

**PIMA COUNTY**

Pima County Procurement Department  
150 W. Congress St. 5th Fl  
Tucson AZ 85701



**Supplier Contract**

	SC2400001892
	08-13-2024
	08-12-2025
	Warrant/Check
	Maricruz Lopez

Page

1 of 1

<b>Office Keepers LLC</b> 2260 E University Dr Mesa, AZ 85213
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Janitorial Services Group 2 - OA
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<b>Phone:</b> +1 (480) 3067100 <b>Email:</b> marci@keeperscleanaz.com <b>Terms:</b> <b>Days:</b>
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USD	750,000.00	0.00

**Contract/Amendment Description:**

This Supplier Contract is for an initial term of one (1) year in the annual award amount of \$750,000.00 (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

Abrams Building (floors 1-3, w/o El Rio Clinic and 4th floor)	Abrams Building (floors 1-3, w/o El Rio Clinic and 4th floor)	Abrams Building (floors 1-3, w/o El Rio Clinic and 4th floor)	Yes	USD	Month	Month	1	11,928.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Abrams Building Exterior	Abrams Building Exterior	Abrams Building Exterior	Yes	USD	Month	Month	1	0.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Adult Probation - Ajo Way	Adult Probation - Ajo Way	Adult Probation - Ajo Way	Yes	USD	Month	Month	1	2,748.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Casa Alitas Welcome Center	Casa Alitas Welcome Center	Casa Alitas Welcome Center	Yes	USD	Month	Month	1	2,690.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Childrens Advocacy Center (2 floors)	Childrens Advocacy Center (2 floors)	Childrens Advocacy Center (2 floors)	Yes	USD	Month	Month	1	2,163.00	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	Square Foot	1	10.00	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	5.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Elections/Recorder Building - Elections side (check-in required, warehouse restroom and office included)	Elections/Recorder Building - Elections side (check-in required, warehouse restroom and office included)	Elections/Recorder Building - Elections side (check-in required, warehouse restroom and office included)	Yes	USD	Month	Month	1	2,881.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Elections/Recorder Building - Recorder side (check-in required)	Elections/Recorder Building - Recorder side (check-in required)	Elections/Recorder Building - Recorder side (check-in required)	Yes	USD	Month	Month	1	0.00	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	0.16	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	0.27	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	Month	1	24.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Forensic Science Center - Administration and Forensic Bldg	Forensic Science Center - Administration and Forensic Bldg	Forensic Science Center - Administration and Forensic Bldg	Yes	USD	Month	Month	1	1,007.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Health Department Warehouse	Health Department Warehouse	Health Department Warehouse	Yes	USD	Month	Month	1	3,117.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Juvenile Buildings J & K	Juvenile Buildings J & K	Juvenile Buildings J & K	Yes	USD	Month	Month	1	0.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Juvenile Buildings M "Training Center" & JIPS	Juvenile Buildings M "Training Center" & JIPS	Juvenile Buildings M "Training Center" & JIPS	Yes	USD	Month	Month	1	0.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Juvenile County Attorney Office	Juvenile County Attorney Office	Juvenile County Attorney Office	Yes	USD	Month	Month	1	8.99	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Juvenile Court Building (2 floors - lobby, courtrooms, restroom and offices)	Juvenile Court Building (2 floors - lobby, courtrooms, restroom and offices)	Juvenile Court Building (2 floors - lobby, courtrooms, restroom and offices)	Yes	USD	Month	Month	1	8,735.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Juvenile Court Day Porter	Juvenile Court Day Porter	Juvenile Court Day Porter	Yes	USD	Month	Month	1	38.63	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Juvenile Detention Administration Office Staff Restrooms	Juvenile Detention Administration Office Staff Restrooms	Juvenile Detention Administration Office Staff Restrooms	Yes	USD	Month	Month	1	0.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Juvenile Modular Buildings N & O	Juvenile Modular Buildings N & O	Juvenile Modular Buildings N & O	Yes	USD	Month	Month	1	0.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Kino Service Center (3 floors)	Kino Service Center (3 floors)	Kino Service Center (3 floors)	Yes	USD	Month	Month	1	2,602.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Kino Veterans Center	Kino Veterans Center	Kino Veterans Center	Yes	USD	Month	Month	1	786.00	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	70.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Office of Children's Council	Office of Children's Council	Office of Children's Council	Yes	USD	Month	Month	1	899.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Pima County SARA House	Pima County SARA House	Pima County SARA House	Yes	USD	Month	Month	1	530.00	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	0.12	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Item Description	Location	Frequency	Start Date	Unit	Rate	Category	Quantity	Amount	Code	Sub-Code	Start Date	End Date	Amount
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	0.38	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Public Defense Services (Fredric Kay Building)	Public Defense Services (Fredric Kay Building)	Public Defense Services (Fredric Kay Building)	Yes	USD	Month	Month	1	1,343.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Quincie Douglas Library	Quincie Douglas Library	Quincie Douglas Library	Yes	USD	Month	Month	1	1,119.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Quincie Douglas Library Mid-Day Restroom Cleaning	Quincie Douglas Library Mid-Day Restroom Cleaning	Quincie Douglas Library Mid-Day Restroom Cleaning	Yes	USD	Month	Month	1	503.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Records Warehouse (office area only - not warehouse)	Records Warehouse (office area only - not warehouse)	Records Warehouse (office area only - not warehouse)	Yes	USD	Month	Month	1	503.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Property & Evidence	Sheriff Property & Evidence	Sheriff Property & Evidence	Yes	USD	Month	Month	1	503.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Annex (Suites A-E)	Sheriff Annex (Suites A-E)	Sheriff Annex (Suites A-E)	Yes	USD	Month	Month	1	2,360.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Hangar (office space)	Sheriff Hangar (office space)	Sheriff Hangar (office space)	Yes	USD	Month	Month	1	530.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff San Xavier Substation	Sheriff San Xavier Substation	Sheriff San Xavier Substation	Yes	USD	Month	Month	1	1,005.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
TB Clinic (Special Clinic Cleaning Required)	TB Clinic (Special Clinic Cleaning Required)	TB Clinic (Special Clinic Cleaning Required)	Yes	USD	Month	Month	1	1,007.00	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	5.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00



	SC2400001893
	08-13-2024
	08-12-2025
	Warrant/Check
	Maricruz Lopez

<b>Office Keepers LLC</b> 2260 E University Dr Mesa, AZ 85213	Janitorial Services Group 3 - OW

<b>Phone:</b> +1 (480) 3067100 <b>Email:</b> marci@keeperscleanaz.com <b>Terms:</b> <b>Days:</b>			
	USD	500,000.00	0.00

**Contract/Amendment Description:**

This Supplier Contract is for an initial term of one (1) year in the annual award amount of \$500,000.00 (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

Adult Probation - West	Adult Probation - West	Adult Probation - West	Yes	USD	Month	Month	1	742.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Ajo Courthouse	Ajo Courthouse	Ajo Courthouse	Yes	USD	Month	Month	1	857.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Ajo Courthouse Flag Services	Ajo Courthouse Flag Services	Ajo Courthouse Flag Services	Yes	USD	Month	Month	1	97.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Ajo District Gym	Ajo District Gym	Ajo District Gym	Yes	USD	Month	Month	1	147.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Ajo Fueling Station	Ajo Fueling Station	Ajo Fueling Station	Yes	USD	Month	Month	1	573.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Ajo Park & Rec. Recreation Center	Ajo Park & Rec. Recreation Center	Ajo Park & Rec. Recreation Center	Yes	USD	Month	Month	1	290.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Ajo Salazar Library	Ajo Salazar Library	Ajo Salazar Library	Yes	USD	Month	Month	1	777.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Ajo Sheriff SAV Trailer	Ajo Sheriff SAV Trailer	Ajo Sheriff SAV Trailer	Yes	USD	Month	Month	1	147.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Ajo Sheriff Substation	Ajo Sheriff Substation	Ajo Sheriff Substation	Yes	USD	Month	Month	1	175.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Avra Valley Wastewater Site (2 buildings)	Avra Valley Wastewater Site (2 buildings)	Avra Valley Wastewater Site (two buildings)	Yes	USD	Quarter	Month	1	150.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Avra Valley Wastewater Site (2 buildings)	Avra Valley Wastewater Site (2 buildings)	Avra Valley Wastewater Site (2 buildings)	Yes	USD	Month	Month	1	317.00	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	10.00	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	Each	Each	1	5.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
El Rio Library	El Rio Library	El Rio Library	Yes	USD	Month	Month	1	497.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Ellie Towne Community Center	Ellie Towne Community Center	Ellie Towne Community Center	Yes	USD	Month	Month	1	1,750.00	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	0.16	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	0.27	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	Month	1	24.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Flowing Wells Library	Flowing Wells Library	Flowing Wells Library	Yes	USD	Month	Month	1	742.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Flowing Wells Library Mid-Day Restroom Cleaning	Flowing Wells Library Mid-Day Restroom Cleaning	Flowing Wells Library Mid-Day Restroom Cleaning	Yes	USD	Month	Month	1	519.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
FM Warehouse	FM Warehouse	FM Warehouse	Yes	USD	Month	Month	1	876.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Foothills Substation	Foothills Substation	Foothills Substation	Yes	USD	Month	Month	1	670.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Health Department - North Side Clinic	Health Department - North Side Clinic	Health Department - North Side Clinic	Yes	USD	Month	Month	1	857.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Health Department - WIC Romero	Health Department - WIC Romero	Health Department - WIC Romero	Yes	USD	Month	Month	1	519.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Ina Rd (Solid Waste)	Ina Rd (Solid Waste)	Ina Rd (Solid Waste)	Yes	USD	Month	Month	1	207.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Main Jail - Waterless Urinal Maintenance (16ea)	Main Jail - Waterless Urinal Maintenance (16ea)	Main Jail - Waterless Urinal Maintenance (16ea)	Yes	USD	Month	Month	1	80.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Main Jail Maintenance Shop Cleaning	Main Jail Maintenance Shop Cleaning	Main Jail Maintenance Shop Cleaning	Yes	USD	Month	Month	1	311.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Main Jail Modular Building	Main Jail Modular Building	Main Jail Modular Building	Yes	USD	Month	Month	1	935.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Minimum Service Charge (emergency request)	Minimum Service Charge (emergency request)	Minimum Service Charge (emergency request)	Yes	USD	Each	Each	1	70.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Nanini Library	Nanini Library	Nanini Library	Yes	USD	Month	Month	1	1,750.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Nanini Library Mid-Day Restroom Cleaning	Nanini Library Mid-Day Restroom Cleaning	Nanini Library Mid-Day Restroom Cleaning	Yes	USD	Month	Month	1	520.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
PACC Window Cleaning	PACC Window Cleaning	PACC Window Cleaning	Yes	USD	Month	Month	1	75.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Picture Rocks Community Center	Picture Rocks Community Center	Picture Rocks Community Center	Yes	USD	Month	Month	1	145.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Pima Animal Care Center Buildings A, B, C	Pima Animal Care Center Buildings A, B, C	Pima Animal Care Center Buildings A, B, C	Yes	USD	Month	Month	1	831.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Pima County Water Campus	Pima County Water Campus	Pima County Water Campus	Yes	USD	Month	Month	1	3,464.00	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	0.12	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	0.38	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Department Training Center Window Cleaning	Sheriff Department Training Center Window Cleaning	Sheriff Department Training Center Window Cleaning	Yes	USD	Month	Month	1	75.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Picture Rocks	Sheriff Picture Rocks	Sheriff Picture Rocks	Yes	USD	Month	Month	1	547.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Robles Junction Station	Sheriff Robles Junction Station	Sheriff Robles Junction Station	Yes	USD	Month	Month	1	273.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Training Center	Sheriff Training Center	Sheriff Training Center	Yes	USD	Month	Month	1	1,770.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Transition Center	Transition Center	Transition Center	Yes	USD	Month	Month	1	157.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00



Details View

Tres Rios Maintenance Offices #2 deep clean every other month	Tres Rios Maintenance Offices #2 deep clean every other month	Tres Rios Maintenance Offices #2 deep clean every other month	Yes	USD	Month	Month	1	10.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Tres Rios Operations #14	Tres Rios Operations #14	Tres Rios Operations #14	Yes	USD	Month	Month	1	0.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Tres Rios Operations #16	Tres Rios Operations #16	Tres Rios Operations #16	Yes	USD	Month	Month	1	5.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Tres Rios Warehouse #88 deep clean twice a month	Tres Rios Warehouse #88 deep clean twice a month	Tres Rios Warehouse #88 deep clean twice a month	Yes	USD	Month	Month	1	10.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Tres Rios WWTP Adminstration Bldg #1	Tres Rios WWTP Adminstration Bldg #1	Tres Rios WWTP Adminstration Bldg #1	Yes	USD	Month	Month	1	1,137.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Tres Rios WWTP Headworks Bldg #9,#60, #23, #34	Tres Rios WWTP Headworks Bldg #9,#60, #23, #34	Tres Rios WWTP Headworks Bldg #9,#60, #23, #34	Yes	USD	Month	Month	1	155.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Tres Rios WWTP Power House #28	Tres Rios WWTP Power House #28	Tres Rios WWTP Power House #28	Yes	USD	Month	Month	1	0.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
U of A Cooperative Extension (office space, classroom kitchen and exterior restroom)	U of A Cooperative Extension (office space, classroom kitchen and exterior restroom)	U of A Cooperative Extension (office space, classroom kitchen and exterior restroom)	Yes	USD	Month	Month	1	831.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
UA West Campus	UA West Campus	UA West Campus	Yes	USD	Month	Month	1	2,286.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Vocational High School	Vocational High School	Vocational High School	Yes	USD	Month	Month	1	747.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Wastewater Outlying Facilities	Wastewater Outlying Facilities	Wastewater Outlying Facilities	Yes	USD	Month	Month	1	1,385.00	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	5.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Wheeler Taft-Abbett Library	Wheeler Taft-Abbett Library	Wheeler Taft-Abbett Library	Yes	USD	Month	Month	1	2,309.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Woods Library	Woods Library	Woods Library	Yes	USD	Month	Month	1	1,484.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Woods Library Mid-Day Restroom Cleaning	Woods Library Mid-Day Restroom Cleaning	Woods Library Mid-Day Restroom Cleaning	Yes	USD	Month	Month	1	519.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00



Chapter 6 – PIMA COUNTY REQUIRED EXHIBIT(S)

1. PIMA COUNTY OFFER AGREEMENT – KEEPERS EXECUTED

Solicitation No. RFP-PO-2400011

Title: Janitorial Services

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.



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**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



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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

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: \_\_\_\_\_ % if payment tendered within \_\_\_\_\_ 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



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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:



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- 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
1	3/29/2024				

**15. SMALL BUSINESS ENTERPRISE (SBE) CERTIFICATION**

Not applicable to this contract.





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16. PROPOSAL/OFFER CERTIFICATION

CONTRACTOR LEGAL NAME: Office Keepers, LLC

BUSINESS ALSO KNOWN AS: Keepers Commercial Cleaning

MAILING ADDRESS: 2260 E. University Dr.

CITY/STATE/ZIP: Mesa, Arizona 85213

REMIT TO ADDRESS: S.A.A.

CITY/STATE/ZIP: \_\_\_\_\_

CONTACT PERSON NAME/TITLE: Marci Hernandez, CEO

PHONE: 480-306-7100 FAX: \_\_\_\_\_

CONTACT PERSON EMAIL ADDRESS: marci@keeperscleanaz.com

EMAIL ADDRESS FOR ORDERS & CONTRACTS: customerservice@keeperscleanaz.com

CORPORATE HEADQUARTERS ADDRESS: 2260 E. University Dr.; Mesa, AZ 85213

WEBSITE: www.keeperscleanaz.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: April 19, 2024

Marci Hernandez, CEO

PRINTED NAME & TITLE OF AUTHORIZED CONTRACTOR REPRESENTATIVE EXECUTING OFFER

PHONE AND EMAIL: 480-306-7100 / marci@keeperscleanaz.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 to 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



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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.



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**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.



Solicitation No. RFP-PO-2400011

Title: Janitorial Services

**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**



**2. EXHIBIT A – SCOPE OF WORK**

Keepers acknowledges all the requirements of Exhibit A and hereby attaches said exhibit and incorporates it as part of our response.

**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 Ecoblu product line. Custodians are responsible for replacing the Ecoblu cube regularly or as needed when products disintegrate. Urinals must be cleaned daily using the Ecoblu cleaning method which requires use of the Ecoblu 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 Ecoblu cleaning procedure. The Contractor will supply cartridges, Ecoblu 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 BIENNIAL 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.

10.0SAFETY 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.

10.1PRODUCTS 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 tetratoxins 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 Acroginosa* at a one to sixty-four (1:64) 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 alkalis.

#### 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



**3. EXHIBIT B – MINIMUM QUALIFICATIONS VERIFICATION**

Solicitation No. RFP-PO-2400011

Title: Janitorial Services

**EXHIBIT B: MINIMUM QUALIFICATIONS VERIFICATION FORM (1 PAGE)**

PROPOSER'S NAME: Office Keepers, LLC d/b/a Keepers Commercial Cleaning

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	Reference Page #: 18 Cites our Government References
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	Licenses & Certifications are contained on Page #: 6

SIGNATURE:  DATE: April 19, 2024  
 Marci Hernandez, CEO  
 PRINTED NAME & TITLE OF AUTHORIZED PROPOSER REPRESENTATIVE EXECUTING PROPOSAL

**END OF EXHIBIT B**



4. EXHIBIT C – QUESTIONNAIRE

Solicitation No. RFP-PO-2400011

Title: Janitorial Services

EXHIBIT C: QUESTIONNAIRE (1 PAGE)

PROPOSER'S NAME:

Office Keepers, LLC d/b/a Keepers Commercial Cleaning

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:

[Handwritten Signature]

DATE: April 19, 2024

Marci Hernandez, CEO

PRINTED NAME & TITLE OF AUTHORIZED PROPOSER REPRESENTATIVE EXECUTING PROPOSAL

END OF EXHIBIT C



# **KEEPERS COMMERCIAL CLEANING**

**Pima County**

**REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES**

**RFP-PO-2400011**

DUE DATE AND TIME:

April 19, 2024 at 2:00 PM

ATTN: Maricruz Lopez

Procurement Officer



[www.keeperscleanaz.com](http://www.keeperscleanaz.com)



2660 E University Dr., Mesa, AZ 85213



April 19, 2024

**VIA HAND DELIVERY TO PIMA COUNTY**

Maricruz Lopez, Procurement Officer  
**PIMA COUNTY PROCUREMENT DEPARTMENT**  
150 W Congress, 5<sup>th</sup> Floor  
Tucson, AZ 85701

**IN RE:**            *Solicitation #: RFP-PO-240011*  
                      *Pima County Request for Proposals (RFP) for Janitorial Services*


Dear Ms. Lopez:


On behalf of Office Keepers, LLC (d/b/a: "**Keepers Commercial Cleaning**") we are pleased to present to the Pima County (hereinafter the "County") our response to the above-mentioned bid solicitation. In reviewing the qualifications of this bid advertisement, we believe that we possess the ability and qualifications perform the functions within the outlined requirements.

Keepers began in 2008 in Mesa, Arizona, founded locally by husband-and-wife duo Juan Carlos Hernandez and Marci Hernandez. Since our inception we have grown by leaps and bounds serving over 500+ well-known companies throughout Arizona such as: Walgreens, Lucid Motors, and many more! We are a Certified Disadvantaged Business Enterprise and Small Business Enterprise (DBE/SBE) with the State of Arizona and Certified Woman-Owned Business with the US Small Business Administration. We were the Phoenix Business Journal Award Winner for the Largest Janitorial Firm in 2022 and Largest Women-Owned Businesses in 2022. We were named the Maricopa County Success Award winner in 2020. We are a Better Business Bureau Accredited business with an A+ rating. We were also an Arizona SBDC Success Award Winner in 2022. Every member of our crew is trained and updated on the latest cleaning techniques and held to the highest possible standard. We ensure the highest level of cleanliness at a reasonable cost.

Keepers has reviewed the RFP in its entirety and make the following assertions in our response, and we incorporate these statements and make them part of our response, as follows:

1. We possess the manpower & required equipment as specified within the IFB to perform the requested services; and

 **Phone :**  
(480) 306-7100

 **Website :**  
[www.keeperscleanaz.com](http://www.keeperscleanaz.com)

 **Email :**  
[marci@keeperscleanaz.com](mailto:marci@keeperscleanaz.com)

2660 E University Dr., Mesa, AZ 85213  
**UEI:** L2WYBB8AWG6 **CAGE:** 97QC9  
**NAICS:** 561720 - Janitorial Services

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Pima County

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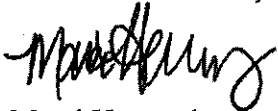
2. Our staff have been fully trained and maintain up to date education on proper cleaning and safety protocols; and
3. Our staff have been thoroughly background vetted and confirm their eligibility to work through e-verify.gov and are able to obtain an AZDPS Background Card if necessary.

Attached below this form letter is an overview of our experience, staffing, and method of approach as it relates to this RFP.

We appreciate the Pima County's review of our proposal and look forward to your favorable response to approve our proposal to provide services.


Sincerely,


**KEEPERS COMMERCIAL CLEANING**



Marci Hernandez  
Chief Executive Officer

---

 **Phone :**  
(480) 306-7100

 **Website :**  
[www.keeperscleanaz.com](http://www.keeperscleanaz.com)

 **Email :**  
[marci@keeperscleanaz.com](mailto:marci@keeperscleanaz.com)

2660 E University Dr., Mesa, AZ 85213  
**UEI:** L2WYBB8AWG6 **CAGE:** 97QC9  
**NAICS:** 561720 - Janitorial Services





PIMA COUNTY PROCUREMENT DEPARTMENT

REQUEST FOR PROPOSALS (RFP)
SOLICITATION NUMBER: RFP-PO-2400011
JANITORIAL SERVICES

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## Chapter 1 – CONTRACTOR QUALIFICATIONS

### 1. RECRUITMENT / DEVELOPMENT EFFORTS

*Provide an overview of the Contractors approach to hiring, developing, and maintaining a quality labor force.*

- A. Our managers adopt a rigorous approach to hiring, ensuring that candidates possess the requisite skills and experience to fulfill their roles effectively. Once onboarded, employees undergo continuous development programs aimed at enhancing their skills and keeping them abreast of industry best practices. Additionally, we prioritize employee retention through competitive compensation packages and a conducive work environment.

### 2. UNIQUE QUALIFICATIONS

*Describe the Contractors capacity to provide services defined within the scope of work on a high-quality consistent basis.*

- A. Our managers capacity to deliver services within the defined scope of work rests on a foundation of robust processes, stringent quality control measures, and a dedicated workforce. We employ advanced technologies and methodologies to ensure consistency and excellence across all projects, thereby meeting and exceeding client expectations consistently.

### 3. SPECIALIZED PROGRAMS

*Provide information on any company programs that would support this scope of work, i.e., Safety Programs or Quality Assurance Programs.*

- A. We have comprehensive safety and quality assurance programs in place to support the scope of work. These programs include regular safety training sessions, adherence to industry standards and regulations, as well as continuous quality assessments and improvements. Our commitment to safety and quality underscores our dedication to delivering exceptional services.



## Chapter 2 – KEY PERSONNEL

### 1. COMPANY HISTORY

Keepers Commercial Cleaning is an independently owned and nationally connected company. Keepers was established in 2008 and since then have been recognized by the Phoenix Business Journal as one of the Top Janitorial Firms in the Valley.

Keepers is a Minority and Women owned Business. Keepers' purpose is to serve people so they can do what they love. We are committed to setting the standard in janitorial excellence by delivering reliable, efficient, and eco-friendly cleaning services, with the goal of improving the quality of life for our clients and their communities. Keepers Commercial Cleaning is a proactive, reliable, and responsive commercial cleaning service. Unlike commercial cleaning services that do the bare minimum, Keepers performs regular inspections and correct any imperfections before you even notice.

Keepers core values are at the heart of how we do business. Our core values include: we **deliver results** by creating a plan, we **care** about our team members and our customers, we treat other with **respect** no matter who that might be, we take **extreme ownership** by acknowledging our mistakes and create a resolution, we always behave with **integrity**, we **empower** our team by recognizing their successes, we **grow** by providing continuing education and training for our team to become better leaders.

Keepers has a dedicate team that always go above and beyond to accomplish any request from our customers. Our team is led by Carlos Hernandez, Founder of Keepers, and Marci Hernandez our CEO. Keepers also has a dedicated field team led by Joe Rodriguez, Director of Operations & Sales, Azucena Baca, Quality Assurance Director, and six account managers that are strategically located within their assigned region to assist our customers in case of any need.

With more than **750 customers** and over **25 million sq. ft.** cleaned every month Keepers has the capability to fulfill any request within an hour.

Keepers not only provide janitorial and porter services, but we also do landscape services, floor maintenance programs, window washing, power washing, parking lot maintenance, and many other facility management solutions.

As a company we have a proven track record with a 98.6% retention rate and a 30% growth year over year for the last 3 years. We have a 4.8-star Google® rating and have been awarded the BSCAI Image Award two years in a row, one of the most important recognitions in the cleaning industry. The BBB has recognized Keepers as a Torch award finalist in both 2022 and 2023.

Keepers also support many charitable organizations. One of these is Cleaning for a Reason who clean the homes of patients receiving cancer treatment. In 2022 Keepers was a premier donor to Catholic Education of AZ and will continue funding scholarships in 2023. Our



team regularly volunteers time at charitable organizations like Feed My Starving Children and Gathering Humanity which help refugees.


Keepers is very proud to work with many property management companies including Vertex Education that has been a customer since May of 2020.

Keepers would like to thank you for this opportunity and invite you to our web page [www.keeperscleanaz.com](http://www.keeperscleanaz.com) where you can find more information about us and our capabilities.

2. KEEPERS CERTIFICATIONS AND REGISTRATIONS

180831122AS072

**STATE OF ARIZONA**



**Office of the  
CORPORATION COMMISSION**

**CERTIFICATE OF GOOD STANDING**

I, the undersigned Executive Director of the Arizona Corporation Commission, do hereby certify that:


**OFFICE KEEPERS LLC**

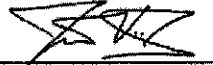
ACC file number: 1.16315714

was incorporated under the laws of the State of Arizona on 10/04/2010, and that, according to the records of the Arizona Corporation Commission, said limited liability company is in good standing in the State of Arizona as of the date this Certificate is issued.

This Certificate relates only to the legal existence of the above named entity as of the date this Certificate is issued, and is not an endorsement, recommendation, or approval of the entity's condition, business activities, affairs, or practices.

IN WITNESS WHEREOF, I have hereunto set my hand, affixed the official seal of the Arizona Corporation Commission, and issued this Certificate on this date: **06/31/2018**



  
Ted Vogt, Executive Director

ARIZONA DEPARTMENT OF REVENUE  
ATTN: Customer Care and Outreach  
PO BOX 29032  
Phoenix, AZ 85038-9032



ARIZONA DEPARTMENT OF REVENUE  
**TRANSACTION PRIVILEGE TAX LICENSE**  
**NOT TRANSFERABLE**

The licensee listed below is licensed to conduct business upon the condition that taxes are paid to Arizona Department of Revenue as required under provisions of A.R.S. Title 42, Chapter 5, Article 1.

**2021**

ISSUED TO: OFFICE KEEPERS LLO  
2324 E UNIVERSITY DR  
MESA AZ 85213

ALL communications and reports MUST REFER to THIS LICENSE NO

LICENSE: 21220649  
START DATE: 10/01/2017  
ISSUED: 12/24/2020  
EXPIRES: 12/31/2021

LOCATION: CODE 001  
OFFICE KEEPERS  
2135 E UNIVERSITY DR  
SUITE 170  
MESA, AZ 85213  
2000060342370

BUSINESS CODE	REGION	JURISDICTION
011 RESTAURANTS AND BARS	MAR - MARICOPA	COUNTY
017 RETAIL	MAR - MARICOPA	COUNTY
029 USE TAX	MAR - MARICOPA	COUNTY
011 RESTAURANTS AND BARS	ME - MESA	CITY
017 RETAIL	ME - MESA	CITY
029 USE TAX	ME - MESA	CITY

This License is issued to the business named above for the address shown. Licenses, by law, cannot be transferred from one person to another, nor can they be transferred from one location to another. Arizona law requires licensees to notify the Department of Revenue if there is a change in business name, trade name, location, mailing address, or ownership. In addition, when the business ceases to operate or the business location changes and a new license is issued, this license must be returned to the Arizona Department of Revenue. According to R15-5-2201, license must be displayed in a conspicuous place.



# State of Arizona

## Department of State

### TRADE NAME CERTIFICATION



#### Keepers Commercial Cleaning

I, Adrian Fontes, Arizona Secretary of State, do hereby certify that in accordance with the Trade Name Application filed in this Office, the Trade Name herein certified has been duly registered pursuant to Section 44-1460, Arizona Revised Statutes, on behalf of:

Office Keepers LLC

824 N YORK CIR MESA, AZ 85213-6024

Registration Date: May 1, 2023  
Expiration Date: May 1, 2028  
Date First Used: May 15, 2008  
Filing Number: 9331602  
Application Date: May 1, 2023



IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of Arizona. Done at the Capitol in Phoenix, on this day, May 17, 2023.

Adrian Fontes  
Secretary of State

Verification URL: [go.azsos.gov/wpgd](http://go.azsos.gov/wpgd)



**City of Phoenix**

EQUAL OPPORTUNITY DEPARTMENT

**Office Keepers LLC DBA Keepers**

*IS HEREIN GRANTED*

**Small Business Enterprise (SBE)**

In the Area(s) of:

**Janitorial services**

***Certification Effective Date: June 5, 2022***

This certification is valid as-of the above date provided this firm meets the on-going programmatic standards and fulfils the annual update requirement to remain in good standing as a SBE.

*Continued SBE eligibility must be verified by searching the online SBE directory at <https://phoenix.diversitycompliance.com>*

Sincerely,

Reyna Valenzuela, MPA  
Certification Program Manager  
Equal Opportunity Department

15th Floor, Phoenix City Hall  
200 W. Washington Street Phoenix, AZ 85003  
602-261-8551  
[reyna.valenzuela@phoenix.gov](mailto:reyna.valenzuela@phoenix.gov)

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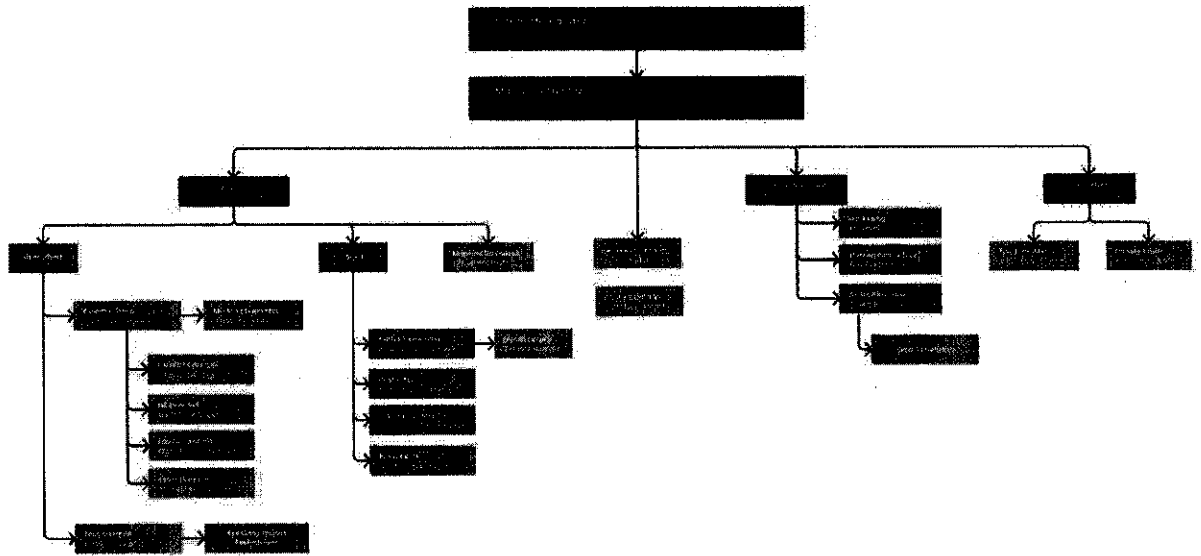
PIMA COUNTY  
RFP: PO-2400011

KEEPERS RESPONSE



### 3. 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.*



A. Marci Hernandez,  
CEO / Owner

As the CEO, she oversees the entire business operations. Sets the vision for the company, leads the executive team and ensure financial stability of the company.

B. Carlos Hernandez,  
Founder & President

Oversees the senior management of the business operations. Conducts site visits with clients and business vendors.

C. Joe Rodriguez,  
Director of Operations

Primary responsibilities include coordination of the start of new contracts, managing existing customers, (including responding to concerns or changes to the contract), and managing and coordination with night supervisors.

D. Azucena Baca,  
Customer Service





Manage account managers, ensure quality control visits are being conducted by account managers and ensure work orders are completed to customer satisfaction.

- E. Carrie Mock,  
Director of Finance

Oversee all accounting functions, analyze financials, create financial reports, develop and manage budget process, identify and implement ERP system.

- F. Saul Arreguin,  
Special Projects and Supplies Coordinator

Responsible for maintaining Keepers relationship with our supply chain and logistics vendors.

- G. Yesenia Casas  
Account Manager

Responsible for building and maintaining client relationships, ensuring client satisfaction, and facilitating smooth project execution.

- H. Liliana Roca  
Account Manager

Responsible for building and maintaining client relationships, ensuring client satisfaction, and facilitating smooth project execution.

- I. Joshua Vizcarra  
Tucson Account Manager

Responsible for building and maintaining client relationships, ensuring client satisfaction, and facilitating smooth project execution.

- J. Michael Bell  
Account Manager

Responsible for building and maintaining client relationships, ensuring client satisfaction, and facilitating smooth project execution.

- K. Genesis Carvajal  
Account Manager

Responsible for building and maintaining client relationships, ensuring client satisfaction, and facilitating smooth project execution.



#### 4. 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.*

A. We anticipate requiring 103 employees to execute this contract successfully. This number is based on careful analysis of project requirements, workload distribution, and industry benchmarks. Each team member possesses years of experience and relevant certifications, ensuring proficiency in delivering the required services. Our primary and secondary account managers bring 15 years of experience and hold certifications pertinent to the services provided.

#### B. Recruitment.

- a. Keepers' recruits our talent from within the communities we serve promoting higher than industry standards to garner interest from persons looking to move up and gain security through employment at Keepers.
- b. We also offer our employees overall benefit packages designed to provide security for the long-term with our company.
- c. We provide training and development utilizing the industry standards for safety, protection, and customer service.
- d. Because of the types of clientele we serve, we thoroughly vet our candidates through criminal background checks, immigration status verification (I-9), and drug testing. Failure in any of these areas are determined not to be viable candidates for employment with Keepers.
- e. We prepare our staff for success, equipping them with uniforms, and the necessary tools for our trade (cleaning equipment, chemicals, etc.).

#### 5. 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.*

A. We have provided the resumes of our management team, please see below:

B. Our Tucson Account Manager – Joshua Vizcarra will be assigned to oversee the Pima County contract.

**[THIS SECTION IS INTENTIONALLY LEFT BLANK]**



**MARCI HERNANDEZ**  
CEO OF KEEPERS

 480.516.2133  
 marci@keeperscleanaz.com  
 2260 E University Dr  
Mesa AZ 85213

**About Me**

Marci has been working with Carlos since they started the business in 2008. She has had many roles over the years and now acts as CEO of Keepers. Marci enjoys any outdoor activities with Carlos and their 4 kids. She also trains for marathons and triathlons

**Experience**

**Keepers Commercial Cleaning 2007 - Current**  
Chief Executive Officer  
Leads an executive team for commercial janitorial company, oversees marketing, finance, and operations departments. Along with a business partner, Keepers started from scratch and is now proudly an 8 figure business.

**Dr. Keven T. Cook Dentistry 2003 - 2007**  
Office Manager  
Oversaw collections, submit insurance requests, manage spending, fill schedules for the doctor and hygienists.

**Education**

<b>2001 - BS</b> Brigham Young University	Classes in leadership, management, finance, and communication
--	---


**Service**

18 month church service mission to Venezuela, serving as a church youth leader, and serving on the board of the Mountain View Booster club

**Awards**

2022 Largest Janitorial Firms by the Phoenix Business Journal  
 2022 BBB Torch Award Finalist for Ethics  
 AZSBDC Network 2020 Success Award Winner  
 Top 20 Women Owned businesses by the Phoenix Business Journal

**Languages**

Fluent in  
Spanish 

**Expertise**

- Leadership
- Management
- Microsoft Office Suite
- Project Management

**Associations**

- Better Business Bureau
- ISSA Advancing Clean
- BOMA International
- BSCAI

**CARLOS HERNANDEZ**  
FOUNDER AND PRESIDENT OF KEEPERS



480.703.8961



carlos@keeperscleanaz.com



2260 E University Dr  
Mesa AZ 85213

### About Me

Carlos is the founder of Keepers. Growing up, he worked with his family for their cleaning business in London, England. Throughout college, he worked as a custodian cleaning many large buildings. Carlos used his degree and knowledge of the cleaning industry to found Keepers in 2008.

Carlos loves going on walks with Marci and their 4 kids. He is a true foodie and is on the constant search for the best pizza, rib-eye steak, and Alfredo pasta.

### Experience

#### Keepers Commercial Cleaning 2007 - Current

Founder and President

Started from scratch and built Keepers up to an 8 figure business. Held all positions in the company including cleaner, marketing, sales, operations, and customer service.

#### Commercial West 2003 - 2008

Commercial Insurance Broker

Sale commercial insurance policies to businesses. Find leads, nurture, and marketing to potential customers.

### Education

**2003 - BA**  
Brigham Young  
University

Degree in International Studies with Business  
Emphasis.

### Service

2 year church service mission to Las Vegas, NV, church Sunday school teacher, and cast member in the Mesa Easter Pageant

### Awards

2022 Largest Janitorial Firms by the Phoenix Business Journal

2022 BBB Torch Award Finalist for Ethics

AZSBDC Network 2020 Success Award Winner

Top 10 Minority Owned businesses by the Phoenix Business Journal

### Languages

Fluent in

Spanish

### Expertise

- Marketing
- Sales
- Communication
- Leadership

### Associations

- Better Business Bureau
- ISSA Advancing Clean
- BOMA International
- BSCAI



## Joe Rodriguez

Phoenix, AZ  
j.d.rod@icloud.com  
+1 954 669 6778

Organized and motivated employee eager to apply time management and organizational skills in various environments. With an extensive experience in The Building Service industry.

### Work Experience

---

#### **Director of Operations**

Office Keepers - Mesa, AZ  
October 2022 to Present

- Customer retention
- Lead and grow Operations team.
- Conduct customer visits, resolve complaints, and reply to customer requests.
- Lead and manage account managers and customer service rep.
- Coordinate start of new customers.
- Lead, attend, and participate in team meetings.
- Clear consistent communication with customers and team members.
- Sales for new customers and existing customers.

#### **Vice President of Operations**

J&D Service Solutions Corp - Miami, FL  
June 2014 to August 2022

- Exceeded sales goals and improved profitability by aligning sales strategies and business plans with market trends.
- Retained clients and obtained referrals by promptly resolving customer complaints, providing value and promoting quality.
- Implemented processes that drove change and improved performance.
- Communicated regularly with executive team members to deliver pertinent details related to progress status and direction for projects.
- Cultivated and maintained positive working relationships with employees, executives and other stakeholders.
- Coordinated work across departments to keep teams on track with company goals.
- Negotiated contract specifications with major vendors.
- Identified and established KPIs to improve team efficiencies and sales strategies.

#### **Regional Operations Manager**

Capital Contractors Inc  
January 2010 to June 2014

- Ensure that services are performed as contracted while exerting fiscal responsibility
- Manage and coordinate scheduling of chosen vendors
- In specific instances, assist in the control of supplies and equipment to meet customer specifications
- Interact with customers daily to obtain feedback on services and special need



## Chapter 3 – TRANSITION PLAN

### 1. 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.*

- A. Our transition plan encompasses a comprehensive timeline detailing key milestones and activities required for a seamless handover of janitorial duties upon the inauguration of a new office building. This timeline includes initial assessments, training programs, procurement processes, and implementation schedules, ensuring a smooth transition without disruptions to service delivery.

### 2. 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.*

- A. Keepers would successfully perform our services as identified within the Scope of Work by committing to the following:
  - a. Assignment of an Account Manager
  - b. Our Account Manager is the primary liaison between Keepers and the County Point of Contact for this contract.
  - c. Our Account Manager is the direct supervisory Point of Contact for our Supervisors and Line Staff.
  - d. Our Account Manager performs quality control oversight over our client's locations to ensure work is being performed in accordance with our agreed upon scope of work.
  - e. Our supervisors are responsible for performing the following:
    - i. On-site training and education
    - ii. Site orientation
    - iii. Safety training
    - iv. Re-education and training (*if necessary*)
    - v. Primary quality control

### 3. 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.*

- A. Our employees maintain adequate stock of paper products, hand soap, and other essential items through proactive inventory management and strategic partnerships



with reliable suppliers. Contingency plans are in place to address unforeseen shortages, including alternative sourcing options, inventory buffers, and expedited procurement processes, ensuring uninterrupted service provision.

**[THIS SECTION IS INTENTIONALLY LEFT BLANK]**



## Chapter 4 – REFERENCES

### 1. REFERENCES

*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.*

#### A. CITY OF TEMPE

31 E 5<sup>th</sup> Street  
Tempe, AZ 85281

**INDUSTRY:** Municipal Government

**POC:** Rafael Maldonado (City Coordinator)

**PHONE:** 602-320-1001

**EMAIL:** [rafael\\_maldonado@tempe.gov](mailto:rafael_maldonado@tempe.gov)

**DATES OF SERVICE:** August 2023 to Present

**SCOPE OF SERVICE:** Our janitorial services for public city buildings encompass a wide range of cleaning tasks tailored to maintain cleanliness and hygiene standards in high-traffic areas. At libraries, we focus on ensuring the tidiness of reading areas, shelves, and restrooms, while also providing specialized cleaning for study rooms and computer stations. In parks and recreation areas, we prioritize the cleanliness of restrooms, playgrounds, and picnic areas, including thorough sanitization and trash removal. Our services aim to create a welcoming and safe environment for visitors to enjoy public spaces, promoting community well-being and satisfaction.

#### B. ISAAC DISTRICT SCHOOLS

4135 W Thomas Rd  
Phoenix, AZ 85019

**INDUSTRY:** School District

**POC:** Martin Popov (Facility Director)

**PHONE:** 602-455-6772 Ext. 10772

**EMAIL:** [mpopov@isaacschools.org](mailto:mpopov@isaacschools.org)

**DATES OF SERVICE:** June 2023 to Present





**SCOPE OF SERVICE:** Our janitorial services at schools are designed to ensure clean, safe, and healthy environments for students, faculty, and staff. We cover a comprehensive range of cleaning tasks, including daily maintenance of classrooms, corridors, restrooms, and common areas. Our services also include specialized cleaning tasks such as disinfecting high-touch surfaces, sanitizing restrooms, and maintaining cleanliness in cafeterias and gymnasiums. With a focus on promoting a conducive learning environment, we strive to exceed cleanliness standards while adhering to strict health and safety protocols.

**C. LEGACY TRADITIONAL SCHOOLS / VERTEX EDUCATION**

3125 S Gilbert Rd  
Chandler, AZ 85286

**INDUSTRY:** School District

**POC:** Eric Pablo (District Manager)

**PHONE:** 520-840-7865

**EMAIL:** [ericpablo.miilat@vertexeducation.com](mailto:ericpablo.miilat@vertexeducation.com)

**DATES OF SERVICE:** January 2020 to Present

**SCOPE OF SERVICE:** Our janitorial services at schools are designed to ensure clean, safe, and healthy environments for students, faculty, and staff. We cover a comprehensive range of cleaning tasks, including daily maintenance of classrooms, corridors, restrooms, and common areas. Our services also include specialized cleaning tasks such as disinfecting high-touch surfaces, sanitizing restrooms, and maintaining cleanliness in cafeterias and gymnasiums. With a focus on promoting a conducive learning environment, we strive to exceed cleanliness standards while adhering to strict health and safety protocols.

**2. CLIENT SURVEY(S)**

*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.*

Keepers has issued client surveys to the following clients for completion pursuant to Exhibit D requirements:

- A. Arizona Department of Economic Security  
Emilie Sombrio – Procurement Supervisor
- B. City of Tempe  
Rafael Maldonado – City Coordinator



- C. Isaac District Schools  
Martin Popov – Facility Director
  
- D. Legacy Traditional Schools / Vertex Education  
Eric Pablo – District Manager
  
- E. Horizon Health and Wellness  
John Day – Facility Director

We have included copies of the surveys received below in **Exhibit D** beginning on page 72 of this response document. They have been issued directly to Pima County per the instructions provided within the RFP.

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## Chapter 5 – LOCAL PRESENCE AND COMMUNITY INVOLVEMENT

### 1. KEEPERS INVOLVEMENT WITHIN THE PIMA COUNTY COMMUNITY

*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?*

- A. Our account managers have a strong presence in the local area, with a proven track record of successful projects and contributions to the community. We are committed to hiring locally, thereby supporting the economy, and fostering community engagement. Our goal is to build a diverse and skilled local workforce, driving job creation and sustainable growth in the region.

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**5. EXHIBIT D – REFERENCES**

Solicitation No. RFP-PO-2400011

Title: Janitorial Services

**EXHIBIT D: REFERENCE FORM (2 PAGES)**

**PLEASE COMPLETE EACH AND EVERY SECTION.**

Name of Vendor for whom reference is given: Office Keepers - Keepers  
 Your organization's business name: Arizona Department of Economic Security  
 Your name and title: Emilie Sombrio - Procurement Supervisor  
 Telephone number: 480-798-5268 Email address: ESombrio@azdes.gov

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

Yes  Service was provided from 4/1/2023 to Current  
 (Month, Year) (Month, Year)

No

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

Janitorial Services for Regions 2, 3, 4 & 7; FY24 YTD purchase orders issued \$121,992.00

Did Vendor meet all contract requirements satisfactorily: Yes  No

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

Vendor is compliant to the terms and conditions of the contract

**PLEASE RATE THE FOLLOWING ITEMS (circle one):**

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



Solicitation No. RFP-PC-2400011

Title: Janitorial Services

**EXHIBIT D: REFERENCE FORM (continued)**

Name of Vendor for whom reference is given: Office Keepers - Keepers

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	<b>4</b>

Comments: \_\_\_\_\_

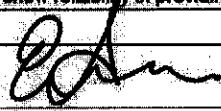
8. Overall satisfaction with Vendor:	0	1	2	3	<b>4</b>
--------------------------------------	---	---	---	---	----------

Comments: \_\_\_\_\_

9. What are their strengths as a service provider?  
Vendor is provides exceptional communication when it relates to providing janitorial services at the location.

10. What are their drawbacks as a service provider?  
Nothing to provide.

Any other information that you would like to share about the Vendor:  
The facilities team has stated they enjoy working with Office Keepers and are known to show reliability in providing services to the locations.

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](mailto: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 satisfy all Solicitation & Offer Agreement requirements, General & Item Specifications  
 FOB Destination/Unloaded; include cost of freight in unit price.  
 Although County will pay taxes IF applicable, do NOT include sales tax in unit price.

**GROUP 2: OUTLYING AJO WAY CORRIDOR**

**Monthly Services Per Exhibit A - Scope of Services**

Line #	Location Name <i>Red: Additional background check required</i>	Address	Service Level and Frequency	Business Hours	Cleaning Time Availability	Approximate Sqft	Price Per Month	Price Per Year	Additional Information	Contractor Comments
1	Abrams Building (floors 1-3, w/o El Rio Clinic and 4th floor) +1	3950 S. Country Club Road	Full Service M-F	8:00am-5:00pm	7:00am-7:00pm	141,683	\$11,928.00	\$143,136.00	Waterless urinals - 12ea Day Porter and Night Cleaning required	Day Porter included
2	Abrams Building Exterior	3950 S. Country Club Road	Tues and Thurs	8:00am-5:00pm	8:00am-5:00pm	4,000	\$0.00	\$0.00	Exterior trash and seating areas and parking lot.	Included
3	TB Clinic (Special Clinic Cleaning Required)	2980 E. Ajo Way	Full Service & Clinic Cleaning M-F	8:00am-5:00pm	5:00pm-7:00am	5,000	\$1007.00	\$12,084.00	All high-touch surfaces disinfected.	
4	Forensic Science Center - Administration and Forensic Bldg	2825 E. District Street	Full Service M-F	8:00am-5:00pm	4:00pm-8:00am	7,023	\$1,007.00	\$12,084.00	Autopsy Suite not included.	
5	Kino Service Center (3 floors)	2797 E. Ajo Way	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	28,400	\$2,692.00	\$32,304.00		
6	Kino Veterans Center	2801 E. Ajo Way	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	5,460	\$786.00	\$9,432.00		
7	Adult Probation - Ajo Way	2695 E. Ajo Way	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	30,000	\$2,748.00	\$32,976.00		
8	Sheriff San Xavier Substation	2695 E. Ajo Way	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	7,000	\$1,005.00	\$12,060.00		
9	Childrens Advocacy Center (2 floors)	2929 E. Ajo Way	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	21,460	\$2,163.00	\$25,956.00		
10	Juvenile County Attorney Office	2395 E. Ajo Way	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	8,900	\$899.00	\$10,788.00		
11	Office of Children's Council	2337 E. Ajo Way	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	8,989	\$899.00	\$10,788.00		
12	Casa Alitas Welcome Center	2225 E. Ajo Way	Full Service Daily	24/7	8:00am-4:00pm	19,070	\$2,690.00	\$32,280.00	Temporary Housing Shelter. All 3 areas including courtyard areas.	
13	Juvenile Court Day Porter	2225 E. Ajo Way	Full Service M-F	8:00am-5:00pm	8:00am-5:00pm	5,000	\$3,863.00	\$46,356.00	Cleaning of restrooms and trash collection throughout the facility. Background check required	
14	Juvenile Court Building (2 floors - lobby, courtrooms, restroom and offices)	2225 E. Ajo Way	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	104,694	\$8,735.00	\$104,820.00	Background check required. Identification access card provided for each employee. Daily cleaning includes 14 Courtrooms and 14 Judges chambers each with a restroom and kitchenette.	
15	Juvenile Buildings J & K	2225 E. Ajo Way	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	4,607	\$0.00	\$0.00		Included with the main Court Building
16	Juvenile Buildings M "Training Center" & JPS	2225 E. Ajo Way	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	5,435	\$0.00	\$0.00		Included with the main Court Building
17	Juvenile Modular Buildings N & O	2225 E. Ajo Way	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	1,680	\$0.00	\$0.00		Included with the main Court Building
18	Juvenile Detention Administration Office Staff Restrooms	2225 E. Ajo Way	Standard Service M-F	8:00am-5:00pm	8:00am-5:00pm	500	\$0.00	\$0.00	8 total part of day porter duties	No charge
19	Public Defense Services (Fredric Kay Building)	2231 E. Ajo Way	Standard Service M-F	8:00am-5:00pm	8:00am-5:00pm	12,042	\$1,343.00	\$16,116.00	Waterless urinals - 2ea	
20	Quinnie Douglas Library	1585 E. 36th Street	Full Service M-F	10:00am-6:00pm	6:00pm-8:00am	10,600	\$1,119.00	\$13,428.00	Waterless urinals - 1ea	
21	Quinnie Douglas Library Mid-Day Restroom Cleaning	1585 E. 36th St.	Daily M-F	10:00am-6:00pm	11:00am-1:00pm	10,600	\$503.00	\$6,036.00	Mid-day restroom cleaning and trash removal.	
22	Records Warehouse (office area only - not warehouse)	1640 E. Benson Hwy	Standard Service M-F	8:00am-5:00pm	8:00am-4:00pm	3,555	\$503.00	\$6,036.00		
23	Sheriff Annex (Suites A-E)	1650 E. Benson Hwy	Full Service M-F	8:00am-5:00pm	8:00am-5:00pm	21,316	\$2,360.00	\$28,320.00		
24	Sheriff Property & Evidence	1600 E. Benson Hwy	Standard Service M-F	8:00am-5:00pm	8:00am-5:00pm	2,000	\$503.00	\$6,036.00		
25	Sheriff Hangar (office space)	1901 E. Aeropark Dr.	Standard Service 3x per week	8:00am-5:00pm	8:00am-5:00pm	4,857	\$530.00	\$6,360.00	Office and Support services areas only. Hangar floor as requested only.	
26	Elections/Recorder Building - Elections side (check-in required, warehouse restroom and office included)	6550 S. Country Club	Standard Service M-F	8:00am-5:00pm	8:00am-5:00pm	30,000	\$2,881.00	\$34,572.00	No cleaning in warehouse except back office and restroom. During elections cleaning times must be adjusted to accommodate election activity.	
27	Elections/Recorder Building - Recorder side (check-in required)	6550 S. Country Club	Varies depending on election cycle. Weekly restroom check.	Varies	Varies	3,500	\$0.00	\$0.00	Cleaning done as-needed when in use. May require occasional deep cleaning to catch up to standards before seasonal use (performed at no additional charge).	Included in price as its as needed
28	Pima County SARA House	3455 N. Craycroft Rd	Standard Service 1x per week Mondays	8:00am-4:00pm	8:00am-4:00pm	6,354	\$530.00	\$6,360.00	Converted residence, is two (2) stories.	
29	Health Department Warehouse	350 S Toole	Standard Service M-F	8:00am-3:30pm	8:00am-3:30pm	33,017	\$3,117.00	\$37,404.00		
30	<b>Total Monthly Cost</b>						\$53,721.00			
31	<b>Total Annual Cost</b>							\$644,652.00		

**Additional Services Per Exhibit A - Scope of Services**

Service Item	Estimated Qty Per Month	Unit Price	UOM	Price Per Month	Price Per Year	Additional Information	Contractor Comments
32 Extra Services Rate Per Hour	78	\$24.000	HOUR	\$1,872.00	\$22,464.00		
33 Extra Services Carpet Cleaning per sqft	100	\$0.160	SOFT	\$16.00	\$192.00		
34 Extra Services Hard Floor Strip/Wax per sqft	150	\$0.270	SOFT	\$40.50	\$486.00		
35 Minimum Service Charge (emergency request)	5	\$70.000	EA	\$350.00	\$4,200.00		
36 Power Wash up to 2500sqft (price per sqft)	150	\$0.380	SOFT	\$57.00	\$684.00		
37 Power Wash over 2500sqft (price per sqft)	2600	\$0.120	SOFT	\$312.00	\$3,744.00		
38 Cleaning of chairs (price per chair)	15	\$10.000	EA	\$150.00	\$1,800.00		
39 Waterless Urinal Maintenance (EcoBlue System)	35	\$5.000	EA	\$175.00	\$2,100.00		
40 Concrete Restoration Surface (price per sqft)	175	\$5.000	SOFT	\$875.00	\$10,500.00		
41 Additional Services Total Monthly Cost (Lines 32-40)				\$3,847.50			
42 Additional Services Total Annual Cost (Line 41 x 12)					\$46,170.00		
43 <b>Grand Total Annual Cost</b>					\$690,822.00		

- General Notes:**
- Information provided on this sheet is as close to accurate as possible but the COUNTY cannot guarantee its veracity and recommends verification by vendor.
  - Additional services are estimates only.
  - Downtown Complex is not air conditioned or heated after 6am

**Key:**  
 \*SAS= Saturdays as scheduled, usually half days  
 \*\*Please give price for each cleaning, not monthly  
 Red lettering indicates County background checks for employees in these buildings

**Service Definitions:**  
 Standard Service - Trash removal 1x 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  
 Limited Service = only RR and certain designated areas cleaned daily  
 Mid-Day Restroom Cleanline - Clean restrooms and remove trash daily

### 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 satisfy all Solicitation & Offer Agreement requirements, General & Item Specifications  
(EQ Descriptions/Units/Notes) include cost of freight in unit price.  
Although County will pay taxes if applicable, do NOT include sales tax in unit price.

GROUP 3: OUTFLYING "W" FACILITIES (WEST)

Monthly Services Per Exhibit A - Scope of Services

Line #	Location Name Red: Additional background check required	Address	Service Level and Frequency	Business Hours	Cleaning Time Availability	Approximate Sqft	Price Per Month	Price Per Year	Additional Information	Contractor Comments
1	Sheriff Picture Rocks	6265 N. Sanjario Rd.	Standard Service 3x week M-W-F	9:00am-5:00pm	8:00am-4:00pm	1,700	\$547.00	\$6,564.00	Cleaning must be performed during regular business hours only, if locked contact number provided.	
2	Picture Rocks Community Center	5615 N. Sanders Rd.	Floors only 2x Year	10:00am-6:00pm	5:00pm-7:00am	3,483	\$145.00	\$1,740.00	Deep cleaning floor Service only.	\$875 per service
3	Wheeler Taffi-Abbott Library	7800 N. Shaler Dr	Full Service M-F	8:00am-5:00pm	10:00am-6:00pm	20,000	\$239.00	\$2,868.00	Waterless urinals - 1ea	
4	Vocational High School	5025 W. Ina Rd.	Full Service M-F	24/7	5:00am-7:00am	5,000	\$147.00	\$6,060.00		
5	Tres Rios WWTP Administration Bldg #1	7101 N. Casa Grande	Full Service M-F	24/7	2:00pm-6:00am	8,179	\$1,137.00	\$13,644.00	Waterless urinals - 3ea	
6	Tres Rios WWTP Headworks Bldg #9, #60, #73, #94	7101 N. Casa Grande	Standard Service M-F	24/7	2:00pm-6:00am	1,653	\$155.00	\$1,860.00		
7	Tres Rios WWTP Power House #28	7101 N. Casa Grande	Standard Service M-F	24/7	2:00pm-6:00am	-	50.00	600.00		
8	Tres Rios Warehouse #88 (deep clean twice a month)	7102 N. Casa Grande	Standard Service M-F	24/7	2:00pm-6:00am	-	\$10.00	\$120.00	Waterless urinals - 2ea	
9	Tres Rios Maintenance Offices #7 (deep clean every other month)	7102 N. Casa Grande	Standard Service M-F	24/7	2:00pm-6:00am	-	\$10.00	\$120.00	Waterless urinals - 2ea	
10	Tres Rios Operators #16	7102 N. Casa Grande	Standard Service M-F	24/7	2:00pm-6:00am	-	\$5.00	60.00	Waterless urinals - 1ea	
11	Tres Rios Operations #14	7107 N. Casa Grande	Standard Service M-F	24/7	2:00pm-6:00am	-	50.00	600.00		
12	Wastewater Outflow Facilities	4527 Walker Rd	Standard Service M-F	7:00am-5:00pm	5:00pm-7:00am	10,000	\$1,384.00	\$16,608.00		
13	Pima County Water Campus	2952 Mt. Cottle Casas Nuevas	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	40,000	\$3,464.00	\$41,568.00		
14	Uta Waste Center	2959 W. Calle Casas Nuevas	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	21,992	\$2,288.00	\$27,456.00		
15	Main Library	7300 N. Shannon Rd.	Full Service M-S	10:00am-6:00pm	6:00am-8:00am	16,000	\$1,750.00	\$21,000.00		
16	Main Library Mid-Day Restroom Cleaning	7300 N. Shannon Rd.	Daily M-S	10:00am-6:00pm	11:00am-1:00pm	16,000	\$520.00	\$6,240.00	Mid-day restroom cleaning and trash removal.	
17	FootHills Substation	7300 N. Shannon Rd.	Standard Service M-F	24/7	5:00pm-7:00am	4,500	\$670.00	\$8,040.00	Waterless urinals - 2ea	Mussel system used at this location
18	Adult Probation - West	3781 N. Highway Dr #103	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	5,000	\$742.00	\$8,904.00		
19	Health Department - WPC Romero	4502 N. Romero Rd	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	7,440	\$519.00	\$6,228.00		
20	Flowing Wells Library	1730 W. Wetmore	Full Service M-F	10:00am-6:00pm	6:00am-8:00am	5,000	\$242.00	\$8,904.00	Waterless urinals - 1ea	
21	Flowing Wells Library Mid-Day Restroom Cleaning	1730 W. Wetmore	Daily M-F	10:00am-6:00pm	11:00am-1:00pm	-	\$519.00	\$6,228.00	Mid-day restroom cleaning and trash removal.	
22	Elia Young Community Center	1660 Wetmore Rd.	Floors only 2x Year	10:00am-6:00pm	6:00am-8:00pm	16,401	\$1,250.00	\$31,000.00	Deep cleaning floor Service only.	
23	11 of a Cooperative Extension (office space, classroom kitchens and exterior restroom)	4270 N. Campbell	Full Service 3 x per week	8:30am-4:30pm M-F	5:00pm-7:00am	6,000	\$831.00	\$9,972.00	Administration, kitchen and exterior restrooms. (three buildings)	
24	Health Department - North Side Clinic	3550 N. 1st Avenue	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	6,550	\$852.00	\$10,224.00	Social Clinic Cleanse required	
25	Woods Library	3455 N. 1st Avenue	Standard Service M-F	10:00am-6:00pm	6:00pm-8:00am	10,000	\$1,484.00	\$17,808.00		
26	Woods Library Mid-Day Restroom Cleaning	3455 N. 1st Avenue	Daily M-F	10:00am-6:00pm	11:00am-1:00pm	10,000	\$519.00	\$6,228.00	Mid-day restroom cleaning and trash removal.	
27	Pima Animal Care Center Buildings A, B, C	4000 N. Silverbell	Full Service M-S	12:00pm-7:00pm 10:00am-5:00 Sat/Sun	7:00pm-7:00am	7,930	\$831.00	\$9,972.00	No cleaning in kennels, surgery or other animal spaces.	
28	PACC Window Cleaning	4000 N. Silverbell	Weekly	12:00pm-7:00pm 10:00am-5:00 Sat/Sun	7:00pm-7:00am	-	\$75.00	\$900.00	Glass doors and windows in public areas.	
29	Avra Valley Wastewater Site (2 buildings)	10000 W. Snyder Hill Rd	Full Service 2 x per week (T/Th)	7:00am-5:00pm	12:00pm to 3:00pm	3,100	\$317.00	\$3,804.00	No key availability early afternoons.	
30	Avra Valley Wastewater Site (2 buildings)	10000 W. Snyder Hill Rd	Quarterly	7:00am-5:00pm	12:00pm-3:00pm	1,000	\$150.00	\$600.00	Quarterly deep cleaning of showers and locker rooms.	
<p style="margin-left: 20px;">Enter per quarter price in the "Price Per Piece" column. The "Price Per Piece" formula accounts for 4 buildings.</p>										
31	El Rio Library	1380 W. Speedway Blvd	Full Service M-T-Th-F	10:00am-6:00pm	5:00pm-7:00am	1,300	\$497.00	\$5,964.00	Mon, Tues, Fri only	
32	Sheriff Facilities Junction Station	16540 W. Ajo Way	Full Service 1 x week (Tuesdays daytime)	8:00am-4:00pm	8:00am-4:00pm	1,350	\$273.00	\$3,276.00	Only staffed M-T-F. Tuesday is preferred cleaning day	
33	Ina Rd (Solid Waste)	5801 W. Ina Rd	Standard Service M-F	8:00am-6:00pm	-	8,500	\$852.00	\$10,224.00		
34	Ajo Court House	111 La Mina	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	-	\$97.00	\$1,164.00		
35	Ajo Courthouse Flag Services	111 La Mina	5 X per week	8:00am-5:00am	-	-	\$97.00	\$1,164.00		
36	Ajo Fueling Station	1131 N. Ajo Well Rd	Full Service 3 x per week M-W-F	7:00am-4:00pm	7:00am-4:00pm	6,440	\$573.00	\$6,876.00	Includes freestanding restroom.	
37	Ajo Sheriff Substation	1329 Well Rd	Standard Service 3 x per week	8:00am-5:00pm	8:00am-8:00am	1,500	\$175.00	\$2,100.00		
38	Ajo District Ctr.	1229 Well Rd.	Standard Service 3 x per week	8:00am-5:00pm	8:00am-8:00am	1,000	\$147.00	\$1,764.00		
39	Ajo Sheriff Station	1235 Well Rd	Standard Service 3 x per week	8:00am-5:00pm	8:00am-8:00am	1,000	\$147.00	\$1,764.00		
40	Ajo Park & Rec. Recreation Center	290 5th St	Floors only 2x Year	8:00am-5:00pm	After Hours Only	6,718	\$590.00	\$3,480.00	Must be scheduled ahead minimum 30 days	\$1750 per service
41	Ajo Senior Library	33 Plaza Street (Ajo Plaza)	Full Service M-F	9:00am-1:00pm 2:00pm-5:00pm	5:00pm-7:00am	5,240	\$777.00	\$9,324.00		
42	Man Jail Module Building	1204 W. Silverlake	Full Service 3 x per week M-W-F	8:00am-5:00pm	8:00am-5:00pm	1,500	935	\$11,220.00		
43	Translun Center	1204 W. Silverlake	Full Service 3 x per week M-W-F	8:00am-5:00pm	8:00am-5:00pm	1,307	\$157.00	\$1,884.00		
44	Sheriff Training Center	1250 W. Silverlake	Full Service M-F	7:00am-4:00pm	7:00am-4:00pm	12,778	\$1,776.00	\$21,240.00		
45	Sheriff Department Training Center Window Cleaning	1250 W. Silverlake	Every Other Week	-	7:00am-4:00pm	-	\$25.00	\$90.00		
46	Man Jail Maintenance Shop Cleanline	1270 W. Silverlake	Standard Service M/W/F	-	7:00am-6:00am	1,200	\$311.00	\$3,732.00		
47	Man Jail - Waterless Urinal Maintenance (18ea)	1270 W. Silverlake	1 x per month	-	7:00am-6:00am	-	80	\$960.00	Key will be assigned.	
48	Fut Warehouse	1801 S. Mission Rd	Standard Service 1 x per week	8:00am-4:00pm	8:00am-4:00pm	50,569	\$76	\$10,512.00		
49	Total Monthly Cost Service Listed Above							\$32,728.00		
50	Total Yearly Cost Listed Above							\$392,440.00		

Additional Services Per Exhibit A - Scope of Services										
Service Item	Estimated Qty Per Month	Unit Price	LOM	Price Per Month	Price Per Year	Additional Information				
61 Extra Services Rate Per Hour	45	\$24.000	HOUR	\$1,080.00	\$12,960.00					
62 Extra Services Carpet Cleaning (per sqft)	150	\$9.160	sqft	\$1,374.00	\$16,488.00					
63 Extra Services Hard Floor Shine/Wax (per sqft)	150	\$9.270	sqft	\$1,390.50	\$16,686.00					
64 Minimum Service Charge (includes material)	5	\$70.000	EA	\$350.00	\$4,200.00					
65 Power Wash up to 2500sqft (per sqft)	150	\$9.380	sqft	\$1,407.00	\$16,884.00					
66 Power Wash over 2500sqft (per sqft)	2600	\$9.120	sqft	\$23,712.00	\$284,544.00					
67 Cleaning of chairs (per chair)	10	\$10.000	EA	\$100.00	\$1,200.00					
68 Concrete Restoration Surface (per sqft)	15	\$5.000	sqft	\$75.00	\$900.00					
69 Waterless Urinal Maintenance (EcoBlue System)	10	\$5.000	EA	\$50.00	\$1,140.00					
70 Additional Services Total Monthly Cost (Lines 50-58)				\$2,999.50	\$35,994.00					
71 Additional Services Total Annual Cost (Line 59 x 12)					\$429,924.00					
62 Grand Total Annual Cost					\$426,642.00					

**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 5am

**Key:**  
 \*SAs: Saturdays as scheduled, usually half days  
 \*\*Please give price for each cleaning, not monthly  
 Red lettering/indicators: 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  
 Limited Service - only restrooms and certain designated areas cleaned daily  
 Mid-Day Restroom Cleaning - Clean restrooms and remove trash daily

### Exhibit F - Facility Counts

GROUP 2: AJO WAY CORRIDOR FACILITIES																								
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 Disposal	Service During Business Hours (Y/N)	Service After Hours (Y/N)	Additional Information/Special Requests	
1	Abrams Building (floors 1-3, w/o UA Clinic)	3950 S. Country Club Road	141,583	#####	11,845	9,834	2	15	7	60	-	12	60	22	60	11	22	-	-	30	Y	Y		
2	TB Clinic (Special Clinic Cleaning Required)	2980 E. Ajo Way	5,900	5,000	-	-	2	2	1	8	-	2	8	3	8	2	3	-	-	4	N	Y		
3	Forensic Science Center - Administration and Other (2 buildings - do not clean autopsy suite)	2825 Dist. Street	7,023	7,023	-	-	2	4	2	16	2	-	16	6	16	3	6	2	-	8	Y	N		
4	Kino Service Center (3 floors)	2797 E. Ajo Way	28,400	25,218	2,144	1,038	2	6	3	24	3	-	24	9	24	5	9	-	-	12	N	Y		
5	Kino Veterans Center	2801 E. Ajo Way	5,460	3,507	1,727	226	2	4	1	16	1	-	16	5	16	3	5	-	-	8	N	Y		
6	Adult Probation - Ajo Way	2695 E. Ajo Way	30,000	25,212	448	4,340	2	9	2	36	3	-	36	11	36	6	11	-	-	18	N	Y		
7	Sheriff San Xavier Substation	2545 E. Ajo Way	7,000	5,457	535	1,008	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
8	Childrens Advocacy Center (2 floors)	2329 E. Ajo Way	21,460	14,193	5,683	1,584	2	6	2	24	2	-	24	8	24	4	8	-	-	12	N	Y		
9	Juvenile County Attorney Office	2335 E. Ajo Way	8,900	7,214	1,526	160	2	2	1	8	1	-	8	3	8	2	3	-	-	8	N	Y		
10	Office of Children's Council	2337 E. Ajo Way	8,989	4,175	1,044	3,770	2	4	1	16	2	-	16	5	16	3	5	-	-	4	N	Y		
11	Casa Altas	2225 E. Ajo Way	19,070	-	19,070	-	2	32	3	128	-	-	128	35	128	18	35	9	-	64	Y	Y		
12	Juvenile Court Building (2 floors) - Day Porter	2225 E. Ajo Way	104,694	6,975	96,997	722	2	24	20	96	-	8	96	44	96	22	44	-	-	48	Y	N		
13	Juvenile Court Building (2 floors)	2225 E. Ajo Way	-	-	-	-	2	24	20	96	-	8	96	44	96	22	44	-	-	48	N	Y		
14	Juvenile Buildings J & K	2225 E. Ajo Way	4,607	2,985	1,076	546	2	2	1	8	-	1	8	3	8	2	3	-	-	4	N	Y		
15	Juvenile Buildings M "Training Center" & JPS	2225 E. Ajo Way	5,435	3,813	1,076	546	2	2	1	8	-	1	8	3	8	2	3	-	-	4	N	Y		
16	Juvenile Modular Buildings N & O	2225 E. Ajo Way	1,680	740	940	-	2	2	-	8	-	-	8	2	8	1	2	-	-	4	N	Y		
17	Juvenile Detention Administration Office Staff Restrooms	2225 E. Ajo Way	500	-	500	-	2	2	-	8	1	-	8	2	8	1	2	-	-	4	Y	N		
18	Public Defense Services (Fredric Kay Building)	2231 E. Ajo Way	12,042	-	12,042	-	2	3	1	12	-	2	12	4	12	2	4	-	-	4	Y	N		
19	Quincie Douglas Library	1585 E. 36th Street	10,600	8,970	1,630	-	2	2	1	8	-	2	8	3	8	2	3	-	-	4	N	Y		
20	Records Warehouse (office area only - not warehouse)	1640 E. Benson Hwy	3,355	1,936	1,619	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N		
21	Sheriff Annex (Suites A-E)	1650 E Benson Hwy	21,316	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	N		
22	Sheriff Property & Evidence	1600 E. Benson Hwy	2,000	283	1,500	217	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N	No key available	
23	Sheriff Hangar (office space)	1901 E. Aeropark Dr.	4,857	-	1,484	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N	No key available	
24	Sheriff Hangar (hangar floors only)	1840 E. Valencia	10,000	-	-	10,000	2	-	-	0	-	-	-	-	-	-	-	-	-	-	Y	N		
25	Elections/Recorder Building - Elections side (check-in required, warehouse RR and office included)	6550 S. Country Club	30,000	-	21,294	8,706	2	3	1	12	3	-	12	4	12	2	4	-	-	6	Y	N		
26	Elections/Recorder Building - Recorder side (check-in required)	6550 S. Country Club	3,500	-	3,500	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N	No key available. Service is seasonal and only when building is in service.	
27	Pima County SARA House	3455 N Craycroft Rd	6,354	-	6,354	-	2	3	1	12	-	-	12	4	12	2	4	3	-	6	Y	N		
28	Health Department Warehouse	350 S Toole	33,017	-	33,017	-	2	4	1	16	2	-	16	5	16	3	5	-	-	8	Y	N		

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



### Exhibit F - Facility Counts

GROUP 3: OUTLYING WEST FACILITIES																								
Line #	Location Name Red: Additional background check required	Address	Approximate Sqft	Total Carpet Sqft	Total VCT Sqft	Total Other Hooring 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 D/Gpensers (estimate)	Total Sinks	Total Shower Stalls	Total Locker Rooms	Total Sanitary Napkin Disposal	Service During Business Hours (Y/N)	Service After Hours (Y/N)	Additional Information/Special Requests	
1	Sheriff Picture Rocks (regular business hours only, if locked contact number is provided)	6265 N. Sandario Rd.	1,700	1,558	142	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N		
2	Picture Rocks Community Center	5615 N. Sanders rd	3,463	-	3,463	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Pre-schedule service	
3	Wheeler Taft-Abbott Library	7800 N. Shisler Dr.	20,000	19,260	40	700	2	4	1	16	-	1	16	5	16	3	5	-	-	8	Y	Y		
4	Vocational High School	5025 W. Ina Rd.	20,000	19,260	40	700	2	4	1	16	1	-	16	5	16	3	5	-	-	8	Y	N		
5	Tres Rios WWTP Administration Building 1	7101 N Casa Grande	5,000	4,000	700	300	2	1	1	8	-	1	8	3	8	2	3	-	-	4	Y	N		
6	Tres Rios WWTP Headworks, #5, #60, #23, #34	7101 N Casa Grande	8,179	5,121	2,538	525	2	2	-	8	-	1	8	2	8	1	2	-	-	4	Y	N		
7	Tres Rios WWTP Power House #28	7101 N Casa Grande	1,653	-	930	723	2	2	-	8	-	1	8	2	8	1	2	-	-	4	Y	N		
8	Tres Rios Power House #14	7101 N Casa Grande	10,000	2,647	7,065	288	2	2	-	8	1	-	8	2	8	1	2	-	-	4	Y	N		
9	Tres Rios Warehouse #88	7101 N Casa Grande	40,000	15,073	2,170	22,751	2	2	-	8	-	2	8	2	8	1	2	10	2	4	Y	N	Locker rooms cleaned 2x per month.	
10	Tres Rios Maintenance Offices #2	7101 N Casa Grande	21,932	5,600	6,700	9,632	2	2	-	8	-	2	8	2	8	1	2	8	2	4	Y	N	Locker rooms cleaned 1x per month.	
11	Tres Rios Operations #16	7101 N Casa Grande	16,000	13,966	336	1,698	2	2	-	8	-	1	8	2	8	1	2	-	-	4	Y	N		
12	Wastewater Outlying Facilities	4527 Walker Rd	10,000	7,968	336	1,698	2	4	1	16	2	-	16	5	16	3	5	2	-	8	N	Y		
13	Pima County Water Campus	2955 W Calle Agua Nueva	4,500	2,481	1,629	390	2	6	1	24	-	4	24	7	24	4	7	-	1	12	N	Y		
14	UA Water Campus West	2859 W Calle Agua Nueva	21,932	21,356	522	54	2	4	1	16	-	1	16	5	16	3	5	-	-	8	N	Y		
15	Nanini Library	7900 N. Shannon Rd.	16,000	282	-	15,718	2	2	1	8	2	-	8	3	8	2	3	-	-	4	N	Y		
16	Sheriff Foothills Substation (BlueSeal Cartridge)	7900 N. Shannon Rd.	4,500	4,022	40	438	2	2	1	8	-	2	8	3	8	2	3	-	-	4	N	Y		
17	Adult Probation - West	3781 N Highway Dr #103	4,500	1,000	2,000	1,500	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
18	Health Department - W/C Romero	4500 N. Romero Rd.	2,440	-	2,200	240	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
19	Flowing Wells Library	1730 W. Wetmore	5,000	2,354	2,502	144	2	2	1	8	-	1	8	3	8	2	3	-	-	4	N	Y		
20	Ellie Towne Community Center	1660 Wetmore Rd	16,401	5,867	10,000	434	2	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y	Pre-schedule service	
21	U of A Cooperative Extension (office space, classroom kitchen and exterior RR)	4220 N. Campbell	8,000	-	-	-	2	4	2	16	2	-	16	6	16	3	6	-	-	8	N	Y		
22	Health Department - North Side Clinic (special clinic cleaning required)	3550 N. 1st Avenue	8,550	392	7,807	351	2	4	1	16	2	-	16	5	16	3	5	-	-	8	N	Y		
23	Woods Library	3455 N. 1st Avenue	10,000	210	9,790	-	2	2	1	8	-	2	8	3	8	2	3	-	-	4	N	Y		
24	PACC - A, B & C	4000 N Silverbell	7,930	234	702	220	2	6	1	24	-	2	24	7	24	4	7	-	-	12	N	Y		
25	Avra Valley Wastewater Site (2 buildings)	10020 W Snyder Hill Rd	3,100	-	1,000	2,100	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N	Before 4pm	
26	El Rio Library	1390 W Sewardway Blvd	1,300	1,220	80	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
27	Sheriff Rudies Junction Station	16740 W. Ajo Way	1,350	454	896	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N		
28	Ina Rd (Solid Waste)	5301 W Ina Rd	720	-	720	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
29	Ajo Courthouse	111 La Mina	8,500	-	-	-	2	4	1	16	2	-	16	5	16	3	5	-	-	8	N	Y		
30	Ajo Fueling Station	1131 N. Ajo Well Rd	6,440	5,053	1,387	-	2	1	-	4	1	-	4	1	4	1	1	-	-	2	Y	N		
31	Ajo Sheriff Substation	1259 Well Rd.	-	1,500	300	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
32	Ajo District Gym	1259 Well Rd.	3,500	-	500	315	2	0	-	-	-	-	-	-	-	-	-	-	-	-	N	Y		
33	Ajo Sheriff SAV Trailer	1259 Well Rd.	-	500	315	-	2	2	1	8	-	-	8	3	8	2	3	1	-	4	N	Y		
34	Ajo Park & Rec. Recreation Center	290 5th St.	6,718	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	N	Y		
35	Ajo Salazar Library	33 Plaza Street (Ajo Plaza)	5,240	-	-	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
36	Main Jail Modular Building	1204 W. Silverlake	1,500	500	1,000	-	2	2	1	2	-	-	2	3	2	2	3	-	-	0	1	Y	N	
37	Transition Center	1204 W. Silverlake	1,307	-	-	-	2	2	1	0	1	0	2	3	2	3	3	0	-	0	1	Y	N	
38	Sheriff Training Center	1250 W. Silverlake	12,778	-	12,778	-	2	-	-	0	-	-	-	-	-	-	-	-	-	-	-	Y	N	
39	Main Jail - Waterless Urinal Maintenance (16ea)	1270 W. Silverlake	-	-	-	-	2	-	-	0	-	16	-	-	-	-	-	-	-	-	-	Y	N	
40	Main Jail Maintenance Shop	1270 W. Silverlake	1,200	1,200	-	-	2	1	-	4	1	-	4	1	4	1	1	-	-	2	Y	N		
41	FM Warehouse	1801 S. Mission Rd	50,569	-	-	-	2	12	1	48	2	0	48	13	48	7	13	0	0	4	Y	N	Weekly cleaning at this time. Unoccupied	

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  
 Limited Service - only RR and certain designated areas cleaned daily



## 8. EXHIBIT G – GREEN CLEANING POLICY

**KEEPERS STATEMENT:** Our employees are dedicated to environmental sustainability and adopts a comprehensive green policy aimed at minimizing our ecological footprint. This includes initiatives such as waste reduction, energy efficiency measures, use of eco-friendly products, and adherence to green building standards. We are committed to promoting environmental stewardship in all aspects of our operations, contributing to a healthier planet for future generations.

### 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 spray 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



## 9. EXHIBIT H – LIVING WAGE

### 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

1 of 2



**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: Office Keepers, LLC d/b/a Keepers Commercial Cleaning

Description of Services: Professional Janitorial/Custodial Services

Job Location: Tucson, Arizona

**(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: \_\_\_\_\_

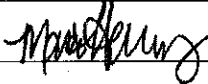
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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: Office Keepers, LLC d/b/a: Keepers Commercial Cleaning

AUTHORIZED SIGNATURE:  DATE: 4/19/24

Marci Hernandez  
 PRINTED NAME

CEO  
 TITLE OF AUTHORIZED

Revised 10/26/2023





## 10. EXHIBIT I – GRANT CONDITIONS

### 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**

**PIMA COUNTY**

Pima County Procurement Department  
150 W. Congress St. 5th Fl  
Tucson AZ 85701



**Supplier Contract**

	SC2400001894
	08-13-2024
	08-12-2025
	Warrant/Check
	Manicruz Lopez

Page

1 of 1

<b>Robbins Equipment Co Inc</b> 4120 N. Flowing Wells Rd. Tucson, AZ 85705
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Janitorial Services Group 4 - OE
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<b>Phone:</b> +1 (520) 2928849 <b>Email:</b> larry@recoparts.com <b>Terms:</b> <b>Days:</b>
--

USD	500,000.00	0.00

**Contract/Amendment Description:**

This Supplier Contract is for an initial term of one (1) year in the annual award amount of \$500,000.00 (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

Adult Probation - East	Adult Probation - East	Adult Probation - East	Yes	USD	Month	Month	1	1,260.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Brandi Fenton Educational Offices (2 Buildings)	Brandi Fenton Educational Offices (2 Buildings)	Brandi Fenton Educational Offices (2 Buildings)	Yes	USD	Month	Month	1	1,309.90	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Catalina Community Center	Catalina Community Center	Catalina Community Center	Yes	USD	Month	Month	1	377.20	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Catalina Library	Catalina Library	Catalina Library	Yes	USD	Month	Month	1	240.00	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
Columbus Library	Columbus Library	Columbus Library	Yes	USD	Month	Month	1	1,498.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Columbus Library Day Porter	Columbus Library Day Porter	Columbus Library Day Porter	Yes	USD	Month	Month	1	600.00	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	25.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Esmond Station Library	Esmond Station Library	Esmond Station Library	Yes	USD	Month	Month	1	896.00	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	0.15	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	0.50	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		Month	1	18.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Health Department/Recorder (2 buildings)	Health Department/Recorder (2 buildings)	Health Department/Recorder (2 buildings)	Yes	USD	Month	Month	1	1,498.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Himmel Library	Himmel Library	Himmel Library	Yes	USD	Month	Month	1	650.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Houghton Rd DOT	Houghton Rd DOT	Houghton Rd DOT	Yes	USD	Month	Month	1	204.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Houghton Rd Fleet	Houghton Rd Fleet	Houghton Rd Fleet	Yes	USD	Month	Month	1	200.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Impact of Catalina Community Services (2 buildings)	Impact of Catalina Community Services (2 buildings)	Impact of Catalina Community Services (2 buildings)	Yes	USD	Month	Month	1	667.30	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Kirk Bear Canyon Library	Kirk Bear Canyon Library	Kirk Bear Canyon Library	Yes	USD	Month	Month	1	1,400.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Martha Cooper Library	Martha Cooper Library	Martha Cooper Library	Yes	USD	Month	Month	1	770.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Miller-Golf Links Library	Miller-Golf Links Library	Miller-Golf Links Library	Yes	USD	Month	Month	1	1,257.10	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	25.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Mt. Lemmon Comfort Station at Community Center - Restroom only	Mt. Lemmon Comfort Station at Community Center - Restroom only	Mt. Lemmon Comfort Station at Community Center - Restroom only	Yes	USD	Month	Month	1	240.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Oro Valley Library	Oro Valley Library	Oro Valley Library	Yes	USD	Month	Month	1	3,099.33	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
PECOC	PECOC	PECOC	Yes	USD	Month	Month	1	3,500.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
PECOC Sheriff's Suite (Saturdays - 4hrs)	PECOC Sheriff's Suite (Saturdays - 4hrs)	PECOC Sheriff's Suite (Saturdays - 4hrs)	Yes	USD	Month	Month	1	5,028.00	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	0.25	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	0.25	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Randolph Park Wastewater Site	Randolph Park Wastewater Site	Randolph Park Wastewater Site	Yes	USD	Month	Month	1	120.40	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

River Center Library	River Center Library	River Center Library	Yes	USD	Month	Month	1	940.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Catalina Substation	Sheriff Catalina Substation	Sheriff Catalina Substation	Yes	USD	Month	Month	1	175.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Rincon Substation	Sheriff Rincon Substation	Sheriff Rincon Substation	Yes	USD	Month	Month	1	540.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Shooting Range (5 buildings)	Sheriff Shooting Range (5 buildings)	Sheriff Shooting Range (5 buildings)	Yes	USD	Month	Month	1	550.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Vail Substation	Sheriff Vail Substation	Sheriff Vail Substation	Yes	USD	Month	Month	1	450.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Wastewater Conveyance	Wastewater Conveyance	Wastewater Conveyance	Yes	USD	Month	Month	1	400.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Wastewater Conveyance Annex/Dodge-Farr (Main building, 2 Modular Buildings)	Wastewater Conveyance Annex/Dodge-Farr (Main building, 2 Modular Buildings)	Wastewater Conveyance Annex/Dodge-Farr (Main building, 2 Modular Buildings)	Yes	USD	Month	Month	1	168.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Wastewater Conveyance Field Operations (2 buildings)	Wastewater Conveyance Field Operations (2 buildings)	Wastewater Conveyance Field Operations (2 buildings)	Yes	USD	Month	Month	1	750.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Wastewater Site Mt. Lemmon, Building - no floor work	Wastewater Site Mt. Lemmon, Building - no floor work	Wastewater Site Mt. Lemmon, Building - no floor work	Yes	USD	Month	Month	1	52.80	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Wastewater Site Mt. Lemmon, Trailer - no floor work	Wastewater Site Mt. Lemmon, Trailer - no floor work	Wastewater Site Mt. Lemmon, Trailer - no floor work	Yes	USD	Month	Month	1	140.00	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	1.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Wilmot Library	Wilmot Library	Wilmot Library	Yes	USD	Month	Month	1	2,206.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Wilmot Library Day Porter	Wilmot Library Day Porter	Wilmot Library Day Porter	Yes	USD	Month	Month	1	551.65	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00



**PIMA COUNTY**

Pima County Procurement Department  
150 W. Congress St. 5th Fl  
Tucson AZ 85701



**Supplier Contract**

	SC2400001895
	08-13-2024
	08-12-2025
	Warrant/Check
	Maricruz Lopez

Page

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<b>Robbins Equipment Co Inc</b> 4120 N. Flowing Wells Rd. Tucson, AZ 85705	Janitorial Services Group 5 - OS
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<b>Phone:</b> +1 (520) 2928849 <b>Email:</b> larry@recoparts.com <b>Terms:</b> <b>Days:</b>			
	USD	550,000.00	0.00

**Contract/Amendment Description:**

This Supplier Contract is for an initial term of one (1) year in the annual award amount of \$550,000.00 (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

Arivaca Library	Arivaca Library	Arivaca Library	Yes	USD	Month	Month	1	176.00	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
Clerk of the Court Warehouse - Bldg #21	Clerk of the Court Warehouse - Bldg #21	Clerk of the Court Warehouse - Bldg #21	Yes	USD	Month	Month	1	133.00	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	Each	Each	1	25.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Corona de Tucson Wastewater	Corona de Tucson Wastewater	Corona de Tucson Wastewater	Yes	USD	Month	Month	1	96.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Days Inn Motel - Temporary Housing	Days Inn Motel - Temporary Housing	Days Inn Motel - Temporary Housing	Yes	USD	Month	Month	1	2,300.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Drexel Heights Recreation Center	Drexel Heights Recreation Center	Drexel Heights Recreation Center	Yes	USD	Month	Month	1	154.96	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Drexel Shelter	Drexel Shelter	Drexel Shelter	Yes	USD	Month	Month	1	11,287.50	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
El Pueblo Library	El Pueblo Library	El Pueblo Library	Yes	USD	Month	Month	1	296.00	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	0.15	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	0.50	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	18.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Facilities Outlying Maintenance - Bldg #6	Facilities Outlying Maintenance - Bldg #6	Facilities Outlying Maintenance - Bldg #6	Yes	USD	Month	Month	1	350.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Fleet Administration and Shops	Fleet Administration and Shops	Fleet Administration and Shops	Yes	USD	Month	Month	1	1,367.40	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Green Valley CPAC	Green Valley CPAC	Green Valley CPAC	Yes	USD	Month	Month	1	1,138.56	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Green Valley Government Office Bldg D	Green Valley Government Office Bldg D	Green Valley Government Office Bldg D	Yes	USD	Month	Month	1	180.72	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Green Valley Justice Courts	Green Valley Justice Courts	Green Valley Justice Courts	Yes	USD	Month	Month	1	342.88	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Green Valley Library	Green Valley Library	Green Valley Library	Yes	USD	Month	Month	1	1,104.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Green Valley Wastewater Site	Green Valley Wastewater Site	Green Valley Wastewater Site	Yes	USD	Month	Month	1	359.20	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
IT Wireless Services - Bldg #27	IT Wireless Services - Bldg #27	IT Wireless Services - Bldg #27	Yes	USD	Month	Month	1	128.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Las Artes Learning Center	Las Artes Learning Center	Las Artes Learning Center	Yes	USD	Month	Month	1	1,120.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Library Bookmobile	Library Bookmobile	Library Bookmobile	Yes	USD	Month	Month	1	300.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Linda Ave Meeting House (include carriage house)	Linda Ave Meeting House (include carriage house)	Linda Ave Meeting House (include carriage house)	Yes	USD	Month	Month	1	125.60	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Lindsey Education Center	Lindsey Education Center	Lindsey Education Center	Yes	USD	Month	Month	1	240.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Littletown Recreation Center	Littletown Recreation Center	Littletown Recreation Center	Yes	USD	Month	Month	1	110.40	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	25.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Mission Library	Mission Library	Mission Library	Yes	USD	Month	Month	1	800.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Mission Library Day Porter	Mission Library Day Porter	Mission Library Day Porter	Yes	USD	Month	Month	1	800.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

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	0.25	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	0.25	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sahuarita Library	Sahuarita Library	Sahuarita Library	Yes	USD	Month	Month	1	600.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sam Lena Library	Sam Lena Library	Sam Lena Library	Yes	USD	Month	Month	1	770.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sam Lena Library Mid-Day Restroom Cleaning	Sam Lena Library Mid-Day Restroom Cleaning	Sam Lena Library Mid-Day Restroom Cleaning	Yes	USD	Month	Month	1	616.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Santa Rosa Library	Santa Rosa Library	Santa Rosa Library	Yes	USD	Month	Month	1	750.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sheriff Green Valley Substation	Sheriff Green Valley Substation	Sheriff Green Valley Substation	Yes	USD	Month	Month	1	320.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Sullivan Jackson Employment Center	Sullivan Jackson Employment Center	Sullivan Jackson Employment Center	Yes	USD	Month	Month	1	650.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Theresa Lee Clinic	Theresa Lee Clinic	Theresa Lee Clinic	Yes	USD	Month	Month	1	960.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Transportation Administration/Field Engineering - Bldg #11	Transportation Administration/Field Engineering - Bldg #11	Transportation Administration/Field Engineering - Bldg #11	Yes	USD	Month	Month	1	1,052.40	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Transportation Electric Shop - Bldg #28	Transportation Electric Shop - Bldg #28	Transportation Electric Shop - Bldg #28	Yes	USD	Month	Month	1	400.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Transportation Sign Shop - Bldg #14	Transportation Sign Shop - Bldg #14	Transportation Sign Shop - Bldg #14	Yes	USD	Month	Month	1	488.40	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Transportation Warehouse - Bldg #24	Transportation Warehouse - Bldg #24	Transportation Warehouse - Bldg #24	Yes	USD	Month	Month	1	718.60	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Valencia Library	Valencia Library	Valencia Library	Yes	USD	Month	Month	1	1,416.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00

Details View

Valencia Library Mid-Day Restroom Cleaning	Valencia Library Mid-Day Restroom Cleaning	Valencia Library Mid-Day Restroom Cleaning	Yes	USD	Month	Month	1	1,416.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Walter Rogers Clinic / Pima Vocational High School	Walter Rogers Clinic / Pima Vocational High School	Walter Rogers Clinic / Pima Vocational High School	Yes	USD	Month	Month	1	584.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Wastewater Field Engineering - Bldg #9	Wastewater Field Engineering - Bldg #9	Wastewater Field Engineering - Bldg #9	Yes	USD	Month	Month	1	664.00	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	1.00	91039 - Janitorial/Custodial Services	50079SC - Janitorial Services	0	0.00	0.00
Youth Employment One-Stop Center	Youth Employment One-Stop Center	Youth Employment One-Stop Center	Yes	USD	Month	Month	1	512.56	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/manufacturer's or retail price list and the discount percentage off utilized to get to include Discounted Unit Price being offered to County i.e.  $\text{Manufacturer's List Price} - (\text{List price} \times \text{Discount } \%) = \text{Discounted Unit Price}$ . 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

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: 2 % if payment tendered within 15 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
1	03/09/2024				

**15. SMALL BUSINESS ENTERPRISE (SBE) CERTIFICATION**

Not applicable to this contract.

Type text here

**16. PROPOSAL/OFFER CERTIFICATION**CONTRACTOR LEGAL NAME: RECO - ROBBINS EQUIPMENT COMPANY INC.

BUSINESS ALSO KNOWN AS: \_\_\_\_\_

MAILING ADDRESS: 4120 N FLOWING WELLS RDCITY/STATE/ZIP: TUCSON, AZ 85705

REMIT TO ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_

CONTACT PERSON NAME/TITLE: JEREMY ROBBINSPHONE: 520-850-9359

FAX: \_\_\_\_\_

CONTACT PERSON EMAIL ADDRESS: JEREMY@RECOPARTS.COMEMAIL ADDRESS FOR ORDERS & CONTRACTS: ALFONSO@RECOPARTS.COMCORPORATE HEADQUARTERS ADDRESS: 5374 N. CASA GRANDE HIGHWAY, TUCSON AZ 85743WEBSITE: WWW.RECO.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: 04/01/2024ALFONSO CHAVEZ | CONTRACTS MANAGER

PRINTED NAME &amp; TITLE OF AUTHORIZED CONTRACTOR REPRESENTATIVE EXECUTING OFFER

PHONE AND EMAIL: 520-633-6221 ALFONSO@RECOPARTS.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 Ecoblu product line. Custodians are responsible for replacing the Ecoblu cube regularly or as needed when products disintegrate. Urinals must be cleaned daily using the Ecoblu cleaning method which requires use of the Ecoblu 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 Ecoblu cleaning procedure. The Contractor will supply cartridges, Ecoblu 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 BIENNIAL 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 grant 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
- Ecoblu booster for waterless urinals
- Ecoblu 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 cleaner.
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 alkalis.

#### 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**

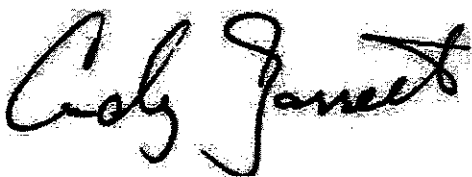


To whom it may concern,

I have known **Express Cleaning LLC** for over 5 years now, he is trustworthy, dedicated to his clients and provides excellent services. He comes in often to check on his associates and even coach when needed. He is quick to act and will address concern promptly. Express Cleaning has been one of our Contract Labor companies for over 5 years now, and we would highly recommend. Gabriel Villalpando and his staff's dedication to excellent service, ongoing staff training, and attention to detail is beyond compare. Express Cleaning LLC and team are always professional, dedicated to providing luxury service in every aspect of the job, from Room Attendants, Public Areas and taking care of the resort grounds. I would highly recommend Gabriel Villalpando for any temp staffing needs; he answers our call whenever we need anything.

**Dates of service: 06/2018 – Current 2024**

Cindy Garrett



Assistant Director of Housekeeping  
Westin La Paloma Resort and Spa  
1 520-742-6000

**WESTIN**  
HOTELS & RESORTS

The Westin La Paloma Resort & Spa

Tuesday, April 1, 2024



# LETTERS OF REFERENCE (2)



03/25/2024

To Whom it May Concern,

I am delighted to write this letter of recommendation for Express Cleaning, a company that has consistently delivered exceptional cleaning services to our business. We have had the pleasure of working with Express Cleaning for two years and throughout this time, they have proven themselves to be an invaluable partner in maintaining the cleanliness and professionalism of our workspace.

Express Cleaning's dedication to excellence is evident in every aspect of their service. Their team of cleaners is not only highly skilled but also remarkably efficient and thorough in their work. From daily office cleaning to specialized tasks such as carpet cleaning and floor waxing, Express Cleaning has always exceeded our expectations with their meticulous attention to detail and commitment to delivering spotless results.

What truly sets Express Cleaning apart is their unwavering reliability and flexibility. They understand the dynamic nature of our business and have consistently adapted their services to meet our evolving needs. Whether we require additional cleaning during busy periods or need to adjust our cleaning schedule, Express Cleaning has always been accommodating and responsive, ensuring that our workspace remains clean and always inviting.

Furthermore, Express Cleaning's use of environmentally friendly cleaning products aligns perfectly with our company's sustainability goals. It's reassuring to know that we can maintain a clean and hygienic environment without compromising our commitment to environmental responsibility.

In addition to their exceptional cleaning services, I must commend Express Cleaning for their outstanding customer service. Their team is always professional, courteous, and proactive in addressing any concerns or special requests that arise. Working with Express Cleaning has truly been a pleasure, and they have consistently demonstrated their dedication to client satisfaction.

In conclusion, I wholeheartedly recommend Express Cleaning to any business in need of professional cleaning services. Their unwavering commitment to excellence, reliability, and customer satisfaction makes them an invaluable asset to any organization. We are grateful for the partnership we have with Express Cleaning and look forward to continuing to work with them in the future.

Please do not hesitate to contact me if you require any further information or assistance.

Sincerely,  
Chris Cushinberry

A handwritten signature in black ink, appearing to read 'Chris Cushinberry'.

Regional Manager  
B.HOM Student Living





Friday, May 24<sup>th</sup>, 2024

To Whom It May Concern,

I am writing to provide a recommendation for Express Cleaning LLC, a company that has been providing cleaning services to CAMWEST GROUP for the past five years. During this time, Express Cleaning has consistently demonstrated professionalism, reliability, and a commitment to maintaining our office environment to the highest standards.

Overall, Express Cleaning has provided CAMWEST GROUP with outstanding service over the years, contributing significantly to the comfort and well-being of our employees. I recommend Express Cleaning to any organization seeking reliable and high-quality cleaning services. Their commitment to excellence and customer satisfaction is truly commendable.

If you have any questions or need further information, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Jessica Kelly", with a long, sweeping tail extending to the right.

Jessica Kelly

CAMWEST GROUP

1743 W Prince Rd #101,

Tucson, AZ 85705

Phone: (520)-627-0131

Email: jessicak@camwestgroup.com



To Whom it may concern,

It is with much enthusiasm that I am writing to recommend the services of Express Cleaning LLC. I have been using them to assist in staffing our housekeeping team for the last 5 years at two local resorts in Tucson, Arizona. They do an excellent job, offer excellent communication, and are reliable. We have also used their services for extra jobs such as staffing any food and beverage needs and power cleaning walkways. They have been very reasonably priced, and you can always expect fantastic results.

I am happy to recommend the services of Cleaning Express LLC.

If you have any questions, please feel free to contact me.

Current contract period: 4/2019 – Current 2024

Sincerely,

Zachary Dadoush  
245 East Ina Rd.  
Oro Valley, AZ 85704  
520-297-1151  
[Zachary.Dadoush@Aimbridge.com](mailto:Zachary.Dadoush@Aimbridge.com)

**Aimbridge Hospitality**

A leading, global hospitality company with deep market knowledge and focused operating expertise.

# BUSINESS LICENSES (1)



City of Tucson

Business License

**Business Name and Mailing Address:**

License Number: T3081192

Issue Date: April 18, 2024

Expiration Date: December 31, 2024



ROBBINS EQUIPMENT  
C/O TRAVIS & ALICIA ROBBINS  
4120 N FLOWING WELLS RD  
TUCSON, AZ 85705

**Owner:**  
ROBBINS EQUIPMENT INC

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

**Doing Business As:**  
ROBBINS EQUIPMENT

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

<p>City of Tucson, Arizona <b>LICENSE SECTION</b> Effective: January 01, 2024 Expiration Date: December 31, 2024</p>	 <p>CITY OF <b>TUCSON</b></p>	<p><b>Non-Transferable</b></p> <p>T3081192</p> <p>MUST BE DISPLAYED IN A CONSPICUOUS PLACE</p>
<p><b>Business License</b></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: ROBBINS EQUIPMENT Located At: 4120 N FLOWING WELLS RD TUCSON, AZ 85705</p> <p>Please refer to license number in all correspondence.</p>		
		<p>BY:  CFO/Assistant City Manager</p>

# BUSINESS LICENSES (2)



**CITY OF  
TUCSON**

**City of Tucson**

**Business License**

**Business Name and Mailing Address:**

EXPRESS CLEANING LLC  
C/O LUZ VILLAPANDO  
4842 N MARYVALE AVE  
TUCSON, AZ 85705

**License Number:** T3057776

**Issue Date:** April 01, 2024

**Expiration Date:** December 31, 2018

**Owner:**


EXPRESS CLEANING LLC

**Doing Business As:**

EXPRESS CLEANING LLC

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

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> <b>LICENSE SECTION</b> <u>Effective: June 21, 2018</u> <u>Expiration Date: December 31, 2018</u></p>	 <p><b>CITY OF TUCSON</b></p> <p><b>Business License</b></p>	<p><b>Non-Transferable</b></p> <p>T3057776</p> <p>MUST BE DISPLAYED IN A CONSPICUOUS PLACE.</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: EXPRESS CLEANING LLC Located At: 4842 N MARYVALE AVE TUCSON, AZ 85705</p>		
<p>Please refer to license number in all correspondence.</p>	<p>BY: _____ CFO/Assistant City Manager</p>	

**EXHIBIT C: QUESTIONNAIRE (1 PAGE)****PROPOSER'S  
NAME:**

ALFONSO CHAVEZ

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 <sup>Type text here</sup> 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: 04/01/2024

ALFONSO CHAVEZ | RECO CONTRACTS MANAGER

PRINTED NAME &amp; TITLE OF AUTHORIZED PROPOSER REPRESENTATIVE EXECUTING PROPOSAL

**END OF EXHIBIT C**

# RECO

**EXPRESS CLEANING SERVICES  
COMMERCIAL & RESIDENTIAL  
JANITORIAL SERVICE**

**PROPOSAL FOR:**

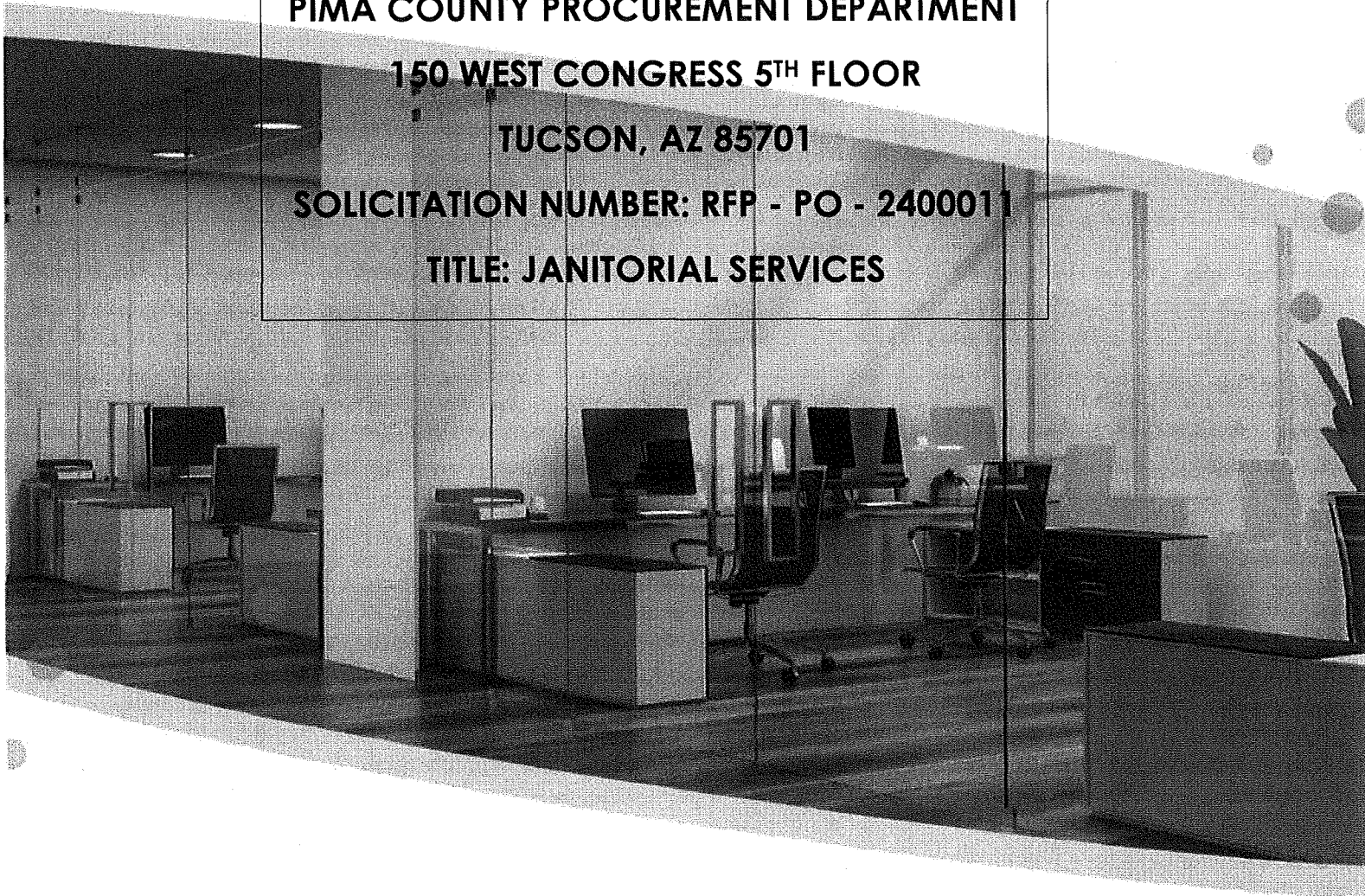
**PIMA COUNTY PROCUREMENT DEPARTMENT**

**150 WEST CONGRESS 5<sup>TH</sup> FLOOR**

**TUCSON, AZ 85701**

**SOLICITATION NUMBER: RFP - PO - 240001**

**TITLE: JANITORIAL SERVICES**



**CREATED BY:**

**ALFONSO CHAVEZ | VINCE SEPULVEDA**

**RECO – ROBBINS EQUIPMENT COMPANY**

**520-633-6221 | 520-891-1862**

**ROC: 350556 KB-1**

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# ABOUT US



## **EXPERIENCE**

Since 2018, when you choose to work with RECO-Express Cleaning Services, you can trust that our team of experienced janitors will ensure your property is thoroughly cleaned, sanitized, and disinfected. We use modern and effective equipment and techniques to provide the best janitorial services in the industry.

## **INTEGRITY**

Each commercial building presents unique challenges and demands meticulous attention to detail. We collaborate closely with our clients to ensure that their facility receives the same level of care as if it were our own. Our objective is to deliver an exceptional cleaning and maintenance experience using a modern approach that fills us with pride. Our team is dedicated to providing the highest quality services at the most competitive cost.

## **RELATIONSHIPS**

With a collective experience of over one hundred years, at RECO - Express Cleaning Services, our primary goal is to establish a reputation for delivering high-quality janitorial services that our valued customers appreciate. We recognize that our past and current clients are instrumental in ensuring a prosperous future for our business.

# OUR SERVICES



RECO - Express Cleaning Services was founded on the belief that our customers come first. Our philosophy is straightforward: we treat our customers the way we ourselves would like to be treated. Whether we are working with a large business or a homeowner, we strive to work hand in hand with our clients, providing the best cleaning practices and reliable services in the area. We create modern tailored cleaning plans to meet the specific needs of each of our customers.

<p><b>CLEANING SERVICES OFFERED:</b></p> <ul style="list-style-type: none"><li>• DAILY CLEANING SERVICES</li><li>• WEEKLY CLEANING SERVICES</li><li>• JANITORIAL SERVICES</li><li>• WINDOW WASHING</li><li>• POWER WASHING</li><li>• CARPET CLEANING</li><li>• RECYCLING COLLECTION</li></ul>	<p><b>SECTORS WE SPECIALIZE IN:</b></p> <ul style="list-style-type: none"><li>• COMMERCIAL OFFICES</li><li>• HOSPITALITY   RESTAURANTS</li><li>• MANAGEMENT PROPERTIES</li><li>• ENTERTAINMENT VENUES</li><li>• INDUSTRIAL &amp; MANUFACTURING</li><li>• MEDICAL &amp; HEALTHCARE</li><li>• RELIGIOUS HOUSES OF WORSHIP</li></ul>
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# 7.1 COST (PROPOSAL PRICING)

Below is a summary of RECO - Express Cleaning Services pricing for each group. A detailed breakdown of unit pricing for every group will be available on a USB drive in Excel format, in accordance with the Pima County requirements.

<b>JANITORIAL SERVICES PRICING FOR ALL GROUPS (ANNUAL PRICES)</b>			
<b>LOCATION</b>	<b>Σ SQUARE FT.</b>	<b>Σ AVG \$ PER SQUARE FT.</b>	<b>Σ ANNUAL UNIT PRICES \$</b>
GROUP 1	1,554,588	\$ 0.14	\$ 2,682,758
GROUP 2	546,742	\$ 0.13	\$ 850,090
GROUP 3	429,947	\$ 0.09	\$ 475,243
GROUP 4	311,936	\$ 0.10	\$ 389,096
GROUP 5	318,470	\$ 0.10	\$ 386,990

<b>JANITORIAL SERVICES TOTAL</b>	
\$	<b>4,784,177</b>

<b>ADDITIONAL SERVICES PRICING FOR ALL GROUPS (ANNUAL PRICES)</b>			
<b>LOCATION</b>	<b>Σ SQUARE FT.</b>	<b>Σ AVG \$ PER SQUARE FT.</b>	<b>Σ ADDITIONAL SERVICES</b>
GROUP 1	1,554,588	\$ 0.12	\$ 186,884
GROUP 2	546,742	\$ 0.10	\$ 52,740
GROUP 3	429,947	\$ 0.08	\$ 35,760
GROUP 4	311,936	\$ 0.15	\$ 48,001
GROUP 5	318,470	\$ 0.16	\$ 50,629

*THIS IS AN ESTIMATE & ADDITIONAL COSTS ARE CONSIDERED VARIABLE COSTS, WHICH COULD BE HIGHER OR LOWER THAN THE AMOUNT SHOWN	<b>ADDITIONAL SERVICES TOTAL</b>
	\$ <b>374,013</b>

ANNUAL TOTAL FOR JANITORIAL SERVICES & ADDITIONAL SERVICES	<b>COMBINED GRAND TOTAL</b>
	\$ <b>5,158,190</b>

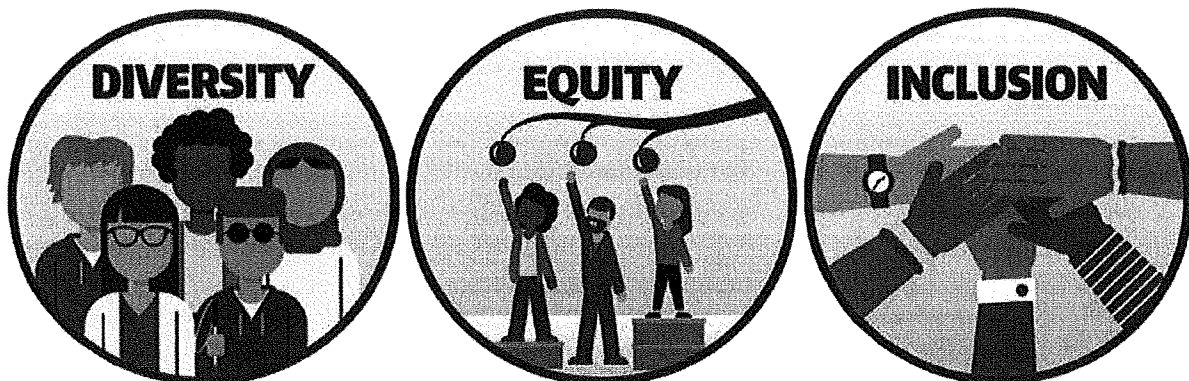
## 7.2 CONTRACTOR QUALIFICATIONS (A)

---

**A) Recruitment / Development Efforts: Provide an overview of the Contractors approach to hiring, developing, and maintaining a quality labor force.**

Our quality janitorial cleaning services understands that having healthy, happy, and long-tenured employees are productive employees. And so, we provide ISSA training available to all employees to help them become cross-trained and subject matter experts in cleaning services.

We also promote and implemented a DEI (Diversity, Equity, and Inclusion) work environment where every person feels respected, empowered, and included, regardless of race, ethnicity, gender, sexual orientation, age, disability status, or other characteristics. As a result, we have better recruitment and retention by ensuring everyone has equal access to career opportunities, resources, and rewards, regardless of background or circumstances.



### **RECO – Express Cleaning Services: Initiatives we Implement:**

- Maintaining a fair and unbiased hiring process.
- Ensure job opportunities are available to local residents first
- Offering programs for leadership training, computer skills, safety awareness, and deep cleaning practices
- Required ISSA training for supervisors on best management & leadership practices
- Holding management accountable to promote a sense of belonging
- Implementing DEI policies to create a more inclusive workplace including celebrating culturally diverse holidays

## 7.2 CONTRACTOR QUALIFICATIONS (B)

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**B) Unique Qualifications: Describe the Contractors capacity to provide services defined within the scope of work on a high-quality consistent basis.**

We employ a team of cross-trained people who have extensive years of being subject matter experts in janitorial services. As a result, we have developed **work procedures** for each area of commercial cleaning along with a **cleaning checklist** and **task schedule** to provide for each supervisor, that is required to ensure that each team member is following the work procedures to complete their tasks. This allows for complete transparency between the contractor and the client. By allowing us to share this information, we are able to evaluate our means and methods required to manage and deliver the work safely and efficiently.

### **SITE ASSESSMENT | WORK PLAN CREATION | MEASURE RESULTS**

1. We perform site assessments for each county building to determine the amount of people and equipment needed to perform the work.
2. Next, we create a modern work plan with tools to help supervisors such as: Dynamic Gantt Chart with tasks, dates & times, and a cleaning checklist. The tools will ensure that the work is being performed and we document the results to see if we need to modify the plan.
3. Finally, we measure the results to make data-driven decisions. We take all the information gathered from the cleaning checklist, supervisor's observational notes, employees feedback and determine if we need to modify the work plan and procedures. If there are creative ways to cut cost and time from task, we will implement it and pass on the cost savings to the client.

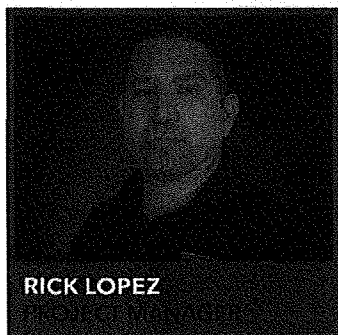
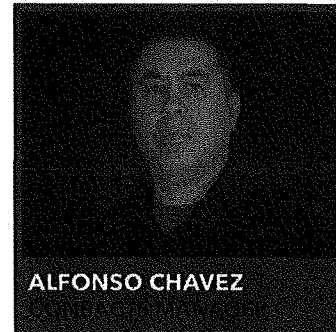
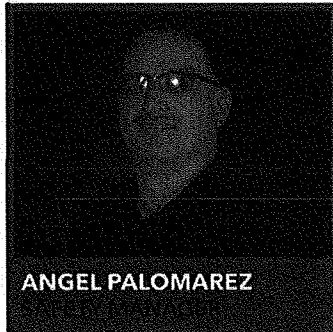
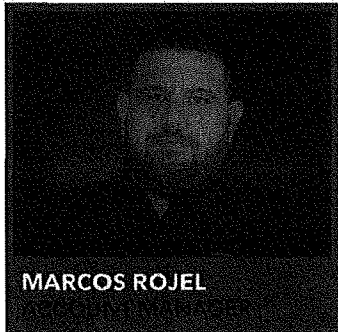
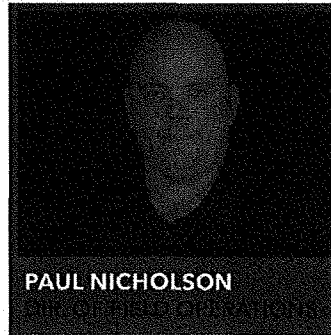
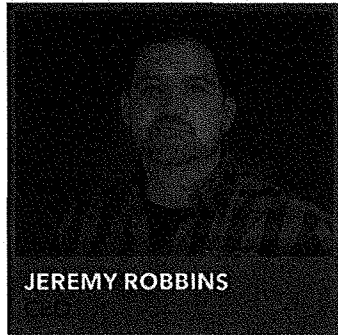
**c) Specialized Programs: Provide information on any company programs that would support this scope of work, i.e., Safety Programs or Quality Assurance Programs.**

RECO – Express Cleaning Services have implemented **ISSA Safety & Quality Assurance processes** that demonstrate our commitment to using the latest technology and modern methods of approach the to deliver superior results. We achieve this by streamlining janitorial processes. We start by documenting work-time process and assess the results with immediate and actionable results. This keeps our team working towards a goal of creating a healthy clean work environment for our clients, their customers, and in an efficient safe manner.

## 7.3 KEY PERSONNEL (A)

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.

### TEAM MEMBERS



## 7.3 KEY PERSONNEL (A)

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.

RECO - EXPRESS CLEANING SERVICES: TEAM LIST					
#	FIRST NAME	LAST NAME	PAY	JOB TITLE	YEARS EXP.
1	LUZ	VILLALPANDO	SALARY	PRESIDENT OF OPERATIONS	10 YEARS
2	GABRIEL	VILLALPANDO	SALARY	MANAGER OF OPERATIONS	10 YEARS
3	ALFONSO	CHAVEZ	SALARY	CONTRACTS MANAGER	20 YEARS
4	VINCENT	SEPULVEDA	SALARY	PROJECT MANAGER	5 YEARS
5	ROXANA	MONTANO	\$ 17.00	OFFICE ADMINISTRATOR	2 YEARS
6	LESLEY	MONTANO	\$ 16.00	SALES / SUPERVISOR	3 YEARS
7	ARMIDA	GARCIA	\$ 17.00	SUPERVISOR	5 YEARS
8	JUDITH	FELIX	\$ 21.00	SUPERVISOR	8 YEARS
9	GUADALUPE	RODRIGUEZ	\$ 21.00	SUPERVISOR	5 YEARS
10	MAGAN	RUIZ	\$ 21.00	SUPERVISOR	6 YEARS
11	ROSALINDA	FELIX	\$ 21.00	SUPERVISOR	10 YEARS
12	DENISE	VALENZUELA	\$ 21.00	SUPERVISOR	4 YEARS
13	JOSE CARLOS	RUIZ	\$ 21.00	SUPERVISOR	3 YEARS
14	MARCELA	BRUMES	\$ 21.00	SUPERVISOR	4 YEARS
15	JESUS	PEREZ	\$ 17.00	JANITORIAL SERVICES	2 YEARS
16	EDUARDO	ORTIZ	\$ 17.00	JANITORIAL SERVICES	3 YEARS
17	MAICON	RIOS	\$ 17.00	JANITORIAL SERVICES	3 YEARS
18	BENITO	MUNOS	\$ 17.00	JANITORIAL SERVICES	4 YEARS
19	FERNANDA	CRUZ	\$ 17.00	JANITORIAL SERVICES	5 YEARS
20	DAISY	CANCHOLA	\$ 17.00	JANITORIAL SERVICES	3 YEARS
21	JESUS	PEREZ	\$ 17.00	JANITORIAL SERVICES	3 YEARS
22	ROSELIA	FRANCIES	\$ 17.00	JANITORIAL SERVICES	10 YEARS
23	SAUL	CRUZ	\$ 17.00	JANITORIAL SERVICES	2 YEARS
24	PRISCILLA	GUADALUPE	\$ 17.00	JANITORIAL SERVICES	7 YEARS
25	GENESIS	CHIRINOS CRESPO	\$ 17.00	JANITORIAL SERVICES	5 YEARS
26	ADAAN	MARTINEZ GARCIA	\$ 17.00	JANITORIAL SERVICES	3 YEARS
27	MARISOL	SANCHEZ GOMEZ	\$ 17.00	JANITORIAL SERVICES	5 YEARS
28	MIREYA	ZAMBRANO	\$ 17.00	JANITORIAL SERVICES	4 YEARS
29	CLAUDIA	ZARAGOZA	\$ 17.00	JANITORIAL SERVICES	8 YEARS
30	YAJAIRAH	ROJAS	\$ 17.00	JANITORIAL SERVICES	5 YEARS
31	ERIKA	ENRIQUEZ	\$ 17.00	JANITORIAL SERVICES	5 YEARS
32	ELVA MARIA	ABELIAZ	\$ 17.00	JANITORIAL SERVICES	6 YEARS
33	DESIRE	TAPIA	\$ 17.00	JANITORIAL SERVICES	5 YEARS
34	TINA	GARCIA	\$ 17.00	JANITORIAL SERVICES	7 YEARS
35	CRISANYIA	TORRES	\$ 17.00	JANITORIAL SERVICES	2 YEARS
36	ELENA	PAYAN	\$ 17.00	JANITORIAL SERVICES	5 YEARS
37	GENESIS IREMAR	CHIRINOS	\$ 17.00	JANITORIAL SERVICES	4 YEARS
38	KENSY YAMILET	CASTILLO	\$ 17.00	JANITORIAL SERVICES	6 YEARS
39	DINA	SIGUENZA	\$ 17.00	JANITORIAL SERVICES	7 YEARS
40	SARAI	DIAZ	\$ 17.00	JANITORIAL SERVICES	2 YEARS
41	ALEJANDRA	RUIZ	\$ 17.00	JANITORIAL SERVICES	3 YEARS
42	LUIS	ZOSA	\$ 17.00	JANITORIAL SERVICES	5 YEARS
43	CRISTINA	GARCIA	\$ 17.00	JANITORIAL SERVICES	7 YEARS

## 7.3 KEY PERSONNEL (B)

**B) 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.**

Below is a list of the RECO - Express Cleaning Services janitorial team members and the county areas to which they are assigned. Each team member will be strategically positioned to effectively perform their duties. Management will oversee all areas and ensure that cross-trained personnel are available to fill in during instances when employees are away on paid time off (PTO) or other leave.

RECO - EXPRESS CLEANING SERVICES: TEAM LIST												
#	FIRST NAME	LAST NAME	JOB TITLE	GROUP 1	GROUP 2	GROUP 3	GROUP 4	GROUP 5	DAY PORTER	RECYCLE CREW	POWER WASHER	SPECIAL TASKS
1	LUZ	VILLALPANDO	PRESIDENT OF OPERATIONS	X	X	X	X	X				
2	GABRIEL	VILLALPANDO	MANAGER OF OPERATIONS	X	X	X	X	X				
3	ALFONSO	CHAVEZ	CONTRACTS MANAGER	X	X	X	X	X				
4	VINCENT	SEPULVEDA	PROJECT MANAGER	X	X	X	X	X				X
5	ROXANA	MONTANO	OFFICE ADMINISTRATOR	X	X	X	X	X				X
6	LESLY	MONTANO	SALES / SUPERVISOR	X	X	X	X	X				
7	ARMIDA	GARCIA	SUPERVISOR	X	X	X	X	X				
8	JUDITH	FELIX	SUPERVISOR	X	X	X						
9	GUADALUPE	RODRIQUEZ	SUPERVISOR	X	X							
10	MAGAN	RUIZ	SUPERVISOR	X								
11	ROSALINDA	FELIX	SUPERVISOR	X								X
12	DENISE	VALENZUELA	SUPERVISOR									
13	JOSE CARLOS	RUIZ	SUPERVISOR									
14	MARCELA	BRUMES	SUPERVISOR									
15	JESUS	PEREZ	JANITORIAL SERVICES	X	X	X	X	X		X	X	
16	EDUARDO	ORTIZ	JANITORIAL SERVICES	X	X	X	X	X		X	X	
17	MAICON	RIOS	JANITORIAL SERVICES	X	X	X	X	X		X	X	
18	BENITO	MUNOS	JANITORIAL SERVICES	X	X	X	X	X		X	X	
19	FERNANDA	CRUZ	JANITORIAL SERVICES	X	X	X	X	X	X			
20	DAISY	CANCHOLA	JANITORIAL SERVICES	X	X	X	X	X				
21	JESUS	PEREZ	JANITORIAL SERVICES	X	X	X	X	X				
22	ROSELIA	FRANCIES	JANITORIAL SERVICES	X	X	X	X	X	X			X
23	SAUL	CRUZ	JANITORIAL SERVICES	X	X	X	X	X				
24	PRISCILLA	GUADALUPE	JANITORIAL SERVICES	X	X	X	X	X	X			X
25	GENESIS	CHIRINOS CRESPO	JANITORIAL SERVICES	X	X	X	X	X				
26	ADAAN	MARTINEZ GARCIA	JANITORIAL SERVICES	X	X	X	X	X				
27	MARISOL	SANCHEZ GOMEZ	JANITORIAL SERVICES	X	X	X	X	X				
28	MIREYA	ZAMBRANO	JANITORIAL SERVICES	X	X	X	X	X				
29	CLAUDIA	ZARAGOZA	JANITORIAL SERVICES	X	X	X	X	X	X			X
30	YAJAIRAH	ROJAS	JANITORIAL SERVICES	X	X	X			X			
31	ERIKA	ENRIQUEZ	JANITORIAL SERVICES	X	X	X			X			
32	ELVA MARIA	ABELIAZ	JANITORIAL SERVICES	X	X	X			X			
33	DESIRE	TAPIA	JANITORIAL SERVICES	X	X	X						
34	TINA	GARCIA	JANITORIAL SERVICES	X	X	X			X			X
35	CRISANYIA	TORRES	JANITORIAL SERVICES	X								
36	ELENA	PAYAN	JANITORIAL SERVICES	X								
37	GENESIS IREMAR	CHIRINOS	JANITORIAL SERVICES	X								
38	KENSY YAMILET	CASTILLO	JANITORIAL SERVICES	X					X			
39	DINA	SIGUENZA	JANITORIAL SERVICES	X					X			
40	SARAI	DIAZ	JANITORIAL SERVICES	X								
41	ALEJANDRA	RUIZ	JANITORIAL SERVICES	X								
42	LUIS	ZOSA	JANITORIAL SERVICES	X					X			
43	CRISTINA	GARCIA	JANITORIAL SERVICES	X					X			



## 7.3 KEY PERSONNEL (B)

**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.**

RECO- Express Cleaning Services Cleaning Time Methods:

We use three cleaning time methods to create modern tailored cleaning plan for clients to determine how many people we need to perform the work.

### **SINGLE TASK METHOD:**

*How many minutes does it take to mop 1,000 cleanable square feet of floor with an 18-inch flat microfiber mop with built in fluid chamber?*

*1,000 cleanable square feet is the same size as two-and-a-half two-car garages sitting next to one another.*

*Cleaning time can be calculated as the amount of square footage to be cleaned divided by the production rate per hour multiplied by 60 to generate an output in minutes.*

**1,000 square feet/5,355 square feet x 60 minutes = 11.2 minutes**

### **BUNDLED TASK METHOD:**

*How many minutes does it take to spot clean 2,000 cleanable square feet, including emptying trash and relining the can, spot wiping, spot dusting, and picking up debris from the floor?*

*Cleaning time can be calculated as the amount of square footage to be cleaned divided by the production rate multiplied by the time in minutes.*

**2,000 square feet/1,000 square feet x 3.62 minutes = 7.24 minutes**

### **FIXTURE METHOD:**

*How many minutes does it take to clean a restroom with 10 fixtures, including emptying trash; cleaning and disinfecting fixtures, mirrors, and partitions; replacing supplies; dusting; sweeping; and wet mopping the floor?*

*Cleaning time can be calculated as the number of fixtures to be cleaned multiplied by the production rate in minutes.*

**10 fixtures x 3 minutes per fixture = 30 minutes**

## 7.3 KEY PERSONNEL (C)

**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 collaborating directly with Pima County.**

**Primary Point of Contact:** Alfonso Chavez | 520-633-6221 | alfonso@recoparts.com

**Secondary Point of Contact:** Vince Sepulveda | 520-891-1862 | vince@recoparts.com

### RECO – Express Cleaning Services Team Training Professional Development:

- Management & Supervisors: CMI Custodial Supervisor Training (Required)
- Years 1+: How to look up a disinfectant via EPA List N (Required)
- Years 1-2: Basic Custodial Training (Required)
- Years 2-4: Advanced Custodial Training (Optional)
- Years 4+: GBAC Trained Technician - Key principles of cleaning and disinfection for infectious diseases (Required)

RECO - EXPRESS CLEANING SERVICES: PROFESSIONAL DEVELOPMENT COURSES									
#	FIRST NAME	LAST NAME	JOB TITLE	YEARS EXP.	CMI Custodial Supervisor Certification Course	CMI Certified Custodial Technician Basic Training (v.7)	CMI Certified Custodial Technician Advanced (v.7)	GBAC Trained Techniciandisinfection for infectious diseases	How to look up a disinfectants with EPA expectations
1	LUZ	VILLALPANDO	PRESIDENT OF OPERATIONS	10 YEARS	YES	YES	YES	YES	YES
2	GABRIEL	VILLALPANDO	MANAGER OF OPERATIONS	10 YEARS	YES	YES	YES	YES	YES
3	ALFONSO	CHAVEZ	CONTRACTS MANAGER	20 YEARS	NA	NA	NA	NA	NA
4	VINCENT	SEPULVEDA	PROJECT MANAGER	5 YEARS	YES	YES	YES	YES	YES
5	ROXANA	MONTANO	OFFICE ADMINISTRATOR	2 YEARS	NA	NA	NA	NA	NA
6	LESLY	MONTANO	SALES / SUPERVISOR	3 YEARS	YES	YES	YES	YES	YES
7	ARMIDA	GARCIA	SUPERVISOR	5 YEARS	YES	YES	YES	YES	YES
8	JUDITH	FELIX	SUPERVISOR	8 YEARS	YES	YES	YES	YES	YES
9	GUADALUPE	RODRIGUEZ	SUPERVISOR	5 YEARS	YES	YES	YES	YES	YES
10	MAGAN	RUIZ	SUPERVISOR	6 YEARS	YES	YES	YES	YES	YES
11	ROSALINDA	FELIX	SUPERVISOR	10 YEARS	YES	YES	YES	YES	YES
12	DENISE	VALENZUELA	SUPERVISOR	4 YEARS	YES	YES	YES	YES	YES
13	JOSE CARLOS	RUIZ	SUPERVISOR	3 YEARS	YES	YES	YES	YES	YES
14	MARCELA	BRUMES	SUPERVISOR	4 YEARS	YES	YES	YES	YES	YES
15	JESUS	PEREZ	JANITORIAL SERVICES	2 YEARS	NA	YES	NA	NA	NA
16	EDUARDO	ORTIZ	JANITORIAL SERVICES	3 YEARS	NA	YES	YES	NA	YES
17	MAICON	RIOS	JANITORIAL SERVICES	3 YEARS	NA	NA	YES	NA	YES
18	BENITO	MUNOS	JANITORIAL SERVICES	4 YEARS	NA	NA	YES	YES	YES
19	FERNANDA	CRUZ	JANITORIAL SERVICES	5 YEARS	NA	NA	YES	YES	YES
20	DAISY	CANCHOLA	JANITORIAL SERVICES	3 YEARS	NA	YES	NA	NA	YES
21	JESUS	PEREZ	JANITORIAL SERVICES	3 YEARS	NA	YES	NA	NA	YES
22	ROSELIA	FRANCIS	JANITORIAL SERVICES	10 YEARS	NA	YES	YES	YES	YES
23	SAUL	CRUZ	JANITORIAL SERVICES	2 YEARS	NA	YES	NA	NA	NA
24	PRISCILLA	GUADALUPE	JANITORIAL SERVICES	7 YEARS	NA	YES	YES	YES	YES
25	GENESIS	CHIRINOS CRESPO	JANITORIAL SERVICES	5 YEARS	NA	YES	NA	YES	YES
26	ADAAN	MARTINEZ GARCIA	JANITORIAL SERVICES	3 YEARS	NA	YES	YES	NA	YES
27	MARISOL	SANCHEZ GOMEZ	JANITORIAL SERVICES	5 YEARS	NA	YES	YES	YES	YES
28	MIREYA	ZAMBRANO	JANITORIAL SERVICES	4 YEARS	NA	YES	YES	YES	YES
29	CLAUDIA	ZARAGOZA	JANITORIAL SERVICES	8 YEARS	NA	YES	YES	YES	YES
30	YAJAIRAH	ROJAS	JANITORIAL SERVICES	5 YEARS	NA	YES	YES	YES	YES
31	ERIKA	ENRIQUEZ	JANITORIAL SERVICES	5 YEARS	NA	NA	YES	YES	YES
32	ELVA MARIA	ABELIAZ	JANITORIAL SERVICES	6 YEARS	NA	NA	YES	YES	YES
33	DESIRE	TAPIA	JANITORIAL SERVICES	5 YEARS	NA	NA	YES	YES	YES
34	TINA	GARCIA	JANITORIAL SERVICES	7 YEARS	NA	YES	YES	YES	YES
35	CRISANYIA	TORRES	JANITORIAL SERVICES	2 YEARS	NA	YES	NA	NA	NA
36	ELENA	PAYAN	JANITORIAL SERVICES	5 YEARS	NA	YES	YES	YES	YES
37	GENESIS IREMAR	CHIRINOS	JANITORIAL SERVICES	4 YEARS	NA	YES	YES	YES	YES
38	KENSY YAMILET	CASTILLO	JANITORIAL SERVICES	6 YEARS	NA	YES	YES	YES	YES
39	DINA	SIGUENZA	JANITORIAL SERVICES	7 YEARS	NA	YES	YES	YES	YES
40	SARAI	DIAZ	JANITORIAL SERVICES	2 YEARS	NA	YES	NA	NA	NA
41	ALEJANDRA	RUIZ	JANITORIAL SERVICES	3 YEARS	NA	YES	YES	NA	YES
42	LUIS	ZOSA	JANITORIAL SERVICES	5 YEARS	NA	YES	YES	YES	YES
43	CRISTINA	GARCIA	JANITORIAL SERVICES	7 YEARS	NA	YES	YES	YES	YES



## 7.4 TRANSITION PLAN (B) & (C)

**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.**

We will using a Dynamic Gantt Charts and Schedules with proven work processes that provides information on the new office building along with our modern time cleaning methods to determine how we quote the additional janitorial cleaning.

Areas we focus on to provide full bank of janitorial services when the new office building is commissioned:

✓ Waiting Areas	✓ Elevators	✓ Lobby
✓ Conference Rooms	✓ Offices	✓ Hallways
✓ Break Rooms	✓ High Traffic Areas & Touch Points	✓ Restrooms

**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.**

RECO – Express Cleaning Services currently utilize inventory management best practices.

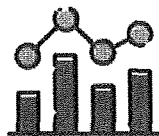
We keep it simple by using Google Sheets - Inventory Management System which helps manage our inventory by allowing our team to input accurate re-order points, safety stock levels, and communicate easily with our suppliers.

We also implemented a **multiple supplier strategy** to provide our clients with the best possible service. This approach allows us to source from multiple suppliers, providing a safety net in case one supplier encounters a supply disruption in their product.

We can track stock levels at all times from any remote computer logging into to our Google Sheets account, which allows us to manage our inventory from anywhere.



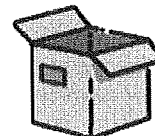
See real-time inventory information



View sales trends, and forecast demand



Identify and rectify discrepancies immediately



Prevent stockouts

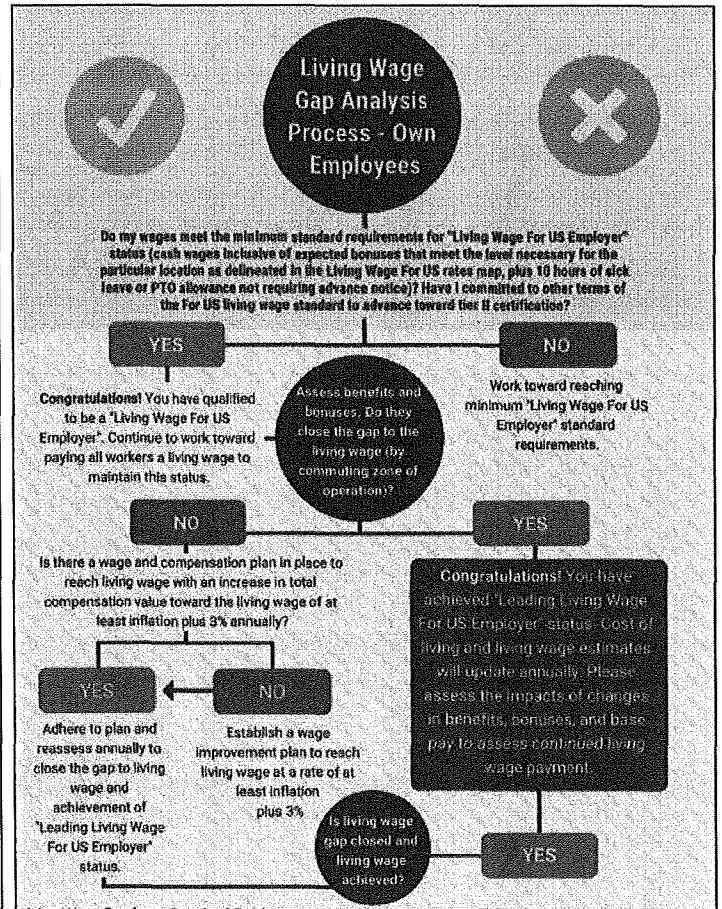
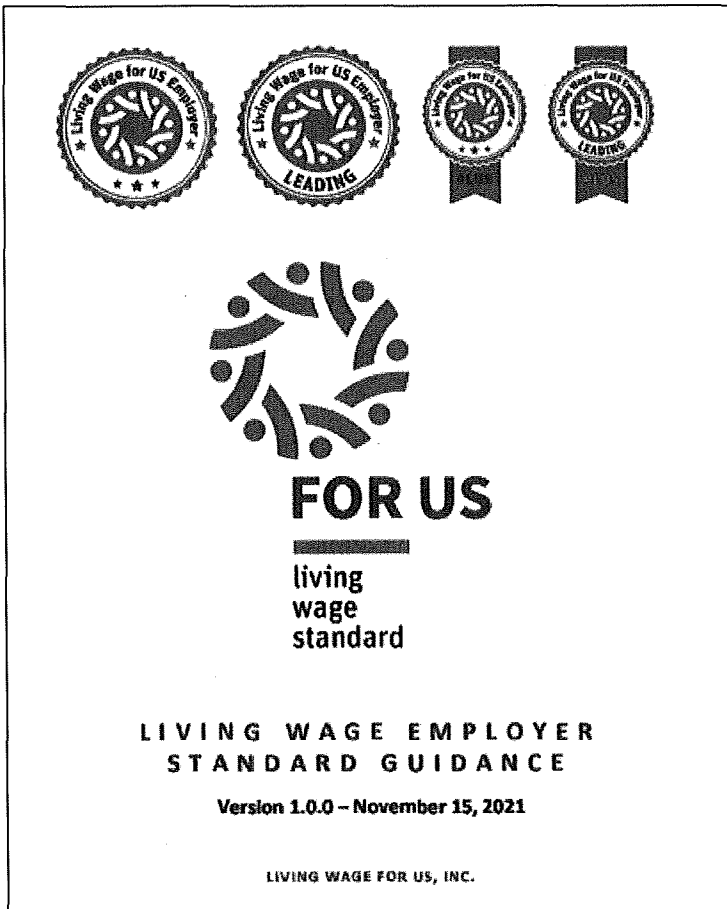


Save time on manual stocktakes

# 7.5 REFERENCES (B)

**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.**

RECO – Express Cleaning Services will be following the LIVING WAGE EMPLOYER STANDARD GUIDANCE process shown below. Our Human Resources department will be responsible for enforcing the Living Wage Standard and will be overseen by the CEO of the company. Furthermore, this policy has the full support of our top management of our organization, who believes that it improves the employer brand, boosts staff productivity, and increases motivation and moral at work.



## 7.6 LOCAL PRESENCE AND COMMUNITY INVOLVEMENT

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?

We prefer to use proximity recruiting and job placement strategies when hiring our local workforce. This helps reduce their carbon footprint, going to and from their workplace, and also keeps our workforce on-time, ensuring your offices are efficiently cleaned. Also, we are active participant in **Tucson Career Fairs** which has been as an effective recruitment option for our organization.

RECO -Express Cleaning Services has been active advocate to **Step up to Justice**. **Step Up to Justice** lifts people out of poverty by providing community education and emergency civil legal assistance, leveraging innovation, partnerships, advocacy, and volunteer services.

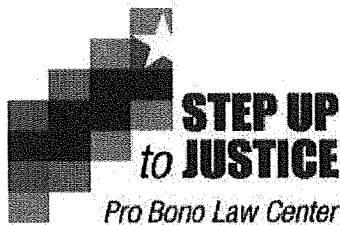
RECO -Express Cleaning Services is committed to providing monthly donations with from the proceeds Pima County Janitorial Services contract if awarded.

**Step Up to Justice** point of contact and for more information:

**Kate Wolf**

**[kwolf@stepupforjustice.org](mailto:kwolf@stepupforjustice.org)**

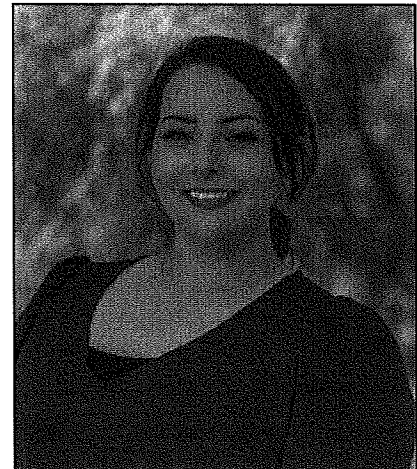
**office: 520-276-7398**



### **Kate Wolf**

**Director of Operations**

Kate is a dedicated Tucson native, committed to narrowing the gap in accessible legal services within her community. Following her military service, Kate graduated magna cum laude with a BA in Law from the University of Arizona. Kate's active involvement within the community and desire to go to law school is fueled by her life-long commitment to making Tucson a happier and healthier place for everyone.



# BUSINESS INSURANCE (1)



ROBBEQU-01

EMINER

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
11/2/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> HUB International Insurance Services (SOW) 8777 N Gainey Center Dr. Suite 100 Scottsdale, AZ 85258	<b>CONTACT NAME:</b> Emily Miner	
	<b>PHONE (A/C, Ho, Ext):</b>	<b>FAX (A/C, Ho):</b> (480) 946-3512
<b>EMAIL ADDRESS:</b> emily.miner@hubinternational.com		
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURER A:</b> American Casualty Co of Reading PA		20427
<b>INSURER B:</b> The Continental Insurance Company		35289
<b>INSURER C:</b> National Fire Insurance Company of Hartford		20478
<b>INSURER D:</b> Continental Casualty Company		20443
<b>INSURER E:</b>		
<b>INSURER F:</b>		

**INSURED**  
 RECO Mining Solutions, LLC  
 4120 N Flowing Wells Rd  
 Tucson, AZ 85705

**COVERAGES**      **CERTIFICATE NUMBER:**      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL	SUBROGATION	POLICY NUMBER	POLICY EFF. (MM/DD/YYYY)	POLICY EXP. (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	X	X	7039988838	8/26/2023	8/26/2024	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
							MED EXP (Any one person)	\$ Excluded
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
								\$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	X	X	7039988841	8/26/2023	8/26/2024	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE	X	X	7039988869	8/26/2023	8/26/2024	EACH OCCURRENCE	\$ 2,000,000
							AGGREGATE	\$ 2,000,000
								\$
							DED <input checked="" type="checkbox"/> RETENTION \$	10,000
C	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NJ)	Y/N	N/A	7039988855	8/26/2023	8/26/2024	<input checked="" type="checkbox"/> PER STATUTE	OTH-ER
							E.L. EACH ACCIDENT	\$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
D	Equipment Floater			7040004395	8/26/2023	8/26/2024	Leased/Rented Equip.	300,000
D	Equipment Floater			7040004395	8/26/2023	8/26/2024	Motor Truck Cargo	250,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Certificate Holder, Owner and all others as required by written contract are Additional Insured(s) on a Primary Non-Contributory basis with respects to General Liability per attached endorsement. Commercial Auto Liability Additional Insured including Waiver of Subrogation applies per attached endorsements. Waiver of Subrogation applies to Workers Compensation per attached endorsement. Excess Liability is Excess & Following Form over General Liability, Auto Liability, and Workers Compensation subject to the provisions of the excess policy.

APPLICABLE FORMS ATTACHED: CNA75101XX (01/15), CNA75079XX (03/22), CNA63359XX (04/12), CNA75504XX (03/15), and WC000313 (04/84).

SEE ATTACHED ACORD 101  
 CERTIFICATE HOLDER

### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

*[Signature]*

# BUSINESS INSURANCE (2)



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
02/09/2024

**THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.**

**IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).**

<b>PRODUCER</b> Next First Insurance Agency, Inc. PO Box 60787 Palo Alto, CA 94306	<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): (855) 222-5919		<b>FAX (A/C, No):</b>
	<b>E-MAIL ADDRESS:</b> support@nextinsurance.com		
<b>INSURED</b> EXPRESS CLEANING, LLC 4842 N Maryvale Ave Tucson, AZ 85705	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	<b>INSURER A:</b> State National Insurance Company, Inc.		12831
	<b>INSURER B:</b> National Specialty Insurance Company		22608
	<b>INSURER C:</b>		
	<b>INSURER D:</b>		
	<b>INSURER E:</b>		

**COVERAGES**

**CERTIFICATE NUMBER:** 604784854

**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSUR LTR	TYPE OF INSURANCE	ADDL BUSR (MSD) (WVD)	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		NXTPJ73JJ-02-GL	02/09/2024	02/09/2025	EACH OCCURRENCE \$1,000,000.00 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000.00 MED EXP (Any one person) \$15,000.00 PERSONAL & ADV INJURY \$1,000,000.00 GENERAL AGGREGATE \$2,000,000.00 PRODUCTS - COMP/OP AGG \$2,000,000.00
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> <b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in WA) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y	NXT9RQYQDD-01-WC	04/01/2023	04/01/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000.00 E.L. DISEASE - EA EMPLOYEE \$1,000,000.00 E.L. DISEASE - POLICY LIMIT \$1,000,000.00
A	Contractors Errors and Omissions		NXTPJ73JJ-02-GL	02/09/2024	02/09/2025	Each Occurrence: \$25,000.00 Aggregate: \$50,000.00

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Proof of Insurance.

**CERTIFICATE HOLDER**

EXPRESS CLEANING, LLC  
 4842 N Maryvale Ave  
 Tucson, AZ 85705

**LIVE CERTIFICATE**



Click or scan to view

**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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ACORD 25 (2016/03)

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# MODERN METHODS OF APPROACH TO CLEANING (1)

We utilize advanced cleaning technologies to provide efficient and effective cleaning instead of conventional cleaning methods like rags and buckets. Our modern methods of approach have transformed the cleaning industry by maximizing efficiency. We do not prescribe to just one cleaning method, we try to keep up with the latest innovative technology that allows to use the best modern method for cleaning.

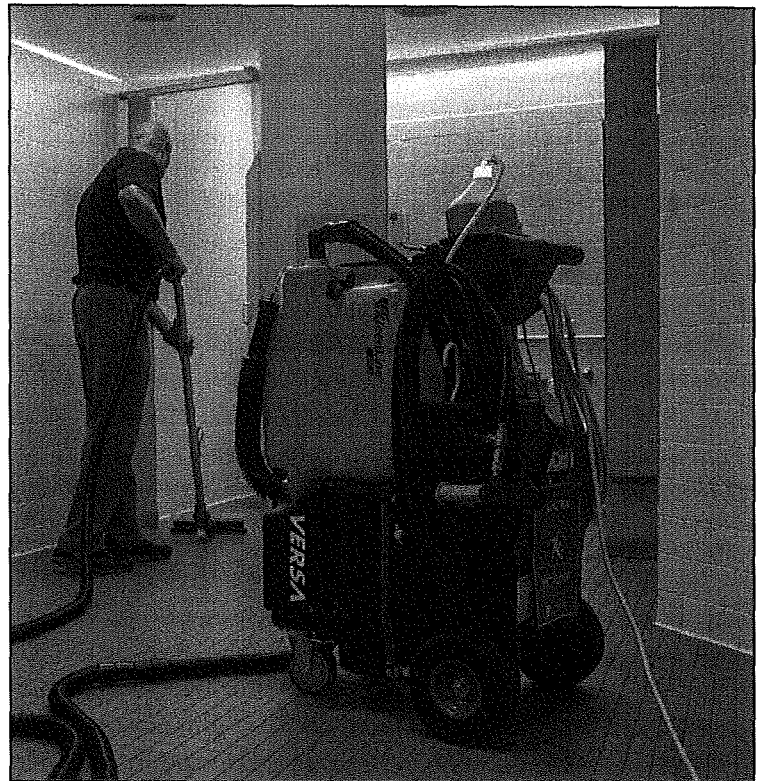
## MODERN CORDLESS VACCUMS:

- Go Anywhere - A cordless backpack vacuum cleans 30% faster than a standard backpack and 5 times faster than an upright.
- Cordless Convenience - Set yourself free from the restriction of a cord and eliminate cord management tasks.



## MODERN CLEANING CADDIES:

- Aluminum vacuum wand with dual-purpose squeegee & brush head
- Long range vacuum hose
- Vacuum tank with dump hose
- Fresh water tank
- Dispenses approved WAXIE® SOLSTATM chemicals
- Long range spray line
- Spray gun with high/low pressure modes
- 3-stage vacuum motor
- 500 PSI pump & HEPA filter



# MODERN METHODS OF APPROACH TO CLEANING (2)

## MODERN CLEANING MICROFIBER MOPS:

**FAST GLIDE 18-INCH MOPPING SYSTEM:**  
Designed for areas where traditional mop bucket-and-wringer mopping or finishing applications are not feasible.

**BLUE MICROFIBER MOPS & CLOTHS:**  
Used for high traffic areas (Lobby, Hallways, Waiting Rooms Etc.) and touch points

**RED MICROFIBER MOPS & CLOTHS:**  
Used for cleaning restrooms, biohazards, and touch points.

**GREEN MICROFIBER MOPS & CLOTHS:**  
Used for offices, breakrooms, kitchens, and touch points.



## MODERN DILUTION STATIONS:


















- Clear water rinse feature
- Directional arrows indicate which chemical is being dispensed
- Label free design offers the flexibility to swap products as needed
- One-handed bucket and bottle fill
- Locking cabinet prevents tampering
- Door opening for product identification and chemical level visibility
- Compact design enables installation in small spaces 25.24"W x 26.2"H x 9"D
- Large push button activation with bottle fill and bucket fill icons




# MODERN METHODS OF APPROACH TO CLEANING (3)

## EXHIBIT G - GREEN CLEANING POLICY


Below is a list of Green Cleaning Chemicals our organization will be using to clean the Pima County properties.

WAXIE EDC™ Easy Dilution Control™ Third-Party Certifications								
Item #	Product	3rd-Party Certification	CACC Ultra Low VOC's	VOC CARB Requirement	WAXIE Product VOC (See Dilution Calculated)	USDA Biopreferred	Minimum Standard (% of Biobased Ingredients)	Organic Unit
320027	13 WAXIE-Green Cleaner/Degreaser			<1%	<1% (1:16)		41% Required 54% WAXIE	
321196	23 WAXIE-Green Maravilloso Lavender Neutral Cleaner & Degreaser		-	<1%	<1% (1:32)	-	-	-
321182	24 WAXIE-Green Neutral Cleaner			0.10%	0.00005% (1:32)		56% Required 60% WAXIE	-
1031200	33 WAXIE-Green Restroom Cleaner			0.71%	0.00044% (1:16)		74% Required 91.2% WAXIE	-
321195	43 WAXIE-Green HP Multi-Purpose Cleaner		-	1.37%	0.06% (1:25)	-	-	
951200	53 WAXIE-Green Glass Cleaner			<1%	<1% (1:32)		49% Required 66% WAXIE	-
321197	93 WAXIE-Green Fresh Mist Hard Surface Cleaner		-	0.50%	0.00023% (1:32)	-	-	-


  




UL (Underwriters Laboratories) is a global independent safety science company founded in 1894. UL certifies, tests, inspects, audits, advises and educates the market in collaboration with a variety of industry stakeholders who share the vision of promoting safe living and working environments. UL ECOLOGO® is classified as an ISO (International Standards Organization) Type I ecolabel assessed by the Global Ecolabeling Network, and it is one of the most recognized ecolabels in North America. Since 1988 UL/ECOLOGO has helped purchasers and consumers identify products and services that meet multi-attribute, life cycle-based sustainability standards, and which have met strict criteria for reduced impacts on human health and the environment based upon third-party audit and review.




Green Seal™ is a US-based independent non-profit organization, founded in 1989 to identify and promote products and services that have less impact on human health, the environment and our natural resources. Green Seal certified products have met strict criteria for reduced toxicity, reduced packaging and required performance testing, as verified by a third-party review and a manufacturing site audit, as well as ongoing compliance monitoring.



South Coast AQMD established the "Clean Air Choices" Cleaner Certification Program that focuses on very low-polluting cleaning products used by maintenance and cleaning professionals. A product must contain 10 grams per liter or less of VOCs and verification that no prohibited ingredients (such as Toxic Air Contaminants, Hazardous Air Pollutants, Ozone Depleting Compounds, Global Warming Compounds, Heavy Metals and Carcinogens) are present.



This symbol indicates that a product or package is USDA Certified Biobased. The biobased contents of these products/packages have been third-party tested at independent laboratories. These products/packages have earned USDA certification and the approval to display the USDA Certified Biobased Product label.



The Organic Materials Review Institute (OMRI) is an international nonprofit organization that determines which input products are allowed for use in organic production and processing. OMRI Listed® products are allowed for use in certified organic operations under the USDA National Organic Program.

# SUPERVISOR CLEANING CHECKLIST (EXAMPLE)

RECO - EXPRESS CLEANING SERVICES CHECKLIST							
SUPERVISOR _____				DATE: _____			
LOCATION: _____			SHIFT: _____	DAYS _____	NIGHTS _____	WEEKENDS _____	
CREW SIZE: _____			START TIME: _____				
Desk And Cubicle Areas	MON	TUE	WED	THU	FRI	SAT	SUN
Cleaning carpets as needed							
Cleaning computer screens and dusting keyboards							
Cleaning windows and mirrors							
Disinfecting high-touch surfaces							
Dusting desks, shelves, and other surfaces							
Emptying recycling bins and trash cans							
Vacuuming carpets daily							
Kitchens And Break Rooms	MON	TUE	WED	THU	FRI	SAT	SUN
Disinfecting high-touch surfaces							
Discarding any trash left behind							
Emptying recycling bins and trash cans							
Reception And Waiting Areas	MON	TUE	WED	THU	FRI	SAT	SUN
Cleaning and disinfecting welcome desks							
Cleaning carpets as needed							
Cleaning company sign and other elements guests see first							
Cleaning windows and mirrors							
Disinfecting high-touch surfaces							
Dusting desks, hard surfaces, tables, and more							
Emptying recycling bins and trash cans							
Ensuring walk-off mats are clean and properly placed							
Vacuuming carpets daily							
Office Bathrooms	MON	TUE	WED	THU	FRI	SAT	SUN
Cleaning and disinfecting high-touch areas							
Cleaning and disinfecting sinks and countertops							
Cleaning and disinfecting toilets							
Cleaning mirrors and other reflective surfaces							
Emptying recycling bins and trash cans							
Replacing toilet paper and paper towels							
Sweeping and mopping the floor							
Exterior Office Areas	MON	TUE	WED	THU	FRI	SAT	SUN
Cleaning glass doors and windows							
Emptying outdoor trash cans							
Ensuring welcome mats are clean and properly placed							
Pressure washing sidewalks, driveways, and other concrete surfaces as needed							
Sweeping entrances							

EXHIBIT D: REFERENCE FORM (2 PAGES)

PLEASE COMPLETE EACH AND EVERY SECTION.

Name of Vendor for whom reference is given: EXPRESS CLEANING

Your organization's business name: WESTIN LA PALOMA

Your name and title: CINDY GARRETT ASST. DIRECTOR OF HOUSEKEEPING

Telephone number: 520 742 6000 Email address: CINDY.GARRETT@WESTINLA PALOMA.COM

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

Yes [X] Service was provided from JUNE 2021 to APRIL 2024 (Month, Year) (Month, Year)

No [ ]

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

TO PROVIDE THE HOTEL WITH TEMP STAFF FOR ALL POSITIONS IN HOUSEKEEPING; WHICH IS AROUND 22 AN HOUR.

Did Vendor meet all contract requirements satisfactorily: Yes [X] No [ ]

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

VERY SATISFIED, HE AND HIS COMPANY IS EXTREMELY RELIABLE AND DEDICATED TO PROVIDING EXCEPTIONAL SERVICES.

PLEASE RATE THE FOLLOWING ITEMS (circle one):

Table with 6 rows of items and 5 columns of ratings (Unsatisfactory, Below Average, Average, Above Average, Exceptional). All '4' ratings are circled.

EXHIBIT D: REFERENCE FORM (continued)

Name of Vendor for whom reference is given: EXPRESS CLEANING

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	4

Comments: \_\_\_\_\_

8. Overall satisfaction with Vendor:	0	1	2	3	4
--------------------------------------	---	---	---	---	---

Comments: \_\_\_\_\_

9. What are their strengths as a service provider?  
ALWAYS COMMUNICATES WITH US AND HIS TEAM, ALSO ALWAYS AVAILABLE.

10. What are their drawbacks as a service provider?  
NONE, THIS IS ONE OF THE BEST CONTRACT SERVICES WE'VE WORKED WITH

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your Signature: *Cody Garrett*

Please email this form by April 6, 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](mailto: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: Express Cleaning  
 Your organization's business name: Aspire Tucson  
 Your name and title: Chris Cushmanberry, Regional Manager  
 Telephone number: 682 282 4577 Email address: chris.cushmanberry@livebh.com

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

Yes  Service was provided from 01, 2022 to 04, 2024  
 (Month, Year) (Month, Year)

No

• Please briefly describe the scope of service and dollar value of the contract with Vendor.

Janitorial cleaning services

• Did Vendor meet all contract requirements satisfactorily: Yes  No

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

Very Satisfied with services

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. Vendor's 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: Express Cleaning

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: \_\_\_\_\_

8. Overall satisfaction with Vendor:	0	1	2	3	4
--------------------------------------	---	---	---	---	---

Comments: \_\_\_\_\_

9. What are their strengths as a service provider?  
Communication, Cleanliness of daily performance, professionalism of company & Staff

10. What are their drawbacks as a service provider?  
N/A

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

N/A

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](mailto: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: Express Cleaning LLC.  
 Your organization's business name: Wyndham Westward Cook Resort  
 Your name and title: Zach Daalash Director of Housekeeping  
 Telephone number: (954) 629 6574 Email address: Zachary.Daalash@cambridge.com

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

Yes  Service was provided from 4/2021 to current  
 (Month, Year) (Month, Year)

No

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

Assist with project cleaning and service in the kitchen. Have worked in my past properties staffing housekeeping team.

- Did Vendor meet all contract requirements satisfactorily: Yes  No

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

fully satisfied good work and great communication

**PLEASE RATE THE FOLLOWING ITEMS (circle one):**

	Unsatisfactory	Below Average	Average	Above Average	Exceptional
1. Communications with Vendor:	0	1	2	3	4
Comments: <u>Always Available</u>					
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: Express cleaning 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: \_\_\_\_\_

8. Overall satisfaction with Vendor:	0	1	2	3	(4)
--------------------------------------	---	---	---	---	-----

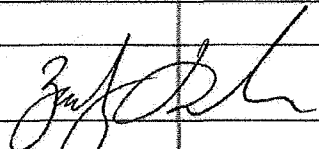
Comments: Continued using as I changed work locations

9. What are their strengths as a service provider?  
Communication, knowledge & consistency

10. What are their drawbacks as a service provider?  
None. Excellent work.

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

N/A

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](mailto: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 satisfy all Solicitation & Offer Agreement requirements, General & Item Specifications  
FOB Destination/Unloaded; include cost of freight in unit price.  
Although County will pay taxes IF applicable, do NOT include sales tax in unit price.

**GROUP 4: OUTLYING "E" FACILITIES (EAST)**

**Monthly Services Per Exhibit A - Scope of Services**

Line #	Location Name	Address	Service Level and Frequency	Facility Business Hours	Cleaning Time Availability	Approximate Sqft	Price Per Month	Extended Annual	Additional Information	Contractor Comments
1	Impact of Catalina Community Services (2 buildings)	3535 E. Hawser	Standard Service M-F	8:00am-4:30pm	5:00pm-7:00am	6,673	\$267.30	\$8,007.60	Waterless urinals - 1ea	
2	Catalina Community Center	16562 N Oracle Rd.	Floors only 2x per week	8:00am-5:00pm	5:00pm-7:00am	3,772	\$377.20	\$4,526.40	Must be scheduled at least 30 days in advance	
3	Sheriff Catalina Substation	16134 N Oracle Rd.	Full Service	8:00am-5:00pm	5:00pm-7:00am	700	\$175.00	\$2,100.00	Tues and Thurs.	
4	Catalina Library	15560 N Oracle Rd.	Full Service 5 days	9:00am-5:00pm	5:00pm-8:00am	2,400	\$240.00	\$2,880.00		
5	Oro Valley Library	1305 W Naranja Dr.	Full Service M-5	10:00am-6:00pm M-Th	6:00pm-8:00am	24,752	\$2,475.20	\$29,702.40	Clean patios weekly	
6	River Center Library	5605 E. River Rd.	Full Service 5 days	10:00am-6:00pm	6:00pm-8:00am	9,400	\$940.00	\$11,280.00		
7	Wilmot Library	530 N. Wilmot Rd.	Full Service M-5	10:00am-6:00pm M-Th	6:00pm-8:00am	22,066	\$2,206.60	\$26,479.20	Clean patios weekly. Activities to include: wiping down tables, benches, interior glass to be sponged cleaned daily.	
8	Wilmot Library Day Porter	530 N. Wilmot Rd.	Mid day restroom cleaning	10:00am-5:00pm Fri-Sat	11:00am-1:00pm	22,066	\$551.65	\$6,619.80	Day Porter tasks to be performed during business hours.	
9	Kirk Bear Canyon Library	8559 E. Tanque Verde	Full Service M-F	10:00am-6:00pm M-Th	6:00pm-8:00am	14,000	\$1,400.00	\$16,800.00		
10	Sheriff Rincon Substation	8999 E. Tanque Verde	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	5,400	\$540.00	\$6,480.00		
11	Wastewater Site Mt. Lemmon - Building - no floor work	12633 N. Sabino Canyon Park	Standard Service 1 x per week	8:00am-4:00pm	8:00am-3:00pm	135	\$52.80	\$633.60		
12	Wastewater Site Mt. Lemmon - Trailer - no floor work	12633 N. Sabino Canyon Park	Standard Service 1 x per week	8:00am-4:00pm	8:00am-3:00pm	350	\$140.00	\$1,680.00		
13	Mt. Lemmon Comfort Station at Community Center - Restroom only	12949 N. Sabino Canyon Park	7 x per week - restroom only	24/7	24 hrs	600	\$240.00	\$2,880.00	No onsite dumpster. Trash must be removed and transported back by Contractor	
14	Wastewater Conveyance	3355 N. Dodge Blvd	Standard Service M-F	8:00am-4:00pm	12:00pm-4:00pm	4,000	\$400.00	\$4,800.00	Floors buffed/polished weekly in Admin. Office	
15	Wastewater Conveyance Field Operations (2 buildings)	3355 N. Dodge Blvd	Standard Service M-F	8:00am-4:00pm	12:00pm-4:00pm	7,500	\$750.00	\$9,000.00	Waterless urinals - 1ea Locker rooms and showers	
16	Wastewater Conveyance Annex/Dodge-Farr (Main building, 2 Modular Buildings)	3233 N. Dodge Blvd	Standard Service M-F	8:00am-4:00pm	12:00pm-4:00pm	1,680	\$168.00	\$2,016.00	Locker rooms and showers	
17	Adult Probation - East	8180 E. Broadway	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	12,600	\$1260.00	\$15,120.00		
18	Health Department/Recorder (2 buildings)	6920 E. Broadway	Full Service M-F, SAS*	8:00am-5:00pm	5:00pm-7:00am	11,000	\$1,100.00	\$13,200.00	Special clinic cleaning required in Health Dept suites. Clinic is open most Saturdays, Suite G. High touch areas must be disinfected.	
19	Columbus Library	4350 E. 22nd Street	Full Service 6 days	10:00am-6:00pm M-Th	6:00pm-8:00am	14,988	\$1,498.80	\$17,985.60	Waterless urinals - 1ea	
20	Columbus Library Day Porter	4350 E. 22nd Street	Daily M-Sat	10:00am-6:00pm M-Th	11:00am-1:00pm	-	\$600.00	\$7,200.00	Mid-day restroom cleaning only	
21	PECOC	3434 E. 22nd Street	Full Service M-F	24/7	8:00am-4:00pm	35,000	\$3,500.00	\$42,000.00	Waterless urinals - 4ea	
22	PECOC Sheriff's Suite (Saturdays - 4hrs)	3434 E. 22nd Street	Call Center only	24/7	Saturdays	50,280	\$5,028.00	\$60,336.00	Workstation cleaning: Detailed cleaning, dusting, surface wipe down.	
23	Randolph Park Wastewater Site	3805 E. 22nd Street	Full Service 1 x per month	8:00am-5:00pm	8:00am-5:00pm	1,204	\$120.40	\$1,444.80	Call for entry.	
24	Himmel Library	1035 N. Treat Ave.	Full Service 5 days	10:00am-6:00pm M-Th	6:00pm-8:00am	6,500	\$650.00	\$7,800.00		
25	Martha Cooper Library	1377 N. Catalina	Full Service 5 days	10:00am-5:00pm M-Th	6:00pm-8:00am	7,700	\$770.00	\$9,240.00	Closed for construction November 2022 for approx. 1 year.	
26	Houghton Rd DOT	4751 S. Mesquite Ranch	Full Service 1 x per week	8:00am-5:00pm	8:00am-5:00pm	2,040	\$204.00	\$2,448.00		
27	Houghton Rd Fleet	4750 S. Houghton Rd.	7 x per week	24/7	8:00am-5:00pm	500	\$200.00	\$2,400.00	Restroom only	
28	Sheriff Shooting Range (3 buildings)	30901 S. Alva Rd.	Standard Service M-F	8:00am-5:00pm	8:00am-5:00pm	5,400	\$550.00	\$6,600.00		
29	Brandt-Fenton Educational Offices (2 Buildings)	3482 E. River Rd.	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	13,059	\$1309.90	\$15,718.80		
30	Miller-Golf Links Library	9640 E. Golf Links Rd	Full Service 6 days	10:00am-6:00pm M-Th	6:00pm-8:00am	12,571	\$1257.10	\$15,085.20		
31	Esmond Station Library	10931 E. Mary Ann Cleveland Way	Full Service 5 days	10:00am-6:00pm M-Th	6:00pm-8:00am	8,960	\$896.00	\$10,752.00	Clean patios weekly	
32	Sheriff Vail Substation	11300 S. Houghton Rd	Full Service M-W-F	8:00am-5:00pm	8:00am-5:00pm	4,500	\$450.00	\$5,400.00		
33	Total Monthly Cost						\$30,717.85			
34	Total Annual Cost							\$368,615.40		

**Additional Services Per Exhibit A - Scope of Services**

Service Item	Estimated Qty Per Month	Unit Price	UOM	Price Per Month	Price Per Year	Additional Information	Contractor Comments
35 Extra Services Rate Per Hour	60	18.000	HOUR	\$1,080.00	\$12,960.00		
36 Extra Services Carpet Cleaning per sqft	1,667	0.150	SQFT	\$250.05	\$3,000.60		
37 Extra Services Hard Floor Strip/Wax per sqft	1,667	0.580	SQFT	\$963.50	\$11,562.00		
38 Minimum Service Charge (emergency request)	10	25.000	EA	\$250.00	\$3,000.00		
39 Power Wash up to 2500sqft (price per sqft)	150	0.250	SQFT	\$37.50	\$450.00		
40 Power Wash over 2500sqft (price per sqft)	2600	0.250	SQFT	\$650.00	\$7,800.00		
41 Cleaning of chairs (price per chair)	7	2.000	EA	\$4.00	\$48.00		
42 Concrete Restoration Surface (price per sqft)	175	1.000	SQFT	\$175.00	\$2,100.00		
43 Waterless Urinal Maintenance	11	25.000	EA	\$275.00	\$3,300.00		
44 Additional Services Total Monthly Cost (Lines 35-43)				\$3,555.05			
45 Additional Services Total Annual Cost (Line 44 x 12)					\$42,660.60		
46 Grand Total Annual Cost					\$411,276.00		

**General Notes:**

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

**Key:**

- \*SAs- Saturdays as scheduled, usually half days
- \*\*Please give price for each cleaning, not monthly

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
- Limited Service - only RR and certain designated areas cleaned daily
- Mid-Day Restroom Cleaning - Clean restrooms and remove trash daily

**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 satisfy all Solicitation & Offer Agreement requirements, General & Item Specifications  
 FOB Destination/Unloaded; include cost of freight in unit price.  
 Although County will pay taxes IF applicable, do NOT include sales tax in unit price.

**GROUP 5: OUTLYING "S" FACILITIES (SOUTH)**

**Monthly Services Per Exhibit A - Scope of Services**

Line #	Location Name	Address	Service Level and Frequency	Business Hours	Cleaning Hours Availability	Approximate Sqft	Price Per Month	Price Per Year	Additional Information	Contractor Comments
1	Youth Employment One-Stop Center	320 N. Commerce Park Loop	Full Service M-F	8:00am-5:00pm	5:00pm-8:00am	6,407	\$512.56	\$6,150.72	No bathroom, no janitors closet, cannot leave equipment and supplies on site.	
2	Fleet Administration and Shops	1291 S. Mission Rd.	Standard Service M-F	7:00am-5:00pm	5:00pm-7:00am	13,674	\$1,367.40	\$16,408.80	Floors and wash basins require additional scrubbing monthly. Waterless urinals (EcoBlue system) - 5ea	
3	Library Bookmobile	1313 S. Mission Rd.	Full Service 1x week	Varies - Hours Typically 8:00am-5:00pm	Monday am 8:00-12:00pm	30	\$300.00	\$3,600.00	RV conversion to mobile library	
4	Facilities Outlying Maintenance - Bldg #6	1313 S. Mission Rd.	Full Service 2 x per week (T/Fr)	7:00am-4:00pm	8:00am-5:00pm	40	\$350.00	\$4,200.00	Tues and Fridays weekly	
5	Wastewater Field Engineering - Bldg #9	1313 S. Mission Rd.	Standard Service M-F	8:00am-5:00pm	5:00pm-8:00am	8,300	\$664.00	\$7,968.00		
6	Transportation Administration/Field Engineering - Bldg #11	1313 S. Mission Rd.	Standard Service M-F	8:00am-5:00pm	5:00pm-8:00am	10,524	\$1,052.40	\$12,628.80	Waterless urinals - 2ea	
7	Transportation Sign Shop - Bldg #16	1313 S. Mission Rd.	Standard Service M-F	8:00am-5:00pm	8:00am-4:00am	6,105	\$488.40	\$5,860.80		
8	Clerk of the Court Warehouse - Bldg #21	1313 S. Mission Rd.	Standard Service M-F	8:00am-5:00pm	8:00am-4:00pm	700	\$133.00	\$1,596.00	Office space only, not the Warehouse.	
9	Transportation Warehouse - Bldg #24	1313 S. Mission Rd.	Standard Service M-F	8:00am-5:00pm	8:00am-6:00pm	7,186	\$718.60	\$8,623.20	Waterless urinals - 4ea	
10	IT Wireless Services - Bldg #27	1313 S. Mission Rd.	Standard Service M-F	8:00am-5:00pm	8:00am-6:00am	1,600	\$128.00	\$1,536.00		
11	Transportation Electric Shop - Bldg #28	1313 S. Mission Rd.	Standard Service M-F	8:00am-5:00pm	8:00am-6:00pm	5,000	\$400.00	\$4,800.00		
12	Mission Library	3770 S. Mission Rd.	Full Service 5 days M-F	10:00am-6:00pm	6:00pm-8:00am	10,000	\$800.00	\$9,600.00		
13	Mission Library Mid-Day Restroom Cleaning	3770 S. Mission Rd.	Service M-F	10:00am-6:00pm	11:00am-1:00pm	10,000	\$800.00	\$9,600.00	Mid-day restroom cleaning and trash removal.	
14	Sullivan Jackson Employment Center	400 E. 26th Street	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	6,500	\$650.00	\$7,800.00	Includes exterior classrooms	
15	Undsey Education Center	1602 S. 3rd Ave	Standard Service 1x week	Currently Closed	8:00am-5:00am	3,000	\$240.00	\$2,880.00	Waterless urinals - 1ea	Includes inner courtyard.
16	Las Artes Learning Center	23 W. 27th Street	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	14,000	\$1,120.00	\$13,440.00	Office space and restroom - shop area not included	
17	Sam Lena Library	1607 S. 6th Avenue	Full Service Tu-Sa	9:00am-5:00pm T-Th 10:00am-5:00pm Fr-Sa	5:00pm-8:00am	7,700	\$770.00	\$9,240.00	Waterless urinals - 1ea	
18	Sam Lena Library Mid-Day Restroom Cleaning	1607 S. 6th Avenue	Daily Tues-Sa	9:00am-5:00pm T-Th 10:00am-5:00pm Fr-Sa	11:00am-1:00pm	7,700	\$616.00	\$7,392.00	Mid-day restroom cleaning and trash removal.	
19	Santa Rosa Library	1075 S. 10th Ave.	Full Service M-F	10:00am-5:00pm	5:00pm-8:00am	7,500	\$750.00	\$9,000.00	Waterless urinals - 1ea	
20	El Pueblo Library	101 W. Irvington Rd.	Full Service 2 x per week (T/Th)	10:00am-5:00pm	5:00pm-8:00am	3,700	\$296.00	\$3,552.00		
21	Walter Rogers Clinic / Pima Vocational High School	175 W. Irvington	Full Service M-F Clinic Standard Service for PVHS	8:00am-5:00pm	5:00pm-8:00am	7,300	\$584.00	\$7,008.00	Special clinic cleaning required at clinic. All high touch surfaces wiped and disinfected daily.	
22	Valencia Library	202 W. Valencia Rd.	Full Service M-Sa	10:00am-6:00pm M-Th 10:00am-5:00pm F-Sat	6:00pm-8:00am	17,700	\$1,416.00	\$16,992.00		
23	Valencia Library Mid-Day Restroom Cleaning	202 W. Valencia Rd.	Daily M-Sa	10:00am-6:00pm M-Th 10:00am-5:00pm F-Sat	11:00am-1:00pm	17,700	\$1,416.00	\$16,992.00	Mid-day restroom cleaning and trash removal.	
24	Theresa Lee Clinic	1493 W. Commerce Ct.	Full Service M-F	8:00am-5:00pm	5:00pm-7:00am	12,000	\$960.00	\$11,520.00	Special clinic cleaning required at clinic. All high-touch surfaces wiped and disinfected daily.	
25	Drexel Heights Recreation Center	5220 S. San Joaquin Blvd	Floors only 2x Year	8:00am-5:00pm	5:00pm-7:00am	1,937	\$154.96	\$1,859.52	Floor services only. Must be scheduled at least 30 days in advance.	
26	Littletown Recreation Center	6465 S. Craycroft Rd	Floors only 2x Year	8:00am-5:00pm	5:00pm-7:00am	1,380	\$110.40	\$1,324.80	Floor services only. Must be scheduled at least 30 days in advance.	
27	Corona de Tucson Wastewater	1100 W Sahuarita Rd, Vail	Standard Service 2 x per week (T/Th)	7:00am-4:00pm	12:00pm-3:00pm	1,200	\$96.00	\$1,152.00	No key available, service performed early afternoons.	
28	Sahuarita Library	670 W. Sahuarita Rd.	Full Service M-Sat	10:00am-6:00pm M-Th 5:00pm F-Sat	6:00pm-8:00am	7,500	\$600.00	\$7,200.00		
29	Green Valley Wastewater Site	19600 Old Nogales Hwy	Standard Service 2 x per week (T/Th)	7:00am-4:00pm	12:00pm-3:00pm	4,490	\$359.20	\$4,310.40	No keys available, service performed early afternoons. Check in advance.	
30	Drexel Shelter	1150 W. Drexel	Full Service Daily	24/7	24/7	75,250	\$11,287.50	\$135,450.00	Full service in two-shifts. See Exhibit A - Scope of Work, Section 3.4 for specific requirements.	
31	Linda Ave Meeting House (include carriage house)	17 N Linda Ave.	Standard Service M-F	8:00am-5:00pm	5:00pm-8:00am	1,570	\$125.60	\$1,507.20		
32	Arivaca Library	17050 W. Arivaca Rd.	Full Service Tu-Sat	9:00am-5:00pm Tu-Th 5:00pm F-Sat	5:00pm-8:00am	2,200	\$176.00	\$2,112.00		
33	Sheriff Green Valley Substation	601 N. La Canada Dr., Green Valley	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	4,000	\$320.00	\$3,840.00		
34	Green Valley Justice Courts	601 N. La Canada Dr., Green Valley	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	4,286	\$342.88	\$4,114.56	include exterior restroom.	
35	Green Valley Government Office Bldk D	601 N. La Canada Dr., Green Valley	Standard Service M-F	8:00am-5:00pm	5:00pm-7:00am	2,259	\$180.72	\$2,188.54		
36	Green Valley Library	601 N. La Canada Dr., Green Valley	Full Service M-F	9:00am-5:00pm M-Th 5:00am Fri	5:00pm-8:00am	13,800	\$1,104.00	\$13,248.00		
37	Green Valley CPAC	1250 W Continental Dr, Green Valley	Standard Service M-F	9:00am-5:00pm M-F	5:00pm-8:00am	14,232	\$1,138.56	\$13,662.72	Specific areas of cleaning required will be provided to contractor. Not all areas of complex are required.	
38	Days Inn Motel - Temporary Housing	1440 S. Craycroft	Lobby: Full Service 1 x per week Rooms: Turnover Deep Cleaning, as needed	24/7	7pm-7am		\$2,300.00	\$27,600.00	Turnover Deep Cleaning will include: disinfect all surfaces, floor care, clean bathroom and remove trash.	
39	<b>Total Monthly Cost Service Listed Above</b>						<b>\$34,828.18</b>			
40	<b>Total Yearly Cost Listed Above</b>							<b>\$417,938.16</b>		

**Additional Services Per Exhibit A - Scope of Services**

Service Item	Estimated Qty Per Month	Unit Price	UOM	Price Per Month	Price Per Year	Additional Information	Contractor Comments
41 Extra Services Rate Per Hour	65	18.000	HOUR	\$1,170.00	\$14,040.00		
42 Extra Services Carpet Cleaning per sqft	1,667	0.150	SQFT	\$250.05	\$3,000.60		
43 Extra Services Hard Floor Strip/Wax per sqft	1,667	0.500	SQFT	\$833.50	\$10,002.00		
44 Minimum Service Charge (emergency request)	-10	25.000	EA	\$250.00	\$3,000.00		
45 Power Wash up to 2500sqft (price per sqft)	150	0.250	SQFT	\$37.50	\$450.00		
46 Power Wash over 2500sqft (price per sqft)	2600	0.250	SQFT	\$650.00	\$7,800.00		
47 Cleaning of chairs (price per chair)	2	2.000	EA	\$4.00	\$48.00		
48 Concrete Restoration Surface (price per sqft)	194	1.000	SQFT	\$194.00	\$2,328.00		
49 Waterless Urinal Maintenance (EcoBlue Cartridges used)	13	25.000	EA	\$325.00	\$3,900.00		
50 Additional Services Total Monthly Cost (Lines 39-47)				\$3,714.05	\$44,568.60		
51 Additional Services Total Annual Cost (Line 48 x 12)					\$44,568.60		
52 Grand Total Annual Cost					\$462,506.76		

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**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

\*\*Please give price for each cleaning, not monthly

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

Limited Service = only RR and certain designated areas cleaned daily

Mid-Day Restroom Cleaning - Clean restrooms and remove trash daily

### Exhibit F - Facility Counts

GROUP 4: OUTLYING EAST FACILITIES																								
Line #	Location Name	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 Shower Stalls	Total Locker Rooms	Total Sanitary Napkin Disposal	Service During Business Hours (Y/N)	Service After Hours (Y/N)	Additional Information/Special Requests	
1	Impact of Catalina (2 buildings)	3535 E. Hawser	6,673	4,617	2,000	56	2	4	2	16	-	2	16	6	16	3	6	-	-	8	Y	N		
2	Catalina Community Center	16562 N Oracle Rd	3,772	386	3,290	96	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	N	Y	
3	Sheriff Catalina Substation	16134 N. Oracle Rd.	700	-	-	2,274	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N		
4	Catalina Library	15560 N. Oracle Rd.	2,400	2,302	98	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
5	Oro Valley Library (clean patios weekly)	1305 W Naranja Dr.	24,752	24,034	718	-	2	2	1	8	2	-	8	3	8	2	3	-	-	4	N	Y		
6	River Center Library	5605 E. River Rd.	9,400	8,682	718	-	2	2	1	8	2	-	8	3	8	2	3	-	-	4	N	Y		
7	Wilmot Library (clean patios weekly)	530 N. Wilmot Rd.	22,066	21,296	-	770	2	2	1	8	2	-	8	3	8	2	3	-	-	4	N	Y		
8	Kirk Bear Canyon Library	8559 E. Tanque Verde	14,000	10,992	1,903	1,105	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
9	Sheriff Rincon Substation	8999 E. Tanque Verde	5,400	2,392	1,903	1,105	2	2	1	8	1	-	8	3	8	2	3	-	2	4	Y	N		
10	Wastewater Site Mt. Lemmon, Building (1 of 2 sites) no floor work	12633 N Sabino Canyon Park	132	-	-	-	2	1	1	4	-	-	4	2	4	1	2	-	-	2	Y	N	Before 4pm	
11	Wastewater Site Mt. Lemmon RWRD, Trailer (2 of 2 sites) no floor work	12633 N Sabino Canyon Park	350	-	-	-	2	2	1	8	-	-	8	3	8	2	3	1	-	4	Y	N	Before 4pm	
12	Mt. Lemmon Comfort Station at Community Center	12949 N Sabino Canyon Park	600	-	-	-	2	2	-	8	-	2	8	2	8	1	2	-	-	4	Y	N	Before 4pm	
13	Wastewater Conveyance (floors buffed/polished weekly in Admin. Office)	3355 N Dodge Blvd	4,000	1,397	1,812	791	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N	Before 4pm	
14	Wastewater Conveyance Field Operations (2 buildings)	3355 N Dodge Blvd	7,500	4,897	1,812	791	2	4	1	16	3	1	16	5	16	3	5	2	2	8	Y	N	Before 4pm	
15	Wastewater Conveyance Annex (Main building, 2 Modular Buildings)	3233 N Dodge Blvd	1,680	1,000	200	480	2	6	1	24	3	-	24	7	24	4	7	2	2	12	Y	N	Before 4pm	
16	Adult Probation - East	8180 E. Broadway	12,600	-	132	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
17	6920 E Broadway - Health Department/Recorder (2 buildings, special clinic cleaning required)	6920 E. Broadway	11,000	60	290	10,650	2	10	4	40	-	2	40	14	40	7	14	-	-	20	N	Y		
18	Columbus Library	4350 E. 22nd Street	14,988	-	-	420	2	3	1	12	-	1	12	4	12	2	4	-	-	6	N	Y		
19	PECOC	3434 22nd St.	35,000	31,122	3,878	-	2	6	2	24	-	4	24	8	24	4	8	-	-	12	Y	Y		
20	PECOC Sheriff's Suite (Saturdays - 4hrs)	3434 22nd St.	50,280	49,357	923	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	N		
21	Randolph Park Wastewater Site	3805 E 22nd St	1,204	843	361	-	2	2	1	8	1	-	8	3	8	2	3	-	-	4	Y	N	Before 4pm	
22	Himmel Library	1035 N. Treat Avenue	6,500	4,843	1,053	604	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
23	Martha Cooper Library (closed for construction November 2022 for approx. 1 year)	1377 N. Catalina	7,700	3,000	4,088	612	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
24	Houghton Rd DOT	4751 S. Mesquite Ranch	2,040	-	1,674	366	2	1	1	4	-	-	4	2	4	1	2	1	-	2	Y	N		
25	Houghton Rd Fleet (restrooms only)	4750 S. Houghton Rd.	500	-	500	-	2	1	0	4	1	-	4	1	4	1	1	-	-	2	Y	N		
26	PRTC (5 buildings)	10001 S. Rita Rd.	5,500	1,680	1,674	2,146	2	2	1	8	-	4	8	3	8	2	3	-	-	4	Y	N		
27	Brandt Fenton Educational Offices (2 Buildings)	3482 E River Rd	13,099	1,099	10,000	2,000	2	4	1	16	1	-	16	5	16	3	5	-	-	8	Y	N		
28	Miller-Golf Links Library	9640 E Golf Links Rd	12,571	-	-	-	2	2	1	8	2	-	8	3	8	2	3	-	-	4	N	Y		
29	Esmond Station Library (clean patios weekly)	10931 E Mary Ann Cleveland Way	8,960	7,752	1,000	208	2	3	1	12	2	-	12	4	12	2	4	-	-	6	N	Y		
30	Sheriff Vail Substation	11300 S Houghton Rd	4,500	500	3,792	208	2	2	1	8	1	-	8	3	8	2	3	-	1	4	Y	N		

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  
 Limited Service = only RR and certain designated areas cleaned daily

### Exhibit F - Facility Counts

GROUP 5: OUTLYING SOUTH FACILITIES																								
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 Shower Stalls	Total Locker Rooms	Total Sanitary Napkin Disposal	Service During Business Hours (Y/N)	Service After Hours (Y/N)	Additional Information/Special Requests	
1	Youth Employment One-Stop	320 N Commerce Park Loop Suite 200	6,407	5,455	452	500	2	2	1	8	1	-	8	3	8	2	3	-	2	4	4	N	Y	
2	Fleet Administration and Shops	1293 S Mission Rd	13,674	-	11,000	2,674	2	5	2	20	-	5	20	7	20	4	7	1	1	10	N	Y		
3	Library Bookmobile	1313 S Mission Rd	30	30	-	-	2	-	-	0	-	-	-	-	-	-	-	-	-	-	-	Y	N	
4	Facilities Outlying Maintenance - Building #6	1313 S Mission Rd	40	40	-	-	2	2	-	8	1	-	8	2	8	1	2	-	-	4	Y	N		
5	Wastewater Administration - Building #9	1313 S Mission Rd	8,300	1,780	5,300	1,220	2	3	1	12	1	-	12	4	12	2	4	-	-	6	N	Y		
6	Transportation Field Engineering - Building #11	1313 S Mission Rd	10,524	200	10,244	80	2	4	2	16	-	4	16	6	16	3	6	-	-	8	N	Y		
7	Transportation Sign Shop - Building #14	1313 S Mission Rd	6,105	-	3,627	2,478	2	2	1	8	1	-	8	3	8	2	3	5	-	4	N	Y		
8	Clerk of the Court Warehouse - Building #21 (office space only)	1313 S Mission Rd	700	-	-	700	2	-	-	0	1	-	-	-	-	-	-	-	-	-	-	N	Y	
9	Transportation Warehouse - Building #24	1313 S Mission Rd	7,186	1,986	1,000	4,200	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
10	IT Wireless Services - Building #27	1313 S Mission Rd	1,600	700	800	100	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
11	Transportation Signal Shop - Building #28	1313 S Mission Rd	5,000	-	2,090	2,910	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
12	Mission Library	3770 S Mission Rd.	10,000	8,322	1,178	500	2	3	1	12	2	-	12	4	12	2	4	-	-	6	N	Y		
13	Sullivan Jackson Employment Center (includes exterior classrooms)	400 E. 26th Street	6,500	5,260	1,240	-	2	2	1	8	-	1	8	3	8	2	3	-	-	4	N	Y		
14	Lindsey Education Center (includes inner courtyard)	1602 S. 3rd Ave	3,000	750	1,247	1,003	2	2	1	8	2	-	8	3	8	2	3	-	-	4	N	Y		
15	Las Artes Learning Center (office space and rr - shop area not included)	23 W. 27th Street	14,000	10,846	1,437	1,717	2	3	1	12	2	-	12	4	12	2	4	-	-	6	N	Y		
16	Sam Lena Library	1607 S. 6th Avenue	7,700	2,295	225	5,180	2	2	1	8	-	1	8	3	8	2	3	-	-	4	N	Y		
17	Santa Rosa Library	1075 S. 10th Ave	7,500	1,780	5,620	100	2	2	1	8	-	1	8	3	8	2	3	-	-	4	N	Y		
18	El Pueblo Library	101 W. Irvington Rd.	3,700	3,220	480	-	2	1	1	4	-	-	4	2	4	1	2	-	-	2	N	Y		
19	Walter Rogers Clinic / Pima Vocational High School (special clinic cleaning required)	175 W. Irvington	7,300	6,820	480	-	2	4	2	16	2	-	16	6	16	3	6	-	-	8	N	Y		
20	Valencia Library	202 W. Valencia Rd.	17,700	4,136	13,564	-	2	3	1	12	-	1	12	4	12	2	4	-	-	6	N	Y		
21	Theresa Lee Clinic (special clinic cleaning required)	1493 Commerce Blvd	12,000	11,739	180	81	2	4	4	16	2	-	16	8	16	4	8	-	-	8	N	Y		
22	Drexel Heights Recreation Center	5220 S San Joaquin Blvd	1,937	1,676	180	81	2	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y		
23	Littleton Recreation Center	6465 S Craycroft Rd	1,380	1,192	-	188	2	-	-	-	-	-	-	-	-	-	-	-	-	-	Y	Y		
24	Corona de Tucson Wastewater	1100 W Sahuarita Rd, Vail	1,200	742	-	458	2	1	1	4	-	-	4	2	4	1	2	-	-	2	Y	N	Before 4pm	
25	Sahuarita Library	670 W. Sahuarita Rd.	7,500	4,299	2,743	458	2	3	1	12	2	-	12	4	12	2	4	-	-	6	N	Y		
26	Green Valley Wastewater Site	19600 Old Nogales Hwy	4,490	-	4,490	-	2	2	1	8	1	-	8	3	8	1	3	2	2	4	Y	N	Before 4pm	
27	Drexel Shelter	1150 W. Drexel	75,250	18,813	18,813	37,625	2	28	2	112	6	-	112	30	30	15	30	18	2	6	Y	Y	Includes 18 port-a-john. 18 Portable shower units	
28	Linda Ave Meeting House (include carriage house)	17 N Linda Ave.	1,570	-	-	1,570	2	1	1	4	-	-	4	2	4	1	2	-	-	2	N	Y		
29	Arivaca Library	17050 W. Arivaca Rd.	2,200	1,700	-	500	2	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y		
30	Sheriff Green Valley Substation	601 N. La Canada Dr., Green Valley	4,000	4,000	-	-	2	4	1	16	1	-	16	5	16	3	5	-	-	8	N	Y		
31	Green Valley Justice Courts (include exterior rr)	601 N. La Canada Dr., Green Valley	4,286	4,286	-	-	2	4	1	16	1	-	16	5	16	3	5	-	-	8	N	Y		
32	Green Valley Government Office Bldg D	601 N. La Canada Dr., Green Valley	2,259	2,259	-	-	2	-	1	0	-	-	-	1	-	1	1	-	-	-	N	Y		
33	Green Valley Library	601 N. La Canada Dr., Green Valley	13,800	13,800	-	-	2	-	-	0	1	-	-	-	-	-	-	-	-	-	N	Y		
34	Green Valley CPAC (classroom and office space only)	1250 W Continental Dr, Green Valley	14,232	21	9,256	4,955	2	2	-	6	2	-	8	2	8	1	2	-	-	4	N	Y		
35	Days Inn Motel - Temporary Housing	1440 S Craycroft	4,000	4,000	-	-	-	2	1	8	1	-	8	3	8	2	3	-	-	4	N	Y	Counts are for Lobby area only	

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  
 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 [checked] No [ ] If no, you must explain all deviations in writing.

Company Name: RECO - ROBBINS EQUIPMENT COMPANY

Description of Services: JANITORIAL SERVICES & PARTS SUPPLIER

Job Location: 4120 N. FLOWING WELLS RD, TUCSON AZ 85705

(PLEASE CHECK ONE(S) THAT APPLY)

[checked] 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

[checked] 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: NA

Address: NA

Phone: NA Fax: NA

Plan or Program Number: NA Type of Benefit: NA

Total premium paid per month: NA Amount paid by employee: NA

(Attach pages if needed for additional providers)

COMPANY NAME: RECO - ROBBINS EQUIPMENT COMPANY

AUTHORIZED SIGNATURE: [Signature] DATE: 4/1/24

ALFONSO CHAVEZ
PRINTED NAME
CONTRACTS MANAGER
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**