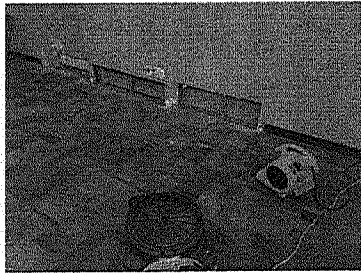
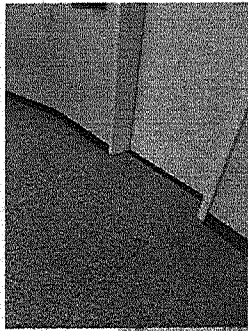
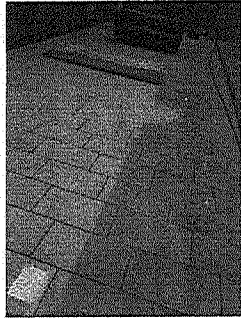
At Elite Building Services LLC, we are dedicated to providing superior service while minimizing our environmental impact. We look forward to the opportunity to work with you and demonstrate our commitment to quality, efficiency, and sustainability.





ELITE
BUILDING SERVICES

ABOVE AND BEYOND SERVICES



Steam Cleaning Floors
Epoxy Coatings
Restoration Services due to water damage
Pressure Washing Services
Refinishing of wood floors
Changing light bulbs
Changing ceiling tiles
& much more!

EXHIBIT D: REFERENCE FORM (2 PAGES)

PLEASE COMPLETE EACH AND EVERY SECTION.

Name of Vendor for whom reference is given: ELITE BUILDING SERVICES LLC

Your organization's business name: CHAPMAN MANAGEMENT GROUP - Federal Government Bldgs.

Your name and title: ERIK CHAPMAN - PRESIDENT & MEMBER

Telephone number: 520.622.5544 Email address: echapman@chapmanmanagementgroup.com

- Does Vendor currently provide your organization with (description of service), and at least for (minimum required years)?

Yes Service was provided from 04/2023 to PRESENT
 (Month, Year) (Month, Year)

*This is current contract...Years working with Erik Ponce & Team - 15 years

No

- Please briefly describe the scope of service and dollar value of the contract with Vendor:

Full Janitorial Services, window cleaning, pressure washing, carpet cleaning, VCT waxing, epoxy flooring, concrete sealing, Day Porter services, emergency call-outs, minor maintenance i.e. painting, ceiling tile replacement to name a few. \$140,000 p/year.

- Did Vendor meet all contract requirements satisfactorily: Yes No

- How satisfied are you with the quality and accuracy of information provided by Vendor?
 Yes, very much.

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	Unsatisfactory	Below Average	Average	Above Average	Exceptional
1. Communications with Vendor:	0	1	2	3	4
Comments:	_____				
2. Understanding of contractual requirements:	0	1	2	3	4
Comments:	_____				
3. Completing projects on time within budget:	0	1	2	3	4
Comments:	_____				
4. Vendor knowledge of services:	0	1	2	3	4
Comments:	_____				
5. Vendors record keeping and billing accuracy:	0	1	2	3	4
Comments:	_____				
6. Vendor's responsiveness and success at addressing problems that arise:	0	1	2	3	4
Comments:	_____				

EXHIBIT D: REFERENCE FORM (continued)

Name of Vendor for whom reference is given: ELITE BUILDING SERVICES LLC

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	<i>Unsatisfactory</i>	<i>Below Average</i>	<i>Average</i>	<i>Above Average</i>	<i>Exceptional</i>
7. Competence of professional services staff:	0	1	2	3	<u>4</u>

Comments: _____

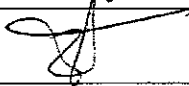
8. Overall satisfaction with Vendor:	0	1	2	3	<u>4</u>
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Comments: _____

9. What are their strengths as a service provider?
Their reliability and quality of service.

10. What are their drawbacks as a service provider?
I cannot think of one.

Any other information that you would like to share about the Vendor:
We have worked with Erik for many years and have been very satisfied with his service.
They provide service to several governmental agencies we manage and consistently receive high marks.

Your Signature: 

Please email this form by April 5, 2024, no later than 2:00 PM local Tucson, AZ time to:

Maricruz Lopez
Procurement Officer
Pima County Procurement Department
Email: maricruz.lopez@pima.gov
Tel: (520) 724-3736

Vendor may contact you if Reference Form due-in schedule has been revised by subsequent solicitation amendment. The published revised due-in schedule will supersede above schedule.

Thank you for your time. Pima County sincerely appreciates your cooperation.

END OF EXHIBIT D

EXHIBIT D: REFERENCE FORM (2 PAGES)

PLEASE COMPLETE EACH AND EVERY SECTION.

Name of Vendor for whom reference is given: ELITE BUILDING SERVICES LLC
 Your organization's business name: HEXAGON GLOBAL MINING
 Your name and title: BECKY EGLY - ADMINISTRATION MANAGER 520-442-5235-cell
 Telephone number: 520.795.3891 Email address: becky.egly@hexagon.com

- Does Vendor currently provide your organization with (description of service), and at least for (minimum required years)?

Yes Service was provided from 06/2022 to PRESENT
 (Month, Year) (Month, Year) *This is current contract...Years working with Erik Ponce & his Team - 8 Years
 No

- Please briefly describe the scope of service and dollar value of the contract with Vendor: \$300,000 p/yr

Full Janitorial services, window cleaning, pressure washing, carpet cleaning, VCT waxing, epoxy flooring, concrete sealing, Day Porter, disinfecting, event set up & take down, minor maintenance i.e. ceiling tile replacement, painting & much more..

- Did Vendor meet all contract requirements satisfactorily: Yes No
- How satisfied are you with the quality and accuracy of information provided by Vendor?

Completely

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	Below Unsatisfactory	Average	Average	Above Average	Exceptional
1. Communications with Vendor:	0	1	2	3	(4)
Comments:	<u>Vendor readily available; any hour or day.</u>				
2. Understanding of contractual requirements:	0	1	2	3	(4)
Comments:	<u>Totally</u>				
3. Completing projects on time within budget:	0	1	2	3	(4)
Comments:	<u>Vendor extremely budget conscious & timely.</u>				
4. Vendor knowledge of services:	0	1	2	3	(4)
Comments:	<u>Extremely knowledgeable of all aspects</u>				
5. Vendors record keeping and billing accuracy:	0	1	2	3	(4)
Comments:	<u>Exceptional</u>				
6. Vendor's responsiveness and success at addressing problems that arise:	0	1	2	3	(4)
Comments:	<u>Rapid response and always alleviates problem</u>				

EXHIBIT D: REFERENCE FORM (continued)

Name of Vendor for whom reference is given: ELITE BUILDING SERVICES LLC

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	Unsatisfactory	Below Average	Average	Above Average	Exceptional
7. Competence of professional services staff:	0	1	2	3	4

Comments: Competent & Professional

8. Overall satisfaction with Vendor:	0	1	2	3	4
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Comments: 150% satisfied

9. What are their strengths as a service provider?
Availability, knowledge, ability to handle ALL aspects of building problem solving

10. What are their drawbacks as a service provider?
Have not seen any to date!

Any other information that you would like to share about the Vendor:
The success of this vendor is largely due to the determination, drive, and empathy of its ownership-management team.

Your Signature: Brocky Egly

Please email this form by April 5, 2024, no later than 2:00 PM local Tucson, AZ time to:

Maricruz Lopez
Procurement Officer
Pima County Procurement Department
Email: maricruz.lopez@pima.gov
Tel: (520) 724-3736

Vendor may contact you if Reference Form due-in schedule has been revised by subsequent solicitation amendment. The published revised due-in schedule will supersede above schedule.

Thank you for your time. Pima County sincerely appreciates your cooperation.

END OF EXHIBIT D

EXHIBIT D: REFERENCE FORM (2 PAGES)

PLEASE COMPLETE EACH AND EVERY SECTION.

Name of Vendor for whom reference is given: ELITE BUILDING SERVICES LLC
 Your organization's business name: DESERT DIAMOND CASINOS - Tucson, Sahuarita & Glendale
 Your name and title: Debbie Feddor Asst. Mgr. EUS
 Telephone number: 520.342-2451 Email address: dk.feddor@ddca2.com

- Does Vendor currently provide your organization with (description of service), and at least for (minimum required years)?

Yes Service was provided from 07/2023 to PRESENT
 (Month, Year) (Month, Year)

No

- Please briefly describe the scope of service and dollar value of the contract with Vendor: \$ 2,100,000 P/yr
Full Janitorial Services, Day Porter, three (3) Shifts - Morning, Swing Shift & Graveyard, Disinfecting, Restroom attending
Grounds crew, parking garages, landscaped areas, kitchen attendants, dishwasher, detail crew for back of house kitchen

- Did Vendor meet all contract requirements satisfactorily: Yes No

- How satisfied are you with the quality and accuracy of information provided by Vendor?

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	Unsatisfactory	Below Average	Average	Above Average	Exceptional
1. Communications with Vendor:	0	1	2	<u>3</u>	4
Comments:	_____				
2. Understanding of contractual requirements:	0	1	2	<u>3</u>	4
Comments:	_____				
3. Completing projects on time within budget:	0	1	2	<u>3</u>	4
Comments:	_____				
4. Vendor knowledge of services:	0	1	2	<u>3</u>	4
Comments:	_____				
5. Vendors record keeping and billing accuracy:	0	1	2	<u>3</u>	4
Comments:	_____				
6. Vendor's responsiveness and success at addressing problems that arise:	0	1	2	3	<u>4</u>
Comments:	_____				

EXHIBIT D: REFERENCE FORM (continued)

Name of Vendor for whom reference is given: ELITE BUILDING SERVICES LLC

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	Unsatisfactory	Below Average	Average	Above Average	Exceptional
7. Competence of professional services staff:	0	1	2	<u>3</u>	4

Comments: _____

8. Overall satisfaction with Vendor:	0	1	2	3	<u>4</u>
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Comments: _____

9. What are their strengths as a service provider?

They are responsive to any needs that arise
IF you email or call they are also quick to respond

10. What are their drawbacks as a service provider?

at times due to the labor market they have a
difficult time replacing people. This is not often however

Any other information that you would like to share about the Vendor:

Erik Ponce is a very good hands
on person. He cares about the
vendor (us) & always wants to make sure things are correct.

Your Signature: Dennis Tiddon

Please email this form by April 5, 2024, no later than 2:00 PM local Tucson, AZ time to:

Maricruz Lopez
Procurement Officer
Pima County Procurement Department
Email: maricruz.lopez@pima.gov
Tel: (520) 724-3736

Vendor may contact you if Reference Form due-in schedule has been revised by subsequent solicitation amendment. The published revised due-in schedule will supersede above schedule.

Thank you for your time. Pima County sincerely appreciates your cooperation.

END OF EXHIBIT D

Exhibit E Unit Prices - Best and Final Offer (BAFO)

Must Bid All Line Items

UNIT PRICES (Net 30-Day Payment Terms)

Items to include and verify all quantities and quality of materials and labor at site. Includes cost of freight in unit price. FOB Distribution/Unloaded. Includes cost of freight in unit price. Although County will pay taxes if applicable, do NOT include sales tax in unit price.

GROUP 1: DOWNTOWN FACILITIES

Monthly Services Per Exhibit A - Scope of Services

Line #	Location Name	Address	Service Level and Frequency	Business Hours	Cleaning Availability Time	Approximate Sqft	Price Per Month	Price Per Year	Additional Information	Contractor Comments
1	Administration West (5 floors, shops A & B level)	150 W. Congress	Standard Service M-F	8:00am-5:00pm	5:00pm-12:00am	87,000	\$5,998.00	\$65,976.00	Occupied by County staff 8am-6pm. All stairwells cleaned monthly. Daytime and evening services required.	
2	Administration West (5 floors, shops A & B level) - Day Porter	150 W. Congress	Day M-F	8:00am-5:00pm	3:00pm-5:00pm	6,517	\$1,350.00	\$16,200.00	Restrooms & Breakrooms during the day. Vending areas - fee	
3	Control Plant (Restroom and Control Room only)	190 W. Pershing	Standard Service M-F	24/7	3:00pm-5:00pm		\$1,350.00	\$16,200.00	Restrooms & Breakrooms during the day. Vending areas - fee	
4	Administration East (A level, B level, Sanatorium and Rpt, 1st floor occupied every other Tuesday - see additional information in column)	130 W. Congress	1st floor only bi-monthly. Approx 12 hour a month currently required.		Closed for construction	94,000	\$5,508.00	\$66,096.00	1st floor hours the Board of Supervisors meeting every other Tuesday. Pre-meeting cleaning required to include all meeting rooms and restrooms. Cleaning A level, B level and rpt 5x per week should be included in a monthly price. Rental Company is allowed an office/supply space at 130 W Congress, A level.	
5	Superior Court General Cleaning (18 floors & A & B level Parking)	110 W. Congress	Standard Service M-F, SAS	8:00am-5:00pm	5:00pm-2:00am	170,000	\$167,466.00	\$1,991,592.00	Day porters and nighttime cleaning is required for all floors	
6	B-level Holding Cells	110 W. Congress	Full Service M-F	8:00am-5:00pm	5:00pm-2:00am	2,500	\$979.00	\$11,748.00		
7	Downtown Complex Exterior Power Wash	110-150 W. Congress	1 x per month	8:00am-5:00pm	5:00pm-6:00am	100,000	\$585.00	\$7,020.00	Site visit required. Some areas are currently closed off during construction	
8	97 E. Congress - Exterior Power Wash	97 E. Congress	1 x per month	8:00am-5:00pm	5:00pm-6:00am	10,000	\$555.00	\$6,660.00	Lower level patio area and ramp area to back alley.	
9	97 E. Congress - Day Porter	97 E. Congress	Day M-F	8:00am-5:00pm	8:00am-5:00pm	\$22,700.00	\$1,850.00	\$22,700.00	Restroom & Breakrooms during the day.	
10	97 E. Congress (1st floor)	97 E. Congress	Standard Service M-F	8:00am-5:00pm	5:00pm-6:00am	44,337	\$1,989.00	\$23,788.80	Occupied by County staff 8am-6pm.	
11	Legal Services Building (20 floors & basement)	32 N. Stone Ave.	Standard Service M-F	8:00am-5:00pm	8:00am-5:00pm	170,000	\$11,325.00	\$135,900.00	All stairwells cleaned monthly. Daytime and evening services required.	
12	33 N. Stone Ave. building (17 floors)	33 N. Stone Ave.	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	182,000	\$12,995.00	\$155,940.00	All stairwells cleaned monthly including emergency exit to Pershing	
13	33 N. Stone Ave. - 1st Floor Restrooms Mid-Day Restroom Cleaning	33 N. Stone Ave.	Daily M-F	8:00am-5:00pm	11:00am-1:00pm	400	\$480.00	\$195,200.00	Restrooms cleaned late morning or early afternoon.	
14	Public Works Building - County Side (9 floors & basement)	201 N. Stone Ave.	Standard Service M-F	8:00am-5:00pm	8:00am-5:00pm	122,000	\$5,299.00	\$63,588.00	Occupied by County staff 8am-6pm. All stairwells cleaned monthly. Daytime and evening services required.	
15	Public Works Building - Common Area (Restroom & elevator lobby)	201 N. Stone Ave.	Full Service M-F	8:00am-5:00pm	8:00am-5:00pm	58,000	\$6,995.00	\$75,140.00		
16	Joe Valdez Main Library (4 floors & basement)	101 N. Stone Ave.	Full Service M-F	10:00am-6:00pm M-Th	10:00am-5:00pm M-Th	98,000	\$10,995.00	\$131,940.00	All tasks not able to be performed by Day Porter. Floor Dusting etc.	
17	Joe Valdez Main Library Day Porter	101 N. Stone Ave.	Day M-F	10:00am-5:00pm M-Th	10:00am-5:00pm M-Th	3750	\$45,000.00	\$540,000.00	Day Porter tasks to be performed during business hours.	
18	School Administration Building (3 floors & basement)	200 N. Stone Ave.	Full Service M-F	8:00am-5:00pm	8:00am-5:00pm	23,399	\$29,628.00	\$355,536.00	Day Porter tasks to be performed during business hours.	
19	School Administration Building (3 floors & basement) Day Porter	200 N. Stone Ave.	Day M-F	8:00am-5:00pm	8:00am-5:00pm	-	\$1,495.00	\$17,940.00	Day Porter tasks after hours.	
20	El Banco Building	801 W. Congress	Full Service M-F	8:00am-5:00pm	5:00pm-12:00am	6,441	\$997.00	\$11,964.00	All other tasks after hours.	
21	Public Services Building	240 N. Stone Ave.	Office Standard Service M-F	8:00am-5:00pm	5:00pm-2:00am	295,000	\$19,995.00	\$239,940.00	Daytime and evening service required.	
22	17 floors, Rpt, 2nd floor, 2 lower levels	240 N. Stone Ave.	Day M-F	8:00am-5:00pm	8:00am-5:00pm	-	\$9,865.00	\$118,380.00	Daytime and evening service required.	
23	Public Services Building Parking Operations office	220 N. Stone Ave.	Floor Care 2x annually	8:00am-5:00pm M-F	3:00pm-6:00pm	1,600	\$189.00	\$2,358.00	Carpet cleaning and tile deep cleaning only.	
24	Fire County Fire Services	220 N. Stone Ave.	Standard Service M-F	8:00am-5:00pm	5:00pm-8:00am	4,634	\$975.00	\$11,700.00	Carpet cleaning and tile deep cleaning only.	
25	Historic Courthouse (Attorneys & Tourist - 3rd & 4th floor, County Administrator's Office, Dillinger Courtyard, 2nd floor lobby and conference room, Outdoor Patio, 1st floor restrooms & elevator lobby)	115 N. Church Ave.	Full Service M-F	8:00am-5:00pm M-F	8:00am-5:00pm M-F	76,564	\$6975.00	\$83,700.00	Detailed instructions and floor plan will be provided to Contractor. Approximately 80 restrooms and recycle bins throughout the building. Must be taken to recycling area weekly. All items to be recycled. Exterior and garage areas trash removal. Break down and bundle boardwalk. Other tasks as required.	
26	Downtown Recycling	All Downtown locations	Day M-F	8:00am-5:00pm M-F	8:00am-2:00pm	-	\$1,595.00	\$19,140.00		
27	Downtown Day Porter - Exterior only	All Downtown locations	Day M-F	8:00am-5:00pm M-F	6:00am-2:00pm	-	\$9,900.00	\$118,800.00		
28	Total Monthly Cost						\$118,643.00	\$1,423,704.00		

Line #	Additional Information	Price Per Year	Price Per Month	Additional Comments
30	Extra Services Rate Per Hour	\$45,485.00	\$3,790.42	
31	Extra Services Carpet Cleaning per sqft	\$5,000.00	\$500.00	
32	Extra Services Hard Floor Strip/Wax per sqft	\$500.00	\$50.00	
33	Minimum Service Charge (minimum request)	\$545,000.00	\$45,416.67	
34	Power Wash up to 2500sqft (price per sqft)	\$200.00	\$16.67	
35	Power Wash over 2500sqft (price per sqft)	\$150.00	\$12.50	
36	Chemical Etching (price per sqft)	\$2,000.00	\$166.67	
37	Concrete Etching (price per sqft)	\$1,000.00	\$83.33	
38	Waterless Urinal Maintenance (Ecolab System)	\$585.00	\$48.75	
39	Additional Services Total Monthly Cost (Lines 30-38)	\$5,230.90	\$435.91	
40	Additional Services Total Annual Cost (Lines 30 x 12)	\$73,966.00	\$6,163.83	

Line #	Location Name	Address	Service Level and Frequency	Business Hours	Cleaning Availability Time	Approximate Sqft	Price Per Month	Price Per Year	Additional Information	Contractor Comments
1	Administration West (5 floors, shops A & B level)	150 W. Congress	Standard Service M-F	8:00am-5:00pm	5:00pm-12:00am	87,000	\$5,998.00	\$65,976.00	Occupied by County staff 8am-6pm. All stairwells cleaned monthly. Daytime and evening services required.	
2	Administration West (5 floors, shops A & B level) - Day Porter	150 W. Congress	Day M-F	8:00am-5:00pm	3:00pm-5:00pm	6,517	\$1,350.00	\$16,200.00	Restrooms & Breakrooms during the day. Vending areas - fee	
3	Control Plant (Restroom and Control Room only)	190 W. Pershing	Standard Service M-F	24/7	3:00pm-5:00pm		\$1,350.00	\$16,200.00	Restrooms & Breakrooms during the day. Vending areas - fee	
4	Administration East (A level, B level, Sanatorium and Rpt, 1st floor occupied every other Tuesday - see additional information in column)	130 W. Congress	1st floor only bi-monthly. Approx 12 hour a month currently required.		Closed for construction	94,000	\$5,508.00	\$66,096.00	1st floor hours the Board of Supervisors meeting every other Tuesday. Pre-meeting cleaning required to include all meeting rooms and restrooms. Cleaning A level, B level and rpt 5x per week should be included in a monthly price. Rental Company is allowed an office/supply space at 130 W Congress, A level.	
5	Superior Court General Cleaning (18 floors & A & B level Parking)	110 W. Congress	Standard Service M-F, SAS	8:00am-5:00pm	5:00pm-2:00am	170,000	\$167,466.00	\$1,991,592.00	Day porters and nighttime cleaning is required for all floors	
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7	Downtown Complex Exterior Power Wash	110-150 W. Congress	1 x per month	8:00am-5:00pm	5:00pm-6:00am	100,000	\$585.00	\$7,020.00	Site visit required. Some areas are currently closed off during construction	
8	97 E. Congress - Exterior Power Wash	97 E. Congress	1 x per month	8:00am-5:00pm	5:00pm-6:00am	10,000	\$555.00	\$6,660.00	Lower level patio area and ramp area to back alley.	
9	97 E. Congress - Day Porter	97 E. Congress	Day M-F	8:00am-5:00pm	8:00am-5:00pm	\$22,700.00	\$1,850.00	\$22,700.00	Restroom & Breakrooms during the day.	
10	97 E. Congress (1st floor)	97 E. Congress	Standard Service M-F	8:00am-5:00pm	5:00pm-6:00am	44,337	\$1,989.00	\$23,788.80	Occupied by County staff 8am-6pm.	
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14	Public Works Building - County Side (9 floors & basement)	201 N. Stone Ave.	Standard Service M-F	8:00am-5:00pm	8:00am-5:00pm	122,000	\$5,299.00	\$63,588.00	Occupied by County staff 8am-6pm. All stairwells cleaned monthly. Daytime and evening services required.	
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19	School Administration Building (3 floors & basement) Day Porter	200 N. Stone Ave.	Day M-F	8:00am-5:00pm	8:00am-5:00pm	-	\$1,495.00	\$17,940.00	Day Porter tasks after hours.	
20	El Banco Building	801 W. Congress	Full Service M-F	8:00am-5:00pm	5:00pm-12:00am	6,441	\$997.00	\$11,964.00	All other tasks after hours.	
21	Public Services Building	240 N. Stone Ave.	Office Standard Service M-F	8:00am-5:00pm	5:00pm-2:00am	295,000	\$19,995.00	\$239,940.00	Daytime and evening service required.	
22	17 floors, Rpt, 2nd floor, 2 lower levels	240 N. Stone Ave.	Day M-F	8:00am-5:00pm	8:00am-5:00pm	-	\$9,865.00	\$118,380.00	Daytime and evening service required.	
23	Public Services Building Parking Operations office	220 N. Stone Ave.	Floor Care 2x annually	8:00am-5:00pm	3:00pm-6:00pm	1,600	\$189.00	\$2,358.00	Carpet cleaning and tile deep cleaning only.	
24	Fire County Fire Services	220 N. Stone Ave.	Standard Service M-F	8:00am-5:00pm	5:00pm-8:00am	4,634	\$975.00	\$11,700.00	Carpet cleaning and tile deep cleaning only.	
25	Historic Courthouse (Attorneys & Tourist - 3rd & 4th floor, County Administrator's Office, Dillinger Courtyard, 2nd floor lobby and conference room, Outdoor Patio, 1st floor restrooms & elevator lobby)	115 N. Church Ave.	Full Service M-F	8:00am-5:00pm M-F	8:00am-5:00pm M-F	76,564	\$6975.00	\$83,700.00	Detailed instructions and floor plan will be provided to Contractor. Approximately 80 restrooms and recycle bins throughout the building. Must be taken to recycling area weekly. All items to be recycled. Exterior and garage areas trash removal. Break down and bundle boardwalk. Other tasks as required.	
26	Downtown Recycling	All Downtown locations	Day M-F	8:00am-5:00pm M-F	8:00am-2:00pm	-	\$1,595.00	\$19,140.00		
27	Downtown Day Porter - Exterior only	All Downtown locations	Day M-F	8:00am-5:00pm M-F	6:00am-2:00pm	-	\$9,900.00	\$118,800.00		
28	Total Monthly Cost						\$118,643.00	\$1,423,704.00		

	Service Item	Address	Est. Qty Per Year	Unit Price	Approximate Sqft	Price Per Year	Additional Information	Contractor Comments
41	Power Wash for El Presidio Garage	165 W Alameda St	1	\$0.020	231,592	\$4,631.84		
42	Power Wash for A & B level at Downtown complex	110-150 W Congress	1	\$0.020	227,969	\$4,559.38		
43	Power Wash for Public Works Garage	50 W Alameda St	1	\$0.020	259,769	\$5,175.38		
44	Power Wash for 33 N Stone Garage	33 N Stone	1	\$0.030	11,365	\$340.95	Garage is located off Church Street	
45	Power Wash for Scott Avenue Garage	50 N Scott Ave	1	\$0.030	33,400	\$1,002.00		
46	Power Wash for Public Service Garage	38 E Alameda St	1	\$0.020	242,000	\$4,840.00		
47	Additional Garage Services Total Annual Cost (Lines 41-46)					\$20,548.55		
48	Grand Total Annual Cost					\$1,613,633.55		

General Notes:

1. Information provided on this sheet is as close to accurate as possible but the COUNTY cannot guarantee its veracity and recommends verification by vendor.
2. Additional services are estimates only.
3. Downtown Complex is not air conditioned or heated after 6pm

Key:

SAS- Saturdays as scheduled, usually half days
 Red lettering indicates County background checks for employees in these buildings

Service Definitions:

Standard Service - Trash removal 2x per week, vacuum 1x per week, clean restrooms and kitchens/breakrooms 1x per day
 Full Service - Sweep, mop, vacuum, trash, restrooms & kitchens/breakrooms 1x per day
 Day Porter - Daily actions: Trash removal, clean restrooms and kitchens/breakrooms
 Limited Service - only RR and certain designated areas cleaned daily
 Mid-Day Restroom Cleaning - Clean restrooms and remove trash daily

PER 16709 UNIT PRICES APPENDIX #3 (NET 30 DAY PAYMENT TERMS)
GROUP 1: DOWNTOWN FACILITIES

Exhibit F - Facility Counts

Line #	Location Name Red: Additional background check required	Address	Approximate Sqft	Total Carpet Sqft	Total VCT Sqft	Total Other Flooring Sqft	Annual Required Floor Maintenance	Total Restrooms (RR)	Total Kitchens / Breakrooms	Total Restroom Stalls	Total Water Urinals	Total Waterless Urinals	Total TP Dispensers	Total Towel Dispensers (estimate)	Total Toilet Seat Dispensers	Total Soap Dispensers (estimate)	Total Sinks	Total Showers / Stalls	Total Locker Rooms	Total Sanitary Napkin Disposals	Service During Business Hours (Y/N)	Service After Hours (Y/N)	Additional Information/Special Requests
1	Administration West (6 floors, 2022A & B level)	150 W. Congress	81,400	75,500	4,467	7,433	2	18	6	72	6	6	72	24	72	12	24	-	-	36	Y	Y	
2	Central Plant (Restrooms and Central Room only)	130 W. Pennington	6,517	-	6,517	-	2	1	1	4	1	1	4	2	4	1	2	-	-	2	Y	N	
3	Administration East (A Level, B Level Snackatorium and RR, Floors 2-11 unoccupied, 1st floor occupied every other Tuesday - see Additional Information column)	130 W. Congress																			Y	Y	Building under construction. Cleaning as-needed for floors 2-11. 1st floor hosts the Board of Supervisors meeting every other Tuesday. Pre-meeting cleaning required to include all meeting rooms and restrooms. Janitorial Company is allowed an office/supply space at 130 W Congress, A level
4	Superior Court General Cleaning* (9 floors, A & B level Parking)	110 W. Congress	94,000	70,697	12,801	10,502	2	26	11	104	11	11	104	37	104	19	37	-	-	52	Y	Y	Courts and conference rooms daily cleaning Occasional special request from Judges Limited night cleaning Trash can in front of dog means no entry Cleaning after 5:30 pm only, secure area
5	B-Level Holding Cells	110 W. Congress	170,000	85,735	42,518	43,736	2	90	35	350	12	6	350	126	350	63	126	2	-	180	Y	Y	
6	97 E Congress (4 floors)	97 E Congress	44,337	43,681	512	132	2	8	4	21	-	8	32	12	32	6	12	4	-	16	N	Y	Cleaning after 5:30 pm only, secure area
7	Legal Services Building (20 floors, basement)	32 N. Stone	170,000	170,000	-	-	2	41	20	164	24	6	354	61	164	31	61	-	-	82	N	Y	Twice weekly pick ups, 3 buildings away tables No service at Baggage, Print Shop or Coffee Shop All stairwells cleaned monthly.
8	33 N. Stone Ave. Building (17 floors)	33 N. Stone Ave.	182,000	182,000	-	-	2	42	34	168	31	1	168	76	168	38	76	-	-	84	N	Y	Restrooms need to be cleaned late morning or early afternoon.
9	33 N. Stone Ave. - 1st Floor Bathrooms Midday Cleaning Service	33 N. Stone Ave.	400	400	-	-	2	2	2	8	1	1	8	2	8	1	2	-	-	4	Y	N	
10	Public Works Building - County Side (3 floors, basement)	201 N. Stone	122,000	122,000	-	-	2	2	9	8	2	-	8	11	8	6	11	-	-	4	Y	Y	
11	Public Works Building - Common Area (Restroom & elevator lobby)	201 N. Stone	58,000	58,000	-	-	2	18	-	72	-	9	72	18	72	9	18	-	-	36	Y	Y	
12	Joel Valdez Main Library (4 floors, basement)	101 N. Stone Ave	98,000	98,000	-	-	2	18	4	72	5	1	72	22	72	11	22	-	-	36	N	Y	
13	Joel Valdez Main Library Day Porter	101 N. Stone Ave	82,932	43,435	27,619	16,878	2	18	15	72	5	1	72	35	72	17	35	-	-	36	Y	N	
14	School Administration Building (3 floors & basement)	200 N. Stone	23,395	23,395	-	-	2	8	3	32	2	-	32	11	32	6	11	-	-	16	N	Y	
15	El Banco Building	801 W Congress	6,441	6,441	-	-	2	4	1	16	1	1	16	5	16	3	5	-	-	8	N	Y	
16	Public Services Building (7 floors, 6th closed, 7th 1/3 closed, 2 lower levels)	240 N Stone	285,000	274,277	6,882	13,841	2	37	14	148	-	28	148	51	248	26	51	4	-	74	N	Y	
17	Public Services Building Parking Operations office	220 N Stone	1,600	1,600	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y	
18	Pine County Print Services	220 N Stone	4,634	4,634	-	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	Y	
19	Historic Courthouse (Attractions & Tourism (3rd & 4th floor), County Administrator's Office, Dillinger Courtroom, 2nd floor lobby and conference room, Outdoor Patio, 1st floor RR and catering space)	115 N Church Ave.	78,864	78,864	-	-	2	6	2	24	3	-	24	8	24	4	8	-	-	12	Y	Y	
20	Waterless Urinal Maintenance (Eco-Blue System)										116	80											

Service Definitions:
 Standard Service - Trash removal 2x per week, vacuum 1x per week, clean restrooms and kitchens/breakrooms 1x per day
 Full Service - Sweep, mop, vacuum, trash, restrooms & kitchens/breakrooms 3x per day
 Limited Service - only RR and certain designated areas cleaned daily

EXHIBIT G - GREEN CLEANING POLICY

(COUNTY'S PREFERRED METHOD AND SPECIFIC BUILDINGS CONTRACTOR MUST FOLLOW TO MAINTAIN LEED RATING)

Green Cleaning is defined as "cleaning to protect health without harming the environment" (Ashkin, July 2004 Cleaning and Maintenance Management) through implementing procedures and products that contribute to healthy surroundings for building occupants and cleaning staff (i.e. Cleaning for Health), and minimize the impact of cleaning operations on the environment (i.e. Environmentally Preferable). By implementing product substitutions and procedural changes, Green Cleaning eliminates or reduces known toxins and carcinogens present in some cleaning products, and minimizes resource consumption. Building cleanliness is not solely evaluated on appearance. Instead, an equal emphasis is placed on the environmental sustainability of cleaning operations and overall building health.

Green Seal principles, certifications and recommendations will be a minimum product selection standard for the Green Cleaning Program. In addition, the *Green Seal Standard for Cleaning Services (GS-42)* will be used as a guide for providing cleaning services and chemicals.

DILUTION CONTROL SYSTEMS

Any selected cleaning products will have adequate dilution control systems, preferably a closed, unalterable proportioning system with required backflow and cross-connection protection. (However, any dilution control/proportioning system is preferable to manual dilution. There are several new and intriguing systems that dilute through the trigger sprayer itself. This may be a better option when building plumbing systems are susceptible to cross-connection. Product systems that reduce packaging waste, have recycled-content packaging, and can be recycled, are preferred. Chemicals will be Green Seal certified or Green Seal recommended (*Green Seal Industrial and Institutional Cleaners, GS-37*; and *Green Seal Recommended Cleaners*). If a Green Seal certified or recommended is not available, then a product will be selected that is "Environmentally Preferable" (GS- 42) product will be selected, or that does not contain carcinogens and other hazardous chemical compounds (*Hazardous Cleaning Chemicals Glossary, US Department of Health and Human Service Report on Carcinogens, Deidre Imus Environmental Center for Pediatric Oncology "Greening the Cleaning" Program, and Green Seal Report on Industrial and Institutional Cleaners*) or contain the least amount of these hazardous compounds.

If a green product does not exist in a given product category, then product use should be minimized or eliminated. Evaluation of future developed product options should continue in the identified category. The number of cleaning products will be minimized to facilitate training and simplify the cleaning program. Cold water will be used when mixing chemicals. Adequate dwell time (in accordance with product specifications) for chemicals is required to maximize product efficacy and minimize product use. Cleaning should first be attempted without chemicals when appropriate (i.e. with microfiber wipers) before cleaning chemicals are used. The use of a disinfectant will be eliminated or minimized and used only as needed at primary contact points (i.e. bathroom sinks and toilets). Hypochlorites (bleach) and phenolic disinfectants will not be used except for blood borne pathogen cleanups. Contractor will use a quaternary disinfectant when required.

REDUCING MICROBIAL GROWTH WITH PROPER CLEANING

The following are basic guidelines to minimize the need for antimicrobial products:

1. Clean first and then apply disinfectant.
 - a. Most disinfectants are not cleaners, and are usually only effective on a clean surface.
 - b. Wait the recommended time before rinsing the antimicrobial solution from the surface (usually at least minutes).
2. Use disinfectants only when and where required.
 - a) Ordinary detergents should remove more microbes than disinfectants.
3. Change mop heads and sponges daily.
4. Change cleaning water frequently (water used in mop-buckets, etc.).

- a. Do not waste water by overfilling mop buckets, etc.
- 5. Intentionally clean areas where water collects and condenses.
 - a. Areas such as refrigerator and air conditioner pans as well as air cleaner/humidifier machines.
- 6. Use a drain maintainer (containing enzymes) if drains clog or has an odor.
- 7. Tenants that operate a restaurant or prepare food for customers must use antimicrobial soaps and/or disinfectants.

CHEMICAL STORAGE GUIDELINES

CONTRACTOR must comply with the program to reduce the exposure of the building occupants to potentially dangerous chemical, biological, and particle contaminants which adversely impact air quality, health, and the environment.

- 1. Any chemical stored in the janitor's closets has a locked container which encloses the liquid cleaning products and delivers out proper specified measurement for dilution.
- 2. The solutions used by Contractor are all stored in the janitor's closet(s) and the janitorial staff must follow these guidelines:
 - a. Safety Data Sheets (SDS) must be available to all employees. (Custodians are trained on SDS and Chemical Handling annually.)
 - b. All containers must be properly labeled to be easily identifiable.
 - c. All cleaning products must be properly and safely stored.
 - d. Custodians must use appropriate Personal Protective Equipment.
 - e. Chemical dilution systems must be adhered to.
 - f. Unnecessary amounts of chemicals should not be stored in the janitor's closet.
 - g. Only authorized employees will have access to the main storage room.
 - h. No liquids will be placed on shelves above eye level

FLOOR CARE SYSTEMS

Floor sealers, finishes, strippers and maintainers generally need to be used as a complete system for maximum effectiveness. Restorative floor care operations will occur on an as needed basis not on a predetermined frequency schedule. Green Seal certified product systems (*Green Seal Environmental Standard for Industrial and Institutional Floor Care Products, GS-40*) will be utilized. In addition, the following options will guide the Green Cleaning Program in hard surface floor care:

- 1. When possible, do not seal or finish floors (i.e. natural stone floors, concrete, etc.). Unfinished floors do not require stripping and reapplication of sealer or finish, eliminate the need for costly maintenance procedures, and are typically more slip-resistant.
- 2. If finish is required (i.e. floor type, floor protection, appearance), then a Green Seal certified system should be used. Note: environmentally preferred floor care systems should be phased in at application. Since removal of all previous products is required prior to application, which means disposing of all the generated waste, it is best to exhaust the life cycle of the currently applied product and only then replace with an environmentally preferred product.
- 3. If performance of the environmentally preferred floor care systems is not acceptable, then conventional finish and sealer will be used and maintenance procedures that extend the product life cycle to minimize the frequency of stripping operations will be implemented. Also, a floor care system that most closely matches Green Seal guidelines will be selected.
- 4. The use of a dust collection mechanism is recommended for high speed burnishers.
- 5. Notice of restorative maintenance operations will be given to building occupants. Restorative maintenance operations will occur during times of minimum building occupancy.
- 6. Autoscrubber or mop-on restoration products will be used in lieu of spay chemicals.
- 7. Equipment will be selected and utilized properly to minimize water use.
- 8. Staff will be trained in such procedures.

SPECIAL TREATMENT OF CARPETS

Carpet can be a source of biopollutants, dust, and volatile organic compounds (VOCs). Pesticides and cleaning products (such as stain removers) that remain on the carpet after initial application can volatilize (rise up into the air) over time and contaminate the indoor air.

The following carpet treatment guidelines will mitigate the need for carpet cleaning solutions through both preventative and prescriptive treatment.

1. Prevent stains.
2. Clean up spills promptly using cold water and one, or more blotting cloths.
3. Make a spill kit available to occupants.
4. Promptly clean and thoroughly dry carpets if they should become saturated with water. Quick action following a leak or other water damage may prevent carpet loss and the growth of mold and/or mildew. (Do not attempt to clean a moldy carpet without proper protective equipment, clothing, respirators, and air filters. Special training may be required to adequately deal with a water-soaked carpet.)
5. Avoid excessive use of carpet shampoos and bonnet cleaning products. Bonnet cleaning involves the use of cotton, rayon, and/or polypropylene pads and a rotary shampoo machine. Although these chemicals are usually mild, overuse makes more frequent extraction cleaning necessary.
6. Deep-clean when necessary. Periodically deep-cleansing of carpet is necessary to extract dirt, biopollutants, moisture, and embedded cleaning agents.
 - a) A wet vacuum water extraction machine after dry vacuuming may be used.
 - b) The Carpet and Rug Institute recommends rapid drying of the carpet, within 24 hours.
 - c) Pre-sprays applied carefully and left on long enough can reduce the amount of chemicals needed.

WIPERS AND DUSTERS – MICROFIBER TECHNOLOGY

Paper will no longer be used as a cleaning tool. Instead, re-useable, launderable, microfiber cloths will be used to reduce paper waste. When possible and effective, microfiber cloths and mops will replace other disposable cleaning tools (i.e. sponges, scrub pads, cloth rags, cloth mops, dusters) with shorter life cycles to minimize waste. When possible, microfiber cloths will be used without chemical cleaning agents to minimize chemical use. Microfiber dry mops or reusable untreated dry mops will be used in place of chemically treated dry mops.

LOW IMPACT CLEANING EQUIPMENT

The contractor must implement an equipment program to reduce building contaminants with minimum environmental impact.

Contractor will purchase cleaning equipment that meets the following requirements:

- Vacuum cleaners are certified by the Carpet & Rug Institute "Green Label" Testing Program- Vacuum Cleaner Criteria and operate with a sound level of less than 70dBA.
- Carpet extraction equipment used for restorative deep cleaning is certified by the Carpet & Rug Institute's "Seal of Approval" Testing Program for Certified Deep Cleaning Extractors.
- Powered floor maintenance equipment including electric and battery powered floor buffers and burnishers are equipped with vacuums, guards and/or other devices for capturing fine particulates, and shall operate with a sound level less than 70dBA.
- Propane-powered floor equipment has high-efficiency, low-emissions engines with catalytic converter/muffler which meet the California Air Resources Board (CARB)/Environmental Protection Agency (EPA) standards for the specific engine size and operate with a sound level less than 90dBA.

- Automated scrubbing machines are equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment is designed to reduce potential damage to building surfaces by using safeguards, such as rollers or rubber bumpers.
- A log will be kept for all powered cleaning equipment to document the date of equipment purchase and all repair and maintenance activities and include vendor specification sheets for each type of equipment in use in the logbook.

ENTRANCE MATTING SYSTEMS

Entrance matting systems will be reviewed to ensure maximum soil containment, consistent with GS-42. Less soil entering the building will require less cleaning, and provide better indoor air quality for occupants. The purchase of matting products made from environmentally preferable materials (i.e. rubber) and recycled materials, matting that can be recycled, and matting manufactured in an environmentally-friendly manner is recommended. If possible, the matting will be manufactured in an environmentally friendly manner and will be recyclable.

AUTOMATIC AEROSOL DEODORIZERS, URINAL BLOCKS AND TREATED DUST CLOTHS

Automatic Aerosol Deodorizers are not recommended because they are aerosol products which contain high levels of Volatile Organic Compounds (VOCs). If an Automatic Aerosol Deodorizer must be used, then select a non-aerosol air freshening system. Urinal blocks are not recommended, as many contain hazardous materials. Urinal screens without deodorizer blocks can be substituted. If blocks are necessary, then products should be selected that contain the least amount of hazardous materials. Waterless urinals are now more frequently installed, as they conserve water. Consult the manual for these units prior to cleaning or changing filters. Cleaning instructions are generally to spray with product and wipe down, minimizing the introduction of liquid to the unit. Chemically Treated Dust Cloths will not be used. Untreated microfiber cloths are to be used as replacements.

HAND SOAP, PAPER, PLASTIC BAGS

A Green Seal certified hand soap is required (*Green Seal Standard for Industrial and Institutional Hand Cleaners, GS-41*). The use of antimicrobial hand products will be minimized. Paper products should be Green Seal certified (*Green Seal Standard for Tissue Paper, GS-01 and Green Seal Standard for Paper Towels and Paper Napkins, GS-09*). Product characteristics such as forestry practices and appropriate certifications, whitening and/or bleaching processes, recycled content, postconsumer waste recycled content. Post-industrial and pre-consumer waste recycled content, generated packaging waste and controlled-use dispensing efficiency should be considered. The selected product should meet EPA, USGBC, Forest Stewardship Council (FSC) and Green Seal guidelines, and should be minimally Elemental Chlorine Free (ECF) and preferably Process Chlorine Free (PCF).

Select toilet tissue dispensers that promote the use of all toilet tissue so that remainders or stub rolls are not discarded. Select hand towel dispensers that regulate the amount dispensed with each pull. Use plastic bags with the highest level of recycled content possible. Trash bags will meet the requirement of the EPA's Comprehensive Procurement Guidelines and GS-42. When possible, select plastic bags that are manufactured from 100% regrind Low Density Polyethylene (LDPE) and have at least 60% post-consumer recycled plastic.

High Density Polyethylene (HDPE) still cannot be effectively recycled. HDPE liners use less plastic because it is stronger than LDPE, so it may be preferable to use HDPE bag for certain applications, and thus generate less overall plastic waste. If LDPE is not sufficient, then use bags that at least have some recycled content but still perform adequately, or minimize bag use. For example, alter office trash collection procedures by emptying the trash out of the liner into the collection container instead of throwing away liners each day. Only remove soiled liners.

EMPLOYEE TRAINING

Employee training is critical. Training should be simple, visual, and hands-on and conducted in small groups when possible. Language issues (ESL) should be considered, and translation of relevant materials should be completed when necessary. It is important that supervisors are well-versed in the program, as constant reinforcement will be required after the initial training. Training should highlight health benefits to cleaning workers and building occupants, environmental safety, and similarities to traditional cleaning procedures. (Note: many cleaning procedures are very similar or exactly the same, they just use different products and tools.)

Contractor will provide training of personnel in the hazards, use, maintenance and disposal of cleaning chemicals, dispensing equipment and packaging. Documentation of the training sessions, attendees and topics covered needs to be submitted to the appropriate building management personnel.

Basic Janitorial Training

Janitorial workers should receive basic training, including the Green Cleaning specifications delineated in the Green Cleaning Policy. An average of 8 hours of training per year is required.

Training Specifications

- Safety Data Sheets (SDS).
- Compliance with the Green Seal standard of GS – 37.
- Use and wear of Personal Protective Equipment (PPE).
- Janitors should be informed of product reporting requirements.
- All cleaning products which are not on the GS-37 list must be approved by building management.

Provide building management with monthly training logs indicating the attendees and the training topic.

OCCUPANT EDUCATION

In many cases, building occupants will not notice any difference in how their building is being cleaned. To the extent that occupants do notice, it can be important to demonstrate to them the health and environmental benefits to switching to a Green Cleaning program, and some of the things they may notice (i.e. minimal product fragrance, brown paper towels, new dispensers, unfinished stone floors, etc.). This education can be easily completed through the appropriate building manager with simple communication tools that can help you foster successful awareness and participation. Tools can include posters, door hangers, email introductions and a table set up in the lobby with details in which occupants can stop by to learn more about the program.

REPORTING

Contractor must provide documentation of its comprehensive green cleaning program upon contract award and must also provide written updates, including a record of supply purchases indicating compliance with the GS-37 Standard, equipment purchases and training on at least a quarterly basis.

END OF EXHIBIT G

Exhibit H - Living Wage (2 pages)

Living Wage Requirement

This solicitation is subject to the Pima County living wage requirements as provided in the Pima County Procurement Code section 11.38 which specifies that a living wage requirement be included in County contracts for specific services.

Contractors entering into eligible contracts with Pima County for the covered services shall pay a living wage to their eligible employees for the hours expended providing services to Pima County. Eligible employees shall receive a wage not less than \$16.00 per hour. A contractor may pay its eligible employees a wage of no less than \$14.35 per hour if the contractor provides health benefits with a monthly value at least as high as the difference between that wage and a monthly wage based on \$16.00 per hour. A copy of section 11.38 of the Procurement Code is attached for your review and complete compliance. Contractors shall include all costs necessary for complete compliance to the living wage requirement.

In bid preparation, Contractors will need to consider the possibility of increased administrative costs. The following is a brief description of key Living Wage reporting requirements. These are not limited to but include:

One time reports: Due at the beginning term of each contract/renewal

- Payroll calendar
- Certificate of Living Wage Payments Form
- Master Listing of employees eligible to work on Pima County jobs
- Listing of Subcontractors to be used (if applicable)

Staffing Plans, Including Subcontractors (work schedules): Due **prior** to work performed to enable the Compliance Officer to rate check and interview employees; *If there is not sufficient time prior to performing work, then a plan must be submitted as soon as possible after work is performed.*

- Name of employee(s) who will be working
- Where work is performed
- Approximate time-frame work will be performed
- Total approximate hours to be worked
- Revised plan IF any information changed from the original staffing plan

Payroll Reports: Must be provided to the Compliance Officer 7 days after EVERY pay period

- Statement of Compliance
- Payroll Summary Reports:
 - Name of all employees on a Pima County job
 - Total hours worked/rate of pay/gross pay/paycheck number
 - Support documentation for this information
 - Signed "Statement of Compliance" even if no payroll performed

Subcontracted Labor (if applicable): Packets are required to be submitted to Pima County's Compliance Officer as soon as the Subcontractor is issued payment. This includes:

- A letter signed by subcontractor indicating that laborers associated with the work billed on their attached invoice were paid at or above the Living Wage required rate
- the check # and date which this invoice was paid should be noted
- Attach the appropriate staffing plans (work schedules) of the subcontractor to this invoice. The subcontractor employee payroll check# needs to be noted beside their employee (s) name

Revised 10/26/2023



PROCUREMENT
150 W. CONGRESS ST., 5th FLOOR
TUCSON, ARIZONA 85701
TELEPHONE (520) 724-8161, FAX (520) 724-3646

CERTIFICATION OF LIVING WAGE PAYMENTS
Effective upon contract renewal in 2024

This firm certifies that it will meet all specifications, terms, and conditions contained in the Living Wage Contract Ordinance; **AND** that if labor is subcontracted, subcontractors will be held to the exact terms that are required of this firm.

Yes No If no, you must explain all deviations in writing.

Company Name: ELITE BUILDING SERVICES LLC

Description of Services: JANITORIAL SERVICES

Job Location: PIMA COUNTY BUILDINGS

(PLEASE CHECK ONE(S) THAT APPLY)

I do hereby agree to pay all eligible employees working on the above listed contract at least sixteen dollars and zero cents (\$16.00) per hour.

AND/OR

I do hereby agree to pay all eligible employees working on the above contract a wage of no less than fourteen dollars and thirty-five cents (\$14.35) per hour **and** provide health benefits with a monthly value at least as high as the difference between a monthly wage based on sixteen dollars and zero cents (\$16.00) per hour and the requested monthly wage if no less than fourteen dollars and thirty-five cents (\$14.35) per hour. In essence, the **employer paid portion** of benefits must have a *monthly* value of two-hundred eighty-five dollars and ninety-nine cents (\$285.99). This equals the one dollar and sixty-five cents (\$1.65) per hour difference.

Providers Name: _____

Address: _____

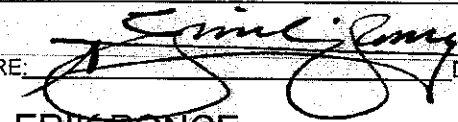
Phone: _____ Fax: _____

Plan or Program Number: _____ Type of Benefit: _____

Total premium paid per month: _____ Amount paid by employee: _____

(Attach pages if needed for additional providers)

COMPANY NAME: ELITE BUILDING SERVICES LLC

AUTHORIZED SIGNATURE:  DATE: 4/19/2024

ERIK PONCE

PRINTED NAME

VICE PRESIDENT OF BUSINESS DEVELOPMENT

TITLE OF AUTHORIZED

EXHIBIT "I" - SUPPLEMENTAL PROVISIONS FOR FEDERAL CONTRACTS (4 pages)

SPECIAL CONTRACT PROVISIONS

**U.S. DEPARTMENT OF THE TREASURY
CORONAVIRUS STATE & LOCAL FISCAL RECOVERY FUND
PROCUREMENT CONTRACTS**

1. Publications. Any publications produced with funds from this award must display the following language: "This project [is being] [was] supported, in whole or in part, by federal award number SLFRP0180 awarded to Pima County by the U.S. Department of the Treasury.
2. Federal regulations applicable to this award include, without limitation, the following:
 - a. Universal Identifier and System for Award Management (SAM), 2 C.F.R. Part 25, pursuant to which the award term set forth in Appendix A to 2 C.F.R. Part 25 is hereby incorporated by reference.
 - b. OMG Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement), 2 C.F.R. Part 180 and Treasury's implementing regulation at 31 C.F.R. Part 19. Contractor certifies that it has not been debarred or suspended and that none of its principals, affiliates or subcontractors are excluded or disqualified.
 - c. New Restrictions on Lobbying, 31 C.F.R. Part 21. Contractor certifies that it will not and has not used federally appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Contractor shall disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award.
 - d. Title VI of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d et seq.) and Treasury's implementing regulations at 31 C.F.R. Part 22, which prohibit discrimination on the basis of race, color, or national origin under programs or activities receiving federal financial assistance. Contractor shall comply with Title VI of the Civil Rights Act of 1964, which prohibits recipients of federal financial assistance from excluding from a program or activity, denying benefits of, or otherwise discriminating against a person on the basis of race, color, or national Title VI also includes protection to persons with "Limited English Proficiency" in any program or activity receiving federal financial assistance.

- e. Generally applicable federal environmental laws and regulations. For contracts exceeding \$150,000 financed in whole or in part with federal assistance.
 - i. The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
 - ii. The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the federal Water Pollution Control Act, as amended, 33 U.S.C. § 1251 et seq.

- f. Prohibition on Contracting for Covered Telecommunications Equipment or Services. As described in Public Law 115-232, section 889, the contractor and its subcontractors may not use grant funds to procure or obtain:
 - i. Equipment, services, or systems that uses telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities) as a substantial or essential component of any system, or as critical technology as part of any system.
 - ii. Video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
 - iii. Telecommunications or video surveillance services provided by such entities or using such equipment.

- 3. Domestic Preference for Procurements. As appropriate, and to the extent consistent with law, the contractor should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States.

- 4. Increasing Seat Belt Use in the United States. Pursuant to Executive Order 13043, 62 FR 19217 (Apr. 18, 1997), Contractor should encourage its contractors to adopt and enforce on-the-job seat belt policies and programs for their employees when operating company-owned, rented or personally owned vehicles.

- 5. Reducing Text Messaging While Driving. Pursuant to Executive Order 13513, 74 FR 51225 (Oct. 6, 2009), Contractor should encourage its employees and contractors to adopt and enforce policies that ban text messaging while driving, and Contractor should establish workplace safety policies to decrease accidents caused by distracted drivers.

- 6. Protections for Whistleblowers.
 - a. In accordance with 41 U.S.C. § 4712, Contractor may not discharge, demote, or otherwise discriminate against an employee in reprisal for disclosing to any of the list of persons or entities provided below,

information that the employee reasonable believes is evidence of gross mismanagement of a federal contract or grant, a gross waste of federal funds, an abuse of authority relating to a federal Agreement or grant, a substantial and specific danger to public health or safety, or a violation of law, rule, or regulation related to a federal Agreement (including the competition for or negotiation of a contract) or grant.

- b. The list of persons and entities referenced in the paragraph above includes the following:
 - i. A member of Congress or a representative of a committee of Congress;
 - ii. An Inspector General;
 - iii. The Government Accountability Office;
 - iv. A Treasury employee responsible for contract or grant oversight or management;
 - v. An authorized official of the Department of Justice or other law enforcement agency;
 - vi. A court or grand jury; or
 - vii. A management official or other employee of Contractor or subcontractor who has the responsibility to investigate, discover, or address misconduct.

- c. Contractor shall inform its employees in writing of the rights and remedies provided under this section, in the predominant native language of the workforce.

Contract Provisions for Non-Federal Entity Contracts under Federal Awards

In addition to other provisions required by the Federal agency or non-Federal entity, County is required to include the following additional provisions, as applicable, under 2 C.F.R. Pt. 200, Appendix II.

(A) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

(B) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every

mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

(C) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR § 401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

(D) See § 200.323, Procurement of recovered materials.

END EXHIBIT "I" SUPPLEMENTAL PROVISIONS FOR FEDERAL CONTRACTS