

**CITY OF COSTA MESA
MAINTENANCE SERVICES AGREEMENT
WITH
CCS FACILITY SERVICES-ORANGE COUNTY, INC.**

THIS MAINTENANCE SERVICES AGREEMENT ("Agreement") is made and entered into this 1st day of July, 2026 ("Effective Date"), by and between the CITY OF COSTA MESA, a municipal corporation ("City"), and CCS FACILITY SERVICES-ORANGE COUNTY, INC., a California corporation ("Contractor").

W I T N E S S E T H :

A. City proposes to utilize the services of Contractor as an independent contractor to provide comprehensive janitorial services of City property, as more fully described herein; and

B. Contractor represents that it has the experience and expertise to properly perform such services and holds all necessary licenses to practice and perform the services; and

C. City and Contractor desire to contract for the services and desire to set forth their rights, duties and liabilities in connection with the performance of such services; and

D. No official or employee of City has a financial interest, within the provisions of Sections 1090-1092 of the California Government Code, in the subject matter of this Agreement.

NOW, THEREFORE, for and in consideration of the mutual covenants and conditions contained herein, the parties hereby agree as follows:

1.0. SERVICES PROVIDED BY CONTRACTOR

1.1. Scope of Services. Contractor shall provide the services described in the City's Request for Proposal ("RFP"), attached hereto as Exhibit "A," and Contractor's response to City's RFP (the "Proposal") attached hereto as Exhibit "B," both incorporated herein (the "Services").

1.2. Prevailing Wage Requirements.

(a) Prevailing Wage Laws. Contractor is aware of the requirements of Chapter 1 (beginning at Section 1720 et seq.) of Part 7 of Division 2 of the California Labor Code, as well as Title 8, Section 16000 et seq. of the California Code of Regulations ("Prevailing Wage Laws"), which require the payment of prevailing wage rates and the performance of other requirements on "public works" and "maintenance" projects. This project is a "maintenance" project and requires compliance with the Prevailing Wage Laws. Contractor shall defend, indemnify and hold the City, its elected officials, officers, employees and agents free and harmless from any claim or liability arising out of any failure or alleged failure to comply with the Prevailing Wage Laws.

(b) Payment of Prevailing Wages. Contractor shall pay the prevailing wage rates for all work performed under this Agreement. When any craft or

classification is omitted from the general prevailing wage determinations, Contractor shall pay the wage rate of the craft or classification most closely related to the omitted classification. A copy of the general prevailing wage rate determination is on file in the Office of the City Clerk and is incorporated into this Agreement as if fully set forth herein. Contractor shall post a copy of such wage rates at all times at the project site(s).

- (c) Legal Working Day. In accordance with the provisions of Labor Code Section 1810 et seq., eight (8) hours is the legal working day. Contractor and any subcontractor(s) of Contractor shall comply with the provisions of the Labor Code regarding eight (8)-hour work day and 40-hour work week requirements, and overtime, Saturday, Sunday, and holiday work. Work performed by Contractor's or any subcontractor's employees in excess of eight (8) hours per day, and 40 hours during any one week, must include compensation for all hours worked in excess of eight (8) hours per day, or 40 hours during any one week, at not less than one and one-half times the basic rate of pay. Contractor shall forfeit as a penalty to City Twenty-Five Dollars (\$25.00), or any greater penalty set forth in the Labor Code, for each worker employed in the execution of the work by Contractor or by any subcontractor(s) of Contractor, for each calendar day during which such worker is required or permitted to the work more than eight (8) hours in one calendar day or more than 40 hours in any one calendar week in violation of the Labor Code.
- (d) Apprentices. Contractor shall comply with the provisions of Labor Code Section 1777.5 concerning the employment of apprentices on public works projects. Contractor shall be responsible for ensuring compliance by its subcontractors with Labor Code Section 1777.5.
- (e) Payroll Records. Pursuant to Labor Code Section 1776, Contractor and any subcontractor(s) shall keep accurate payroll records, showing the name, address, social security number, work classification, straight time and overtime hours worked each day and week, and the actual per diem wages paid to each journeyman, apprentice, worker, or other employee employed by Contractor or any subcontractor in connection with this Agreement. Each payroll record shall contain or be verified by a written declaration that it is made under penalty of perjury, stating both of the following: (1) The information contained in the payroll record is true and correct; and (2) The employer has complied with the requirements of Sections 1771, 1881, and 1815 of the Labor Code for any work performed by his or her employees on this project. The payroll records shall be certified and shall be available for inspection at all reasonable hours in accordance with the requirements of Labor Code Section 1776.
- (f) Registration with DIR. Contractor and any subcontractor(s) of Contractor shall comply with the provisions of Labor Code Section 1771 and Labor Code Section 1725.5 requiring registration with the DIR.

1.3. Performance to Satisfaction of City. Contractor agrees to perform all the work to the complete satisfaction of City. Evaluations of the work will be done by City's Maintenance Services Manager or his or her designee. If the quality of work is not satisfactory, City in its

discretion has the right to:

- (a) Meet with Contractor to review the quality of the work and resolve the matters of concern;
- (b) Require Contractor to repeat the work at no additional fee until it is satisfactory; and/or
- (c) Terminate the Agreement as hereinafter set forth.

1.4. Compliance with Applicable Law. Contractor warrants that it shall perform the services required by this Agreement in compliance with all applicable Federal and California employment laws, including, but not limited to, those laws related to harassment, workplace violence, discrimination, minimum hours and wages; occupational health and safety; fair employment and employment practices; workers' compensation insurance and safety in employment; and all other Federal, State and local laws and ordinances applicable to the services required under this Agreement. Contractor shall indemnify and hold harmless City from and against all claims, demands, payments, suits, actions, proceedings, and judgments of every nature and description including attorneys' fees and costs, presented, brought, or recovered against City for, or on account of any liability under any of the above-mentioned laws, which may be incurred by reason of Contractor's performance under this Agreement.

1.5. Non-Discrimination. In performing this Agreement, Contractor shall not engage in, nor permit its agents to engage in, discrimination in employment of persons because of their race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military or veteran status, except as permitted pursuant to section 12940 of the Government Code.

1.6. Non-Exclusive Agreement. Contractor acknowledges that City may enter into agreements with other contractors for services similar to the Services in this Agreement or may have its own employees perform services similar to those Services contemplated by this Agreement.

1.7. Delegation and Assignment. Contractor may not delegate or assign this Agreement, in whole or in part, to any person or entity without the prior written consent of City. Contractor may engage a subcontractor(s) as permitted by law and may employ other personnel to perform services contemplated by this Agreement at Contractor's sole cost and expense.

1.8. Confidentiality. Employees of Contractor in the course of their duties may have access to financial, accounting, statistical, and personnel data of private individuals and employees of City, or confidential information relating to the City's computer and security systems and programs. Contractor covenants that all data, documents, discussion, or other information developed or received by Contractor or provided for performance of this Agreement are deemed confidential and shall not be disclosed by Contractor without written authorization by City. City shall grant such authorization if disclosure is required by law. All City data shall be returned to City upon the termination of this Agreement. Contractor's covenant under this Section shall survive the termination of this Agreement.

2.0. COMPENSATION AND BILLING

2.1. Compensation. Contractor shall be paid in accordance with the fee schedule set forth in Exhibit C. Contractor's total compensation shall not exceed Five Hundred Seventy-Seven Thousand Nine Hundred Seventy-Two Dollars and Sixty-Eight Cents (\$577,972.68) annually. Pricing shall remain firm for a minimum of two (2) years. All requests for pricing adjustments for follow-on contract renewal periods shall be provided no later than sixty (60) days prior to the end of the contract period. Any such proposed price adjustments shall not exceed The Bureau of Labor Statistics Consumer Price Index (CPI) data for Los Angeles-Riverside-Orange County, CA, All Items, Not Seasonally Adjusted, "annualized change comparing the original proposal month and the same month in the subsequent year. (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)

2.2. Additional Services. Contractor shall not receive compensation for any services provided outside the Scope of Services set forth in this Agreement without amending this Agreement as provided herein. It is specifically understood that oral requests and/or approvals of such additional services or additional compensation shall be barred and are unenforceable.

2.3. Method of Billing. Contractor may submit invoices to the City for approval on a progress basis, but no more often than two times a month. Said invoice shall be based on the total of all Contractor's services which have been completed to City's sole satisfaction. City shall pay Contractor's invoice within forty-five (45) days from the date City receives said invoice. Each invoice shall describe in detail, the Services performed, the date of performance, and the associated time for completion.

2.4. Records and Audits. Records of Contractor's Services shall be maintained in accordance with generally recognized accounting principles and shall be made available to City for inspection and/or audit at mutually convenient times throughout the term of this Agreement through three (3) years after its termination.

3.0. TIME OF PERFORMANCE

3.1. Commencement and Completion of Work. The Services shall be performed in strict compliance with Exhibits A and B. Failure to commence work in a timely manner and/or diligently pursue work to completion may be grounds for termination of this Agreement.

3.2. Excusable Delays. Neither party shall be responsible for delays or lack of performance resulting from acts beyond the reasonable control of the party or parties. Such acts shall include, but not be limited to, acts of God, fire, strikes, material shortages, compliance with laws or regulations, riots, acts of war, pandemics (excluding COVID-19) or any other conditions beyond the reasonable control of a party.

4.0. TERM AND TERMINATION

4.1. Term. This Agreement shall commence on the Effective Date and continue for a period of two (2) years, ending on June 30, 2028, unless previously terminated as provided herein or as otherwise agreed to in writing by the parties. Thereafter, the City, at its sole discretion, may extend the term of this Agreement for up to three (3) additional one-year renewal periods upon the same terms and conditions, subject to Section 2.1 of this Agreement.

4.2. Notice of Termination. City reserves and has the right and privilege of canceling, suspending or abandoning the execution of all or any part of the work contemplated by this

Agreement, with or without cause, at any time, by providing written notice to Contractor. The termination of this Agreement shall be deemed effective upon receipt of the notice of termination. In the event of such termination, Contractor shall immediately stop rendering services under this Agreement unless directed otherwise by the City.

4.3. Compensation. In the event of termination, City shall pay Contractor for reasonable costs incurred and Services satisfactorily performed up to and including the date of City's written notice of termination. Compensation for work in progress shall be prorated based on the percentage of work completed as of the effective date of termination in accordance with the fees set forth herein.

5.0. INSURANCE

5.1. Minimum Scope and Limits of Insurance. Contractor shall obtain, maintain, and keep in full force and effect during the life of this Agreement all of the following minimum scope of insurance coverages with an insurance company admitted to do business in California, rated "A," Class X, or better in the most recent Best's Key Insurance Rating Guide, and approved by City:

- (a) Commercial general liability, including premises-operations, products/completed operations, broad form property damage, blanket contractual liability, independent contractors, personal injury or bodily injury with a policy limit of not less than One Million Dollars (\$1,000,000.00) per occurrence. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or shall be twice the required occurrence limit.
- (b) Business automobile liability for owned vehicles, hired, and non-owned vehicles, with a policy limit of not less than One Million Dollars (\$1,000,000.00) combined single limit per accident for bodily injury and property damage.
- (c) Workers' compensation insurance as required by the State of California. Contractor agrees to waive, and to obtain endorsements from its workers' compensation insurer waiving subrogation rights under its workers' compensation insurance policy against the City, its officers, agents, employees, and volunteers arising from work performed by Contractor for the City and to require each of its subcontractors, if any, to do likewise under their workers' compensation insurance policies.

5.2. Endorsements. The commercial general liability insurance policy and business automobile liability policy shall contain or be endorsed to contain the following provisions:

- (a) Additional insureds: "The City of Costa Mesa and its elected and appointed boards, officers, officials, agents, employees, and volunteers are additional insureds with respect to: liability arising out of activities performed by or on behalf of Contractor pursuant to its contract with City; products and completed operations of Contractor; premises owned, occupied or used by Contractor; automobiles owned, leased, hired, or borrowed by Contractor."
- (b) Notice: "Said policy shall not terminate, be suspended, or voided, nor shall

it be cancelled, nor the coverage or limits reduced, until thirty (30) days after written notice is given to City."

- (c) Other insurance: "Contractor's insurance coverage shall be primary insurance as respects the City of Costa Mesa, its officers, officials, agents, employees, and volunteers. Any other insurance maintained by the City of Costa Mesa shall be excess and not contributing with the insurance provided by this policy."
- (d) Any failure to comply with the reporting provisions of the policies shall not affect coverage provided to the City of Costa Mesa, its officers, officials, agents, employees, and volunteers.
- (e) Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

5.3. Deductible or Self Insured Retention. If any of such policies provide for a deductible or self-insured retention to provide such coverage, the amount of such deductible or self-insured retention shall be approved in advance by City. No policy of insurance issued as to which the City is an additional insured shall contain a provision which requires that no insured except the named insured can satisfy any such deductible or self-insured retention.

5.4. Certificates of Insurance. Contractor shall provide to City certificates of insurance showing the insurance coverages and required endorsements described above, in a form and content approved by City, prior to performing any services under this Agreement.

5.5. Non-limiting. The insurance provisions contained in this Agreement shall not be construed as limiting in any way, the indemnification provisions contained in this Agreement, or the extent to which Contractor may be held responsible for payments of damages to persons or property.

5.6. Excess Coverage. To the extent that Contractor maintains any insurance coverage(s) in amounts or types which are not expressly called out in this Agreement, such additional coverage(s) shall be deemed to be required by this Agreement.

6.0. GENERAL PROVISIONS

6.1. Entire Agreement. This Agreement constitutes the entire agreement between the parties with respect to any matter referenced herein and supersedes any and all other prior writings and oral negotiations. This Agreement may be modified only in writing, and signed by the parties in interest at the time of such modification. The terms of this Agreement shall prevail over any inconsistent provision in any other contract document appurtenant hereto, including exhibits to this Agreement.

6.2. Representatives. The City Manager or his or her designee shall be the representative of City for purposes of this Agreement and may issue all consents, approvals, directives and agreements on behalf of the City, called for by this Agreement, except as otherwise expressly provided in this Agreement.

Contractor shall designate a representative for purposes of this Agreement who shall be authorized to issue all consents, approvals, directives and agreements on behalf of Contractor called for by this Agreement, except as otherwise expressly provided in this Agreement.

6.3. Project Managers. City shall designate a Project Manager to work directly with Contractor in the performance of this Agreement.

Contractor shall designate a Project Manager who shall represent it and be its agent in all consultations with City during the term of this Agreement. Contractor or its Project Manager shall attend and assist in all coordination meetings called by City.

6.4. Notices. Any notices, documents, correspondence or other communications concerning this Agreement or the work hereunder may be provided by personal delivery, facsimile or mail and shall be addressed as set forth below. Such communication shall be deemed served or delivered: a) at the time of delivery if such communication is sent by personal delivery; b) at the time of transmission if such communication is sent by facsimile; and c) 48 hours after deposit in the U.S. Mail as reflected by the official U.S. postmark if such communication is sent through regular United States mail.

IF TO CONTRACTOR:

CCS Facility Services–Orange County,
Inc.
3001 Red Hill Avenue, Bldg. #6-220
Costa Mesa, CA 92626
Tel: (949) 677-5112
Attn: Sebastian Pedreira, General
Manager

IF TO CITY:

City of Costa Mesa
77 Fair Drive
Costa Mesa, CA 92626
Tel: (714) 754-5289
Attn: Director of Public Works

Courtesy copy to:

City of Costa Mesa
77 Fair Drive
Costa Mesa, CA 92626
Attn: Finance Dept. | Purchasing

6.5. Drug-Free Workplace Policy. Contractor shall provide a drug-free workplace by complying with all provisions set forth in City's Council Policy 100-5, attached hereto as Exhibit "D" and incorporated herein by reference. Contractor's failure to conform to the requirements set forth in Council Policy 100-5 shall constitute a material breach of this Agreement and shall be cause for immediate termination of this Agreement by City.

6.6. Attorneys' Fees. In the event that litigation is brought by any party in connection with this Agreement, the prevailing party shall be entitled to recover from the opposing party all costs and expenses, including reasonable attorneys' fees, incurred by the prevailing party in the exercise of any of its rights or remedies hereunder or the enforcement of any of the terms, conditions, or provisions hereof.

6.7. Governing Law. This Agreement shall be governed by and construed under the laws of the State of California without giving effect to that body of laws pertaining to conflict of

laws. In the event of any legal action to enforce or interpret this Agreement, the parties hereto agree that the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California.

6.8. Assignment. Contractor shall not voluntarily or by operation of law assign, transfer, sublet or encumber all or any part of Contractor's interest in this Agreement without City's prior written consent. Any attempted assignment, transfer, subletting or encumbrance shall be void and shall constitute a breach of this Agreement and cause for termination of this Agreement. Regardless of City's consent, no subletting or assignment shall release Contractor of Contractor's obligation to perform all other obligations to be performed by Contractor hereunder for the term of this Agreement.

6.9. Indemnification and Hold Harmless. Contractor agrees to defend, indemnify, hold free and harmless the City, its elected officials, officers, agents and employees, at Contractor's sole expense, from and against any and all claims, actions, suits or other legal proceedings brought against the City, its elected officials, officers, agents and employees arising out of the performance of the Contractor, its employees, and/or authorized subcontractors, of the work undertaken pursuant to this Agreement. The defense obligation provided for hereunder shall apply without any advance showing of negligence or wrongdoing by the Contractor, its employees, and/or authorized subcontractors, but shall be required whenever any claim, action, complaint, or suit asserts as its basis the negligence, errors, omissions or misconduct of the Contractor, its employees, and/or authorized subcontractors, and/or whenever any claim, action, complaint or suit asserts liability against the City, its elected officials, officers, agents and employees based upon the work performed by the Contractor, its employees, and/or authorized subcontractors under this Agreement, whether or not the Contractor, its employees, and/or authorized subcontractors are specifically named or otherwise asserted to be liable. Notwithstanding the foregoing, the Contractor shall not be liable for the defense or indemnification of the City for claims, actions, complaints or suits arising out of the sole active negligence or willful misconduct of the City. This provision shall supersede and replace all other indemnity provisions contained either in the City's specifications or Contractor's Proposal, which shall be of no force and effect.

6.10. Independent Contractor. Contractor is and shall be acting at all times as an independent contractor and not as an employee of City. Contractor shall have no power to incur any debt, obligation, or liability on behalf of City or otherwise act on behalf of City as an agent. Neither City nor any of its agents shall have control over the conduct of Contractor or any of Contractor's employees, except as set forth in this Agreement. Contractor shall not, at any time, or in any manner, represent that it or any of its or employees are in any manner agents or employees of City. Contractor shall secure, at its sole expense, and be responsible for any and all payment of Income Tax, Social Security, State Disability Insurance Compensation, Unemployment Compensation, and other payroll deductions for Contractor and its officers, agents, and employees, and all business licenses, if any are required, in connection with the services to be performed hereunder. Contractor shall indemnify and hold City harmless from any and all taxes, assessments, penalties, and interest asserted against City by reason of the independent contractor relationship created by this Agreement. Contractor further agrees to indemnify and hold City harmless from any failure of Contractor to comply with the applicable worker's compensation laws. City shall have the right to offset against the amount of any fees due to Contractor under this Agreement any amount due to City from Contractor as a result of Contractor's failure to promptly pay to City any reimbursement or indemnification arising under this paragraph.

6.11. PERS Eligibility Indemnification. In the event that Contractor or any employee, agent, or subcontractor of Contractor providing services under this Agreement claims or is determined by a court of competent jurisdiction or the California Public Employees Retirement System (PERS) to be eligible for enrollment in PERS as an employee of the City, Contractor shall indemnify, defend, and hold harmless City for the payment of any employee and/or employer contributions for PERS benefits on behalf of Contractor or its employees, agents, or subcontractors, as well as for the payment of any penalties and interest on such contributions, which would otherwise be the responsibility of City.

Notwithstanding any other agency, state or federal policy, rule, regulation, law or ordinance to the contrary, Contractor and any of its employees, agents, and subcontractors providing service under this Agreement shall not qualify for or become entitled to, and hereby agree to waive any claims to, any compensation, benefit, or any incident of employment by City, including but not limited to eligibility to enroll in PERS as an employee of City and entitlement to any contribution to be paid by City for employer contribution and/or employee contributions for PERS benefits.

6.12. Cooperation. In the event any claim or action is brought against City relating to Contractor's performance or services rendered under this Agreement, Contractor shall render any reasonable assistance and cooperation which City might require.

6.13. Conflict of Interest. Contractor and its officers, employees, associates and subcontractors, if any, will comply with all conflict of interest statutes of the State of California applicable to Contractor's services under this Agreement, including, but not limited to, the Political Reform Act (Government Code Sections 81000, *et seq.*) and Government Code Section 1090. During the term of this Agreement, Contractor and its officers, employees, associates and subcontractors shall not, without the prior written approval of the City Representative, perform work for another person or entity for whom Contractor is not currently performing work that would require Contractor or one of its officers, employees, associates or subcontractors to abstain from a decision under this Agreement pursuant to a conflict of interest statute.

6.14. Prohibited Employment. Contractor will not employ any regular employee of City while this Agreement is in effect.

6.15. Order of Precedence. In the event of an inconsistency in this Agreement and any of the attached Exhibits, the terms set forth in this Agreement shall prevail. If, and to the extent this Agreement incorporates by reference any provision of any document, such provision shall be deemed a part of this Agreement. Nevertheless, if there is any conflict among the terms and conditions of this Agreement and those of any such provision or provisions so incorporated by reference, this Agreement shall govern over the document referenced.

6.16. Costs. Each party shall bear its own costs and fees incurred in the preparation and negotiation of this Agreement and in the performance of its obligations hereunder except as expressly provided herein.

6.17. Binding Effect. This Agreement binds and benefits the parties and their respective permitted successors and assigns.

6.18. No Third Party Beneficiary Rights. This Agreement is entered into for the sole benefit of City and Contractor and no other parties are intended to be direct or incidental beneficiaries of this Agreement and no third party shall have any right in, under or to this

Agreement.

6.19. Headings. Headings contained in this Agreement are included solely for convenience and are not intended to modify, explain or to be a full or accurate description of the content thereof and shall not in any way affect the meaning or interpretation of this Agreement.

6.20. Construction. The parties have participated jointly in the negotiation and drafting of this Agreement and have had an adequate opportunity to review each and every provision of the Agreement and submit the same to counsel or other consultants for review and comment. In the event an ambiguity or question of intent or interpretation arises with respect to this Agreement, this Agreement shall be construed as if drafted jointly by the parties and in accordance with its fair meaning. There shall be no presumption or burden of proof favoring or disfavoring any party by virtue of the authorship of any of the provisions of this Agreement.

6.21. Amendments. Only a writing executed by the parties hereto or their respective successors and assigns may amend this Agreement.

6.22. Waiver. The delay or failure of either party at any time to require performance or compliance by the other of any of its obligations or agreements shall in no way be deemed a waiver of those rights to require such performance or compliance. No waiver of any provision of this Agreement shall be effective unless in writing and signed by a duly authorized representative of the party against whom enforcement of a waiver is sought. The waiver of any right or remedy in respect to any occurrence or event shall not be deemed a waiver of any right or remedy in respect to any other occurrence or event, nor shall any waiver constitute a continuing waiver.

6.23. Severability. If any provision of this Agreement is determined by a court of competent jurisdiction to be unenforceable in any circumstance, such determination shall not affect the validity or enforceability of the remaining terms and provisions hereof or of the offending provision in any other circumstance. Notwithstanding the foregoing, if the value of this Agreement, based upon the substantial benefit of the bargain for any party, is materially impaired, which determination made by the presiding court or arbitrator of competent jurisdiction shall be binding, then both parties agree to substitute such provision(s) through good faith negotiations.

6.24. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original. All counterparts shall be construed together and shall constitute one agreement.

6.25. Corporate Authority. The persons executing this Agreement on behalf of the parties hereto warrant that they are duly authorized to execute this Agreement on behalf of said parties and that by doing so the parties hereto are formally bound to the provisions of this Agreement.

[Signature page follows.]

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by and through their respective authorized officers, as of the date first above written.

CONTRACTOR

Signature

Date: _____

[Name and Title]

CITY OF COSTA MESA

Cecilia Gallardo-Daly
City Manager

Date: _____

ATTEST:

Brenda Green
City Clerk

APPROVED AS TO FORM:

Kimberly Hall Barlow
City Attorney

Date: _____

APPROVED AS TO INSURANCE:

Ruth Wang
Risk Management

Date: _____

APPROVED AS TO CONTENT:

Daniel Jojola
Project Manager

Date: _____

DEPARTMENTAL APPROVAL:

Raja Sethuraman
Public Works Director

Date: _____

APPROVED AS TO PURCHASING:

Finance Director

Date: _____

EXHIBIT A

REQUEST FOR PROPOSALS



REQUEST FOR PROPOSAL

FOR

JANITORIAL SERVICES FOR CITY FACILITIES

RFP NO. 26-13



PUBLIC WORKS DEPARTMENT

CITY OF COSTA MESA

Released on

February 10, 2026

REQUEST FOR PROPOSAL FOR JANITORIAL SERVICES FOR CITY FACILITIES

The City of Costa Mesa (hereinafter referred to as the “City”) is requesting Proposals from qualified public entity or private firm, to provide and complete professional janitorial services for city facilities. The awarded Contractor, (hereinafter referred to as “Contractor”) shall be in accordance with the Sample Maintenance Services Agreement, **Appendix C** terms, conditions, and scope of work. Prior to submitting a Proposal, Proposers are advised to carefully read the instructions below, including the Sample Maintenance Services Agreement and any solicitation appendix/exhibits. The term is expected to be for 2 years with 3 one-year renewal options. The City reserves the right to award one or more contracts for this service.

I. GENERAL INFORMATION

The City of Costa Mesa is a general law city, which operates under the council/manager form of government with an annual General Fund budget of over \$186.8 million and a total budget of \$224 million for Fiscal Year 2025-2026.

The City of Costa Mesa, incorporated in 1953, has an estimated population of 115,000 and has an area of 16.8 square miles. It is in the northern coastal area of Orange County, California, and is bordered by the Cities of Santa Ana, Newport Beach, Huntington Beach, Fountain Valley, and Irvine.

The City is a “full-service city” providing a wide range of services. These services include police and fire protection; animal control; emergency medical aid; building safety regulation and inspection; street lighting; land use planning and zoning; housing and community development; maintenance and improvement of streets and related structures; traffic safety maintenance and improvement; and full range of recreational and cultural programs.

The City of Costa Mesa is home to the Segerstrom Center for the Arts, Orange County Fairgrounds, South Coast Repertory Theater and the South Coast Plaza Shopping Center, which is the single largest commercial activity center in the City. The volume of sales generated by South Coast Plaza secures its place as the highest volume regional shopping center in the nation.

The successful Proposer shall have experience in similar types of services. All Proposers responding to this Request for Proposal (RFP) will be evaluated based on their expertise, prior experience on similar projects, demonstrated competence, ability to meet the requested services, adequate staffing, reference check, understanding of services, cost and responsiveness to the needs and concerns of the City of Costa Mesa.

1. **Important Notice:** The City has attempted to provide all information available. It is the responsibility of each Proposer to review, evaluate, and, where necessary, request any clarification prior to submission of a Proposal. **Proposers are not to contact other City personnel with any questions or clarifications concerning this Request for Proposal (RFP).** Any City response relevant to this RFP other than through or approved by City’s Purchasing Department is unauthorized and will be considered invalid.

If clarification or interpretation of this solicitation is considered necessary by City, a written addendum shall be issued, and the information will be posted on PlanetBids. Any interpretation of, or correction to, this solicitation will be made only by addendum issued by the City's Purchasing Department. It is the responsibility of each Proposer to periodically check PlanetBids website to ensure that it has received and reviewed all addenda to this solicitation. The city will not be responsible for any other explanations, corrections to, or interpretations of the documents, including any oral information.

2. **Schedule of Events:** This Request for Proposal shall be governed by the following schedule:

Release of RFP	February 10, 2026
Mandatory Job Walk	February 18, 2026, at 10:00 a.m.
Deadline for Written Questions	February 25, 2026, at 11:00 a.m.
Responses to Questions Posted	March 4, 2026
Proposals are Due	March 11, 2026, by 2:00 p.m.

****All dates are subject to change at the discretion of the City.**

Mandatory Job Walk will be held on **February 18, 2026, at 10:00 a.m. beginning at City Hall.** The site inspections will allow the contractor to become familiar with all conditions that may affect the performance and cost of the contract. Proposers should be familiar with the proposal prior to attending the informational meeting and the job walk. Each attendee will be responsible for getting to each of the offsite facilities during the walkthrough.

The informational meeting and inspection of the facilities are **mandatory**. Any proposals received from contractors who did not attend job walk, will be deemed nonresponsive to the RFP. All prospective contractors will be required to sign in prior to the meeting and at the conclusion of the site visits.

3. **Proposer's Minimum Requirements:** Interested and qualified Proposers that can demonstrate their ability to successfully provide the required services outlined in **Appendix A – Scope of Work**, of this RFP are invited to submit a proposal, provided they meet the following requirements. All requirements must be met at the time of the proposal due date. **If these requirements are not met, the proposal may not receive further consideration, as determined at the sole discretion of the City.**

- a. The Proposer must have similar facility experience and be qualified in performing the services described in this RFP and must provide evidence of current licensing and permits applicable to these services as required by local, State, and federal regulations.
- b. Proposals will only be accepted from contractors that have service, administration, and warehouse facilities located within 50 miles from the City of Costa Mesa to provide local service support. The City shall be assigned company representatives who can be reached during normal working hours and who are authorized to discuss matters and make decisions pertaining to the contract.
- c. The Proposer must disclose any pending or past claims, labor law violations, formal notices to cure, etc. within the last five (5) years. Failure to identify these may be grounds for rejection of proposal.

- d. The Proposer must be registered with the “DIR” Department of Industrial Relations.
- e. The Proposer will be required to abide by the prevailing wage laws as required by state law, **Appendix D**.

II. GENERAL INSTRUCTIONS AND PROVISIONS

1. **Proposal Format Guidelines:** Interested entities or contractors are to provide the City of Costa Mesa with a thorough Proposal using the following guidelines: Proposal should be typed and should contain no more than 25 typed pages using a 12-point font size, including cover letter, Index/Table of Contents, tables, charts, and graphic exhibits, but excluding resumes of key people and pricing forms. Each Proposal will adhere to the following order and content of sections. Proposal should be straightforward, concise and provide “layman” explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements, and on providing a complete and clear description of the offer. Proposals which appear unrealistic in terms of technical commitments, lack of technical competence or are indicative of failure to comprehend the complexity and risk of this contract may be rejected. The following Proposal sections are to be included in the Proposer’s response:

- **Cover Letter:** A cover letter, not to exceed two pages in length, should summarize key elements of the Proposal. An individual authorized to bind the Contractor must sign the letter. Indicate the address and telephone number of the contractor’s office located nearest to Costa Mesa, California, and the office from which the project will be managed. And include proposed working relationship among the offering agency and subcontractors, if applicable.
- **Background and Project Summary Section:** The Background and Project Summary Section should describe your understanding of the City, the work to be done, and the objectives to be accomplished. Refer to **Scope of Work, Appendix A** of this RFP.
- **Project Approach and Methodology:** Provide a detailed description of the approach and methodology that will be used to fulfill each requirement listed in the Scope of Work of this RFP. The section should include:
 1. Describes familiarity of project and demonstrates understanding of work and project objectives moving forward.
 2. Detailed description of efforts your firm will undertake to achieve client satisfaction and to satisfy the requirements of the "Scope of Work" section.
 3. Detailed project schedule, identifying all tasks and deliverables to be performed, durations for each task, and overall time of completion.
 4. A proposed schedule indicating stages of work, time frames, and ability to perform the required services in a timely manner shall be included in the proposal

5. Proposers are encouraged to provide additional innovative and/or creative approaches for providing the service that will maximize efficient, safe, and cost-effective operations or increased performance capabilities.
- **Qualifications & Experience of the Firm:** Describe the qualifications and experience of the organization or entity performing services/projects within the past eight years that are similar in size and scope to demonstrate competence to perform these services. Information shall include:
 1. Submit a description of the organization's qualifications, experience and abilities that make it uniquely capable of providing the services specified in the Scope of Work.
 2. If the owner is a corporation please provide Name of corporation, corporate office street address, city, state, and zip code, state where incorporated, date of incorporation, first and last name of officers, local office address, city, state & zip, and the date local office opened its doors for business.
 3. If the owner is a partnership or joint venture, please provide Name of partnership or joint venture, principal office street address, city, state, and zip code, state of organization, date of organization, first and last name of general partner(s), local office address, city, state, and zip code, and date local office opened its doors for.
 4. Provide a list of current and previous contracts like the requirements for this project in Costa Mesa, including all public agencies served (if any). For each, provide a brief description of the scope of work performed, the length of time you have been providing services, and the name, title, and telephone number of the person who may be contacted regarding your organization's service record.
 - **Staffing:** Provide a list of individuals who will be working on this project and indicate the functions that each will perform and anticipated hours of service of each individual.' Include a resume for each designated individual.

Submit the primary contacts (and management hierarchy/organization chart) that will be available for all aspects of the work. Include contacts for customer service and senior management. Identify the management staff to be assigned to this project and their relevant experience and qualifications to janitorial services similar in nature. Provide the number of full-time employees and the number of part-time employees performing the Custodial/Janitorial services as of the date of submission of your response to this Request for Proposal.

Number of employees employed full time. When contacting your firm, contractor's personnel must be immediately available (answering machines or answering services are not acceptable). List the names, phone numbers, and e-mail addresses for the following:

- Assigned Supervisor (for proposed contract)
- Customer Service Representative for problems/questions
- Accounts Receivable Representative for problems/questions.

After the contract is signed, the City must approve replacement staff before a substitute person is assigned to start work. The City reserves the right to request that the proposer replace a staff person assigned to the contract should the City consider such a replacement to be for the good of the contract.

- **Financial Capacity:** The City is concerned about the proposers' financial capability to perform and therefore is requesting copies of audited financials from the past three years to allow an evaluation of firm's financial capabilities.
- **Cost Proposal:** Proposers are required to use **Appendix B, Cost Proposal** and shall submit in a separate file. Pricing instructions shall be clearly defined to ensure that proposed costs can be compared and evaluated. Proposals shall be valid for a minimum of 180 days following submission.
- **Disclosure:** Please disclose all past or current business and personal relationships with any current Costa Mesa elected official, appointed official, City employee, or family member of any current Costa Mesa elected official, appointed official, or City employee. **Any past or current business relationship may not disqualify the firm from consideration.**
- **Sample Maintenance Services Agreement:** The firm selected by the City will be required to execute a Maintenance Services Agreement with the City. A sample of the Agreement is enclosed as **Appendix C** but may be modified to suit the specific services and needs of the City. **If a Proposer has any exceptions or conditions to the Agreement, these must be submitted for consideration with the Proposal. Otherwise, the Proposer will be deemed to have accepted the form of Agreement.**
- **Checklist of Forms to Accompany Proposal:** As a convenience to Proposers, following is a list of the forms **Appendix E** included in this RFP, which should be included with Proposals:
 1. Vendor Application Form
 2. Company Profile & References
 3. Ex Parte Communications Certificate
 4. Disclosure of Government Positions
 5. Disqualifications Questionnaire
 6. Bidder/Applicant/Contractor Campaign Contribution

2. Process for Submitting Proposals:

- **Content of Proposal:** The Proposal must be submitted using the format as indicated in the Proposal format guidelines.
- **Preparation of Proposal:** Each Proposal shall be prepared simply and economically, avoiding the use of elaborate promotional material beyond those sufficient to provide a complete, accurate and reliable presentation.
- **Cost for Preparing Proposal:** The cost for developing the Proposal is the sole responsibility of the Proposer. All Proposals submitted become the property of the City.

Cost proposal shall be submitted in a **separate** file. The cost proposal is confidential and will be unsealed after all proposals have been reviewed, and the most qualified consultant has been selected. Proposals shall be valid for a minimum of 180 days following submission.

- **Forms to Accompany Proposal:** **Appendix E** forms shall be attached at the end of the Proposal except for the Cost Proposal which shall be submitted in a separate file.
- **Number of Proposals:** Submit one (1) PDF file format copy of your proposal in sufficient detail for thorough evaluation and comparative analysis.
- **Submission of Proposals:** Complete written Proposals must be submitted electronically in PDF file format via the planetbids.com website not later than **2:00 p.m. (P.S.T) on March 11, 2026**. Proposals will not be accepted after this deadline. Proposals received after the scheduled closing time will not be accepted. It shall be the sole responsibility of the Proposer to see that the proposal is received in proper time. Faxed or e-mailed Proposals will not be accepted. **NO EXCEPTIONS.**
- **Inquiries:** Questions about this RFP must be posted in the Q & A tab on Planetbids no later than **February 25, 2026, at 11:00 A.M.** The City reserves the right not to answer all questions.

The City reserves the right to amend or supplement this RFP prior to the Proposal due date. All addendum(s), responses to questions received, and additional information will be posted on Planetbids.

From the date that this RFP is issued until a firm or entity is selected and the selection is announced, firms or public entities are not allowed to communicate outside the process set forth in this RFP with any City employee other than the contracting officer listed above regarding this RFP. The City reserves the right to reject any Proposal for violation of this provision. No questions other than posted on Planetbids will be accepted, and no response other than written will be binding upon the City.

- **Conditions for Proposal Acceptance:** This RFP does not commit to the City to award a contract or to pay any costs incurred for any services. The City, at its sole discretion, reserves the right to accept or reject any or all Proposals received because of this RFP, to negotiate with any qualified source(s), or to cancel this RFP in part or in its entirety. The City may waive any irregularity in any Proposal. All Proposals will become the property of the City of Costa Mesa, USA. If any proprietary information is contained in the Proposal, it should be clearly identified.
- **Insurance & W-9 Requirements:** Upon recommendation of contract award, Contractor will be required to submit the following documents with ten (10) days of City notification, unless otherwise specified in the solicitation:
 - **Insurance** - City requires that licensees, lessees, and vendors have an approved Certificate of Insurance (not a declaration or policy) or proof of legal self-insurance on file with the City for the issuance of a permit or contract. Within ten (10) consecutive calendar days of award of contract, successful Proposer must furnish

the City with the Certificates of Insurance proving coverage as specified in the sample contract.

- **W-9** – Current signed form W-9 (Taxpayer Identification Number & Certification) which includes Contractor's legal business name(s).

3. Evaluation Criteria: The City's evaluation and selection process will be conducted in accordance with Chapter V, Article 2 of the City's Municipal Code (Code). In accordance with the Code, the responsive responsible proposer shall be determined based on evaluation of qualitative factors. At all times during the evaluation process, the following criteria will be used. Sub-criteria are not necessarily listed in order of importance. Additional sub-criteria that logically fit within a particular evaluation criterion may also be considered even if not specified below.

1. Project of Approach & Methodology ----- 35%

2. Qualifications & Experience of Firm ----- 30%

3. Staffing ---- 30%

4. Cost Proposal ----- 5%

4. Evaluation of Proposals and Selection Process: In accordance with its Municipal Code, the City will adhere to the following procedures in evaluating Proposals. An Evaluation Committee, which may include members of the City's staff and possibly one or more outside experts, will screen and review all Proposals according to the weighted criteria set forth above. While price is one basic factor for award, it is not the sole consideration.

A. Responsiveness Screening: Proposals will first be screened to ensure responsiveness to the RFP. The City may reject as non-responsive any Proposal that does not include the documents required to be submitted by this RFP. At any time during the evaluation process, the City reserves the right to request clarifications or additional information from any or all Proposers regarding their Proposals.

B. Initial Proposal Review: The Committee will initially review and score all responsive written Proposals based upon the Evaluation Criteria set forth above. The Committee may also contact the Proposer's references. Proposals that receive the highest evaluation scores may be invited to the next stage of the evaluation process. The City may reject any Proposal in which a Proposer's approach or qualifications are not considered acceptable by the City. An unacceptable Proposal is one that would have to be substantially rewritten to make it acceptable. The City may conclude the evaluation process at this point and recommend award to the highest ranked consultant or proceed to interview the highest ranked consultants.

C. Interviews, Presentation, Reference Checks, Revised Proposals, Discussions: Following the initial screening and review of Proposals, the Proposers included in this stage of the evaluation process may be invited to participate in an oral interview and make a presentation. Interviews/presentations, if held, are tentatively scheduled for **the week of April 6th** and will be conducted at City of Costa Mesa City Hall, 77 Fair

Drive, Costa Mesa, CA 92626 or virtually at the discretion of the City. The dates are subject to change. The individual(s) from the Proposer's organization that will be directly responsible for carrying out the contract, if awarded, should be present at the oral interview/presentation. The oral interview may, but is not required to, use a written question/answer format for the purpose of clarifying the intent of any portions of the Proposal.

In addition to conducting an oral interview, the City may during this stage of the evaluation process also contact and evaluate the Proposer's references, contact any Proposer to clarify any response or request revised or additional information, contact any current users of a Proposer's services, solicit information from any available source concerning any aspect of a Proposal, and seek and review any other information deemed pertinent to the evaluation process.

Following the conclusion of this stage of the evaluation process, the Committee will again rank all Proposers according to the evaluation criteria set forth above. The Committee may conclude the evaluation process at this point and make a recommendation for the award. Once the highest ranked consultant is identified, the City will open the Cost Proposal and enter negotiations.

Recommendation for the award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Proposers unless an agreement is reached. If contract negotiations cannot be concluded successfully within a time determined by the City, the City may terminate negotiations and commence negotiations with the next highest scoring Proposer or withdraw the RFP.

5. Protests: Failure to comply with the rules set forth herein may result in rejection of the protest. Any proposals accepted pursuant to the formal procurement procedure set forth in the Proposal procedure may be appealed in accordance with the following procedure:

- The Proposer shall file the written notice of appeal with the Purchasing Officer at least ten (10) working days prior to proposal award date specified in the notice of recommendation to award.
- The written notice of appeal must include specifics as to the nature of the appeal.
- The Proposer must provide any and all documentation to support the appeal.
- The purchasing officer will respond in writing to the Proposer within five (5) working days.
- In the event the appeal is denied by the purchasing officer, the Proposer may appeal the purchasing officer's ruling to the City Council at the next available council meeting.

6. Accuracy of Proposals: Proposers shall take all responsibility for any errors or omissions in their Proposals. Any discrepancies in numbers or calculations shall be interpreted to reflect the cost to the City.

If prior to the contract award, a Proposer discovers a mistake in their Proposal which renders the Proposal unwilling to perform under any resulting contract, the Proposer must immediately

notify the facilitator and request to withdraw the Proposal. It shall be solely within the City's discretion as to whether withdrawal will be permitted. If the solicitation contemplated evaluation and award of "all or none" of the items, then any withdrawal must be for the entire Proposal. If the solicitation provided for evaluation and award on a line item or combination of items basis, the City may consider permitting withdrawal of specific line item(s) or combination of items.

7. Responsibility of Proposers: The City shall not be liable for any expenses incurred by potential Contractors in the preparation or submission of their Proposals. Pre-contractual expenses are not to be included in the Contractor's Pricing Sheet. Pre-contractual expenses are defined as, including but not limited to, expenses incurred by Proposer in:

- Preparing Proposal in response to this RFP.
- Submitting that Proposal to the City.
- Negotiating with the City any matter related to the Proposal; and,
- Any other expenses incurred by the Proposer prior to the date of the award and execution, if any, of the contract.

8. Confidentiality: The California Public Records Act (Cal. Govt. Code Sections 6250 et seq.) mandates public access to government records. Therefore, unless information is exempt from disclosure by law, the content of any request for explanation, exception, or substitution, response to this RFP, protest, or any other written communication between the City and Proposer, shall be available to the public. The City intends to release all public portions of the Proposals following the evaluation process at such a recommendation made to the City Council.

If the Proposer believes any communication contains trade secrets or other proprietary information that the Proposer believes would cause substantial injury to the Proposer's competitive position if disclosed, the Proposer shall request that the City withhold from disclosure the proprietary information by marking each page containing such proprietary information as confidential. Proposer may not designate its entire Proposal as confidential nor designate its Price Proposal as confidential.

Submission of a Proposal shall indicate that, if Proposer requests that the City withhold from disclosure information identified as confidential, and the City complies with the Proposer's request, Proposer shall assume all responsibility for any challenges resulting from the non-disclosure, indemnify and hold harmless the City from and against all damages (including but not limited to attorney's fees and costs that may be awarded to the party requesting the Proposer information), and pay any and all costs and expenses related to the withholding of Proposer information. Proposer shall not make a claim, sue, or maintain any legal action against the City or its directors, officers, employees, or agents concerning the disclosure, or withholding from disclosure, of any Proposer information. If Proposer does not request that the City withhold from disclosure information identified as confidential, the City shall have no obligation to withhold the information from disclosure and may release the information sought without any liability to the City.

9. Ex Parte Communications: Proposers and Proposers' representatives should not communicate with the City Council members about this RFP. In addition, Proposers and Proposers' representatives should not communicate outside the procedures set forth in this RFP with an officer, employee, or agent of the City, including any member of the evaluation panel, except for the RFP Facilitator, regarding this RFP until after Contract Award. Proposers and their

representatives are not prohibited, however, from making oral statements or presentations in public to one or more representatives of the City during a public meeting.

A "Proposer" or "Proposer's representative" includes all the Proposer's employees, officers, directors, consultants and agents, any subcontractors or suppliers listed in the Proposer's Proposal, and any individual or entity who has been requested by the Proposer to contact the City on the Proposer's behalf. Proposers shall include the Ex Parte Communications Form, **Appendix C** with their Proposals certifying that they have not had or directed prohibited communications as described in this section.

10. Conflict of Interest: The Proposer warrants and represents that it presently has no interest and agrees that it will not acquire any interest which would present a conflict of interest under California Government Code Sections 1090 et seq., or Sections 87100 et seq., during the performance of services under any Agreement awarded. The Proposer further covenants that it will not knowingly employ any person having such an interest in the performance of any Agreement awarded. Violation of this provision may result in any Agreement awarded being deemed void and unenforceable.

11. Disclosure of Governmental Position: In order to analyze possible conflicts that might prevent a Proposer from acting on behalf of the City, the City requires that all Proposers disclose in their Proposals any positions that they hold as directors, officers, or employees of any governmental entity. Additional disclosure may be required prior to contract award or during the term of the contract. Each Proposer shall disclose whether any owner or employee of the firm currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months using the attached Disclosure of Government Positions Form, **Appendix E**.

12. Conditions to Agreement: The selected Proposer will execute a Maintenance Services Agreement for Services with the City describing the Scope of Work to be performed, the schedule for completion of the services, compensation, and other pertinent provisions. The contract shall follow the sample form of Agreement provided as **Appendix C** to this RFP.

All Proposers are directed to particularly review the indemnification and insurance requirements set forth in the sample Agreement. **The terms of the agreement, including insurance requirements, have been mandated by the City and can be modified only if extraordinary circumstances exist.**

Submittal of a Proposal shall be deemed acceptance of all the terms set forth in this RFP and the sample agreement for services unless the Proposer includes with its Proposal, in writing, any conditions or exceptions requested by the Proposer to the proposed Agreement.

13. Disqualification Questionnaire: Proposers shall complete and submit, under penalty of perjury, a standard form of questionnaire inquiring whether a Proposer, any officer of a proposer, or any employee of a Proposer who has a proprietary interest in the Proposer, has **ever** been disqualified, removed, or otherwise prevented from proposing on, or completing a federal, state, or local government project because of a violation of law or safety regulation and if so, to explain the circumstances. A Proposal may be rejected on the basis of a Proposer, any officer or

employee of such Proposer, having been disqualified, removed, or otherwise prevented from proposing on, or completing a federal, state, or local project because of a violation of law or a safety regulation, **Appendix E**.

14. Standard Terms and Conditions: The City reserves the right to amend or supplement this RFP prior to the Proposal due date. All addendum(s) and additional information will be posted via PlanetBids. Proposers should check this web page daily for new information.

APPENDIX A
SCOPE OF WORK
FOR
JANITORIAL SERVICES FOR CITY FACILITIES

The purpose of this specification is to define the janitorial services requirements for various facilities owned and operated by the City of Costa Mesa that are included in this contract. The objectives of the City are to secure a timely, consistent, and cost-effective janitorial contract from one contractor, to ensure Clean and disinfect and safe office facilities for employees and customers doing business with the City. The work covered in this specification includes furnishing all labor, equipment, some supplies and supervision necessary for complete janitorial service. It shall be understood that in addition to these services, all tasks incidental to clean and disinfecting functions not specifically listed but normally included in general janitorial practices will be provided. The City will consider innovative solutions and alternatives that will best accomplish the desired outcome.

GENERAL REQUIREMENTS/PROVISIONS

The Janitorial Services contractor is responsible for the cleaning and disinfecting and sanitation of the building. The description of each service area is to be used as a guideline for the Janitorial Services contractor. The description does not attempt to describe every detail or feature of the facility that is to be maintained by the Custodial/Janitorial Services contractor.

The intent of this specification is to define the janitorial services requirements for various facilities owned and operated by the City of Costa Mesa included in this contract. **In Exhibit I, Job Specifications for each facility both the task descriptions and the number of days per year that each task is to be performed are itemized.** From that information and a mandatory job walk/inspection of each facility except Police and Communications facilities, the potential contractor is required to provide the Monthly Labor Hours and cost per task, per facility, with a total for each to be entered on the appropriate line at the end of the page. The proposer will then provide a grand total for all Monthly Labor Hours and costs for all facilities combined on the Pricing Recap Sheet for All Sites. All measurements provided are approximate and should be confirmed by the Proposer.

Notwithstanding any other provisions of this proposal, the Custodial/Janitorial Services contractor warrants that the services, equipment, and supplies furnished shall be of the best quality as specified in this RFP. Such warranties shall include performance, workmanship, labor, and materials.

Contractor is to be aware of the California Labor Code Section 1060 - 1065, regarding

displaced janitors. It is the Contractor's responsibility to review this legislation and be familiarized with its content.

Subcontracting: No portion of the work covered by these specifications can be subcontracted or assigned without prior approval of the City. Requests to subcontract all or any portion of services required by this contract will be submitted to the City's Facilities & Maintenance Supervisor, or his/her designee, at least thirty (30) days in advance of the proposed effective date of the subcontract. Contractor shall include in this written request a detailed description of how the Contractor plans to oversee the services performed by the proposed subcontractor. Contractor shall be responsible for services provided by any subcontractor as if Contractor were providing the services with its own organization.

PERFORMANCE STANDARDS

The contract specifications define the minimum level of service and frequency deemed acceptable. It is intended that the Contractor will schedule his/her operations to meet or exceed these requirements. It is further intended that the Contractor shall put forth a level of effort to provide a thorough clean and disinfecting of the facilities, not merely a surface clean and disinfecting. Some examples include but are not limited to: floors shall be waxed and buffed for a gloss shine, carpeted floors shall be completely and thoroughly vacuumed, windows shall be clean and disinfected to where all film, smudges, and streaks are removed, and the restroom facilities clean and disinfected and polished to approach the sanitary levels of a hospital.

- A. It is the objective of the City to obtain full clean and disinfecting performance in accordance with the terms of the specifications and at the quality standards of work set forth in this contract. To this end, the City is contracting for the complete performance of each clean and disinfecting job as specified in this contract. Therefore, deductions (Liquidated Damages) for tasks not completed or not satisfactorily completed shall be made in accordance with the schedule detailed herein.
- B. The City's Building Maintenance Supervisor or designee shall contact the Contractor by telephone, fax, or email to notify them of performance issues. The City's Facilities Manager shall also notify the Contractor of written complaint(s) received from building occupants.
- C. The City's Building Maintenance Supervisor or designee shall maintain a file of incoming complaints whether they be written, oral, or by telephone. This file shall contain the date, time, building, name of the person making the complaint, phone number and time the Contractor was notified, or a copy of the notification letter and fax record.
- D. Major problems require immediate attention and shall be responded to and corrected within two (2) hours. Examples of major problems include, but are

NOT limited to: toilets not clean and disinfected, not stocking sufficient paper products in large areas, offices not clean and disinfected, or trash not removed, etc. The City's Facilities Manager or designee shall have authority to classify a complaint as major or minor.

- E. Minor problems require correction during the next day's normal clean and disinfect up, however a continuing record of minor complaints shall result in a deduction. Examples of minor problems include, but are not limited to: a trash can not emptied, a small area not vacuumed, toilet paper in one stall out, etc.

Failure by the Contractor to respond to specific complaints as stated above, as well as preventing continuing occurrences of such complaints, may result in deductions of invoiced payments or termination of this contract agreement.

- F. Proof of performance and adherence to specifications shall be upon the Contractor. Support such as test results, technical data, or other pertinent information shall be supplied by the Contractor at no cost to the City. The City shall be the sole judge as to the adequacy of supporting documentation.
- G. Failure to clean and disinfect an entire building or site shall result in a separate deduction for nonperformance. In the event the contractor doesn't complete all the required nightly, weekly or monthly services as scheduled and outlined in the specifications, the Contractor will be required to make corrections of all discrepancies at a mutually agreed upon schedule. After three (3) occurrences of nonperformance within a 12-month period, the City, at its discretion, may begin default proceedings. The Contractor, to handle an instance of nonperformance, shall send personnel to the missed site within two hours of notification of an event of nonperformance for immediate servicing of that location. However, this shall not relieve the Contractor of being charged the deductions or this counting towards the three occurrences. If the Contractor does not respond in two hours, the City's Facilities Manager may exercise the City's right to terminate for default.
- H. Failure of the Contractor to appear on any scheduled workday without the advance approval of the Facilities Manager, or his designee, shall result in the deduction of the total daily cost for that location.
- I. Contractor billing shall be done on a timely basis. The successful proposer shall submit monthly invoices for work completed in the previous month.

Expectation: The contractor shall render the City facilities Clean and disinfect, defined as" free of dirt, pure, spotless, sanitary, sterile, and uncontaminated". This

includes timely removal of trash, dirt, dust, cobwebs, and other waste.

Frequency: Janitorial services shall be provided five (5) days per week in the evening (Monday through Friday) excluding City-recognized holidays. The work schedule for completing daily services requirements is defined in the Janitorial Specifications for each location. The task and frequency schedule indicates the minimum acceptable clean and disinfecting frequencies. The contractor shall in no way interfere with the normal work of City employees.

Holidays: The following ten (11) days are City holidays on which Contractor may need to provide service. All City facilities are dynamic due to their programmed use; and some locations will require service on holidays, and others will not. Maintenance Services will provide a schedule of which building will require holiday service.

New Year's Day	Labor Day
Martin Luther King's	Veteran's Day
Day President's	Thanksgiving Day
Birthday Memorial	Day after Thanksgiving
Day	Christmas Day
Independence Day	
Juneteenth	

NOTE: It is expected that the awarded contractor shall make he/she aware of current meeting schedules, holidays and other work routines within the facility and conduct his/her work in such a manner as to cause no interference with the execution of city business.

Changes: Changes in the areas serviced and/or specifications may be necessary during the term of this contract. Changes in the contract requirements and corresponding changes in compensation may be implemented upon mutual agreement of the City and the Contractor. All such changes will be processed through the purchasing department. The City reserves the right to add or delete services at any time with 30 days written notice to vendor. If services are requested, the vendor is required to provide a cost estimate detailing them as an attachment to the bid along with prices, where applicable, which may be offered as an addendum for the term of this contract agreement.

Deficient Performance: City reserves the right to deduct from the payments due or to become due to the Contractor for deficient

performance. The amount of such deductions will be based on the value and extent of the unsatisfactory work. A copy of the City inspection record for the facility, with associated deduction calculation will be furnished to the Contractor prior to a deduction being made. All work determined by the Maintenance Services Manager to be defective or deficient in any of the requirements shall be remedied by the Contractor at the Contractor's expense and in a manner acceptable to the City of Costa Mesa.

The contractor shall be responsible for, but not limited to, the following:

- 1) adherence to schedules
- 2) maintenance or replacement of clean and disinfecting equipment
- 3) notifying City of any personnel changes
- 4) training of new personnel

A. Supervisors

The Contractor shall provide qualified English-speaking supervision in all areas of operations. The supervision shall work with City of Costa Mesa personnel in planning and scheduling work for completion of tasks. The Contractor shall furnish only employees who are authorized, competent and skilled for work under this contract.

The Contractor shall designate in writing to the City's Facilities Manager, the name of the person assigned as the Contractor's Project Manager with full authority to administer the terms of this contract. The Contractor's Project Manager shall have the capability to receive complaints by telephone, pager, or e-mail to facilitate timely corrective actions. An answering service or answering machine shall NOT be an acceptable means of contact for the Contractor's Project Manager. This representative shall be available Monday through Friday 7:30 a.m. through 5:00 p.m. The Contractor's Project Manager shall be the contract supervisor. Two working supervisors are required during all shifts. The working supervisors shall verify the cleanliness of facilities prior to releasing Contractor personnel each day.

The Contractor shall always have two (2) competent working supervisors on the job when custodial services are being performed. Supervisors shall be thoroughly familiar with the content of the bid specifications and intent of the complete agreement. Any violation by the Contractor's personnel of these requirements, or others established by the City, shall result in the removal of the employee from this contract. Termination of this contract may result, at the discretion of the Facilities Manager, for repeated non-compliance of these requirements.

Contractor shall meet in conference with the City's Facilities Manager or designee at a time to be agreed upon for administration of work, including review of inspection reports if requested. (City staff will be responsible for completing weekly inspection reports on

all facilities). At a minimum, inspection reports for the previous one-month period shall be reviewed by the City's Facilities Manager or designee and the Contractor's Project Manager at the first meeting of the following month.

A. Personnel

Personnel employed by the Contractor shall be competent, trustworthy and properly trained for the work requirements. The Contractor and employees shall be required to comply with all applicable regulations of the City, as directed, and full cooperation shall be expected and required at all times. Contractor shall notify the Facilities Manager immediately in writing of all changes on contract personnel by submitting name and address of employee and effective date of employment or termination. When in the opinion of the City, an employee does not constitute a satisfactory security risk, his/her employment on the contract will be denied.

1. **Background Check:** The Contractor's employees who will work in buildings owned by the City of Costa Mesa shall be required to be cleared through the City of Costa Mesa Police Department Criminal Investigation procedure prior to employment. The cost of this background check will be the responsibility of the Contractor. Upon receipt of notice of award from City of Costa Mesa Purchasing Supervisor, the Contractor must supply personnel information within ten (10) working days.
2. **Health:** All personnel shall be in good health and free of contagious diseases. Contractor shall not allow any person(s) under the influence of alcohol or thugs on the premises or in the building. Neither shall the Contractor allow the use or presence of alcohol or drugs on the premises or in the building.
3. **Identification and Uniforms:** All personnel shall wear uniforms, furnished by the Contractor, at all times during the performance of this work. The Contractor's work force shall be neat and clean and disinfect in appearance and shall wear a uniform with the Contractor's name and/or logo permanently affixed to it. Uniforms shall consist of shirt and full-length pants and be mutually agreed to by the Contractor and City. Uniforms will at all times be Clean and disinfect and neat in appearance. Closed-toe and heeled shoes shall be worn for proper safety during tasks being performed. Employees shall wear an identification badge with the employee's picture, name and company name on the face of the badge. The badge must be worn in plain sight, above the waist at all times while the employee is on City property. This requirement includes all remote locations. The Contractor's employees are required to provide proper identification when requested by City or security personnel. Any employee that does not comply with this requirement shall be required to leave City facilities. There is no exception to this requirement, which is to ensure only authorized Contractor employees are in City facilities.

4. **Conduct:** No person(s) shall be employed for this work that is found to be incompetent, disorderly, and troublesome, under the influence of alcohol or drugs, which fails or otherwise refuses to perform the work properly and acceptably or is otherwise objectionable. Any person found to be objectionable shall be discharged immediately and not reemployed on this work.
5. **Supervision:** Contractor shall provide a supervisor or foreman who shall be present at all times during contract operations, and who shall be responsible for both conduct and workmanship. The said supervisor or foreman shall be able to communicate effectively in both written and oral English.
6. **Training:** Contractor shall have an ongoing training program for all staff. Contractor shall provide only personnel that have been fully trained for performance of this work. Supervisors shall have been trained in supervision as well as technical training in janitorial services.
7. **Nondiscrimination:** The Contractor shall not engage in discrimination in employment of persons because of race, color, national origin, ancestry, sex, or religion of such persons. Violation of this provision may result in the imposition of penalties under the Labor Code Section 1735.

B. Employee List

The Contractor shall provide to the City's Facilities Manager or designee an accurate list of all personnel who have any relationship to work performed within the scope of this contract, prior to the employee starting work. List data shall indicate personnel by building(s) in which they are assigned to work, and must include full names, aliases, home addresses, home telephone numbers, copies of drivers' licenses and social security cards. Changes to the list shall be reported, in writing, to the City's Facilities Manager within one working day. Employees terminated by the Contractor shall be reported the same day to the City's Facilities Manager, unless it is after hours, then the next business morning shall be acceptable.

C. Removal of Staff

The City requires the Contractor to remove all Contractor personnel from City property who are deemed careless, incompetent, insubordinate, objectionable, or whose continued employment on the job is deemed to be contrary to public health, safety and welfare. If, in the opinion of the City, an employee of the Contractor is incompetent or disorderly, refuses to perform in accordance with the terms and conditions of the contract, threatens or uses abusive language while on City property, or is otherwise unsatisfactory, upon City request, the Contractor shall remove that employee from all work under this contract. It is the responsibility of the Contractor to provide the proper training for their employees.

D. Backup Staff

The Contractor shall provide sufficient backup staff to cover absenteeism or extend existing work force hours to compensate for absent staff. The backup staff shall adhere to the same background and security screenings as regular staff. The City reserves the right to request additional backup staff as deemed necessary.

E. Unauthorized Personnel

Employees of the Contractor shall not be assisted nor accompanied by any individual that is not an employee of the Contractor, while performing duties related to the contract. This includes friends, children and/or other relatives. Employees of the Contractor that violate this stipulation shall be deemed objectionable to the City and shall not be allowed to work in City facilities.

F. Prohibited Items

Contractor's employees shall be prohibited in the use or possession of the following items while working on City premises: guns, knives, other weapons, alcohol and/or controlled substances. Contractor's employees shall not be under the influence of alcohol or illegal drugs. Any employee violating this policy shall be removed immediately from City facilities and replaced with acceptable personnel.

G. City & Personal Property of City Personnel

The Contractor shall direct their employees against the unauthorized reading and disclosing of materials and documents available in the facilities of the City and against unauthorized use of City and personal property, such as: telephones, radios, copy machines, computers, terminals, fax machines, calculators, etc., which may be in any of the City facilities. The Contractor shall be responsible to see that Contractor's employees do not disturb papers on desks, tables, or cabinets, and do not open desk drawers or cabinets. Found item(s) shall be turned in at the end of each shift to the Contractor's supervisor. The supervisor shall return the item(s) to the City's Facilities Manager within twenty-four (24) hours.

H. Telephones shall not be used by the Contractor or its employees for personal or business reasons with the following exception(s): to report need of emergency medical aid, fire or need of law enforcement, (use **'9-911'**) and notification to the Costa Mesa Police Department of damage as required in this contract. Any calls to numbers other than those above will be considered a violation of this contract and grounds for immediate termination.

I. Hours of Work

The Contractor shall provide no less than the minimum number of estimated hours per evening as provided in the Contractor's proposal and subsequent contract award. Any amount less than this minimum per building may be deducted from the Contractor's

billing. The amount of deduction will be calculated on an hour-for-hour basis, utilizing the Contractor's hourly proposal amount (total dollars divided by total hours). The City shall be the sole judge of any performance discrepancies.

J. Care of Facilities

Contractor's employees shall regularly observe the general condition of all buildings and report problem areas to Contractor's supervisor or lead custodian. Contractor shall be responsible for knowledge of and use of all fire alarms and fire prevention equipment. In case of emergency, Contractor's employees shall notify the City's Communication Center by dialing 911 and shall then call or Maintenance Services Manager, or his designee, immediately. Contractor shall report all required non-emergency repairs by contacting the Maintenance Services Manager, or his designee.

1. **Security:** Contractor's personnel shall not be allowed in City facilities outside of normal business hours unless they are performing work for the Contractor. All Contractor personnel are required to provide proof of identity when requested to do so by City personnel. Keys shall not be left in the door locks. The Janitorial Services contractor shall be responsible for securing/locking the interior and exterior portions of the building during hours to be specified by the Maintenance Services Manager or his/her designee. All work spaces shall be locked and the lights turned off when clean and disinfecting in each area has been completed. Security lights (as directed) shall be turned on prior to leaving the facility. Keys required by the contractor will be furnished by the City to designated contractor employee and shall be returned to the City on demand. Electronic security system (where installed) shall be properly disarmed and armed each time after-hours access is made. All exit doors are to remain locked while the contractor is in the space. The contractor is not to block open occupant or exterior doors for any reason. The contractor is not to assist entry of anyone except contractor, employees or Police/Fire personnel. Close and lock any exterior windows. Contractor's personnel shall immediately report to their supervisor and City personnel, problems dealing with unauthorized or suspicious persons, conditions indicating theft, break-in or vandalism, and building system failures. The Contractor's employees shall report to emergency personnel situations such as: fire, smoke, unusual odors, broken pipes or floods, and take appropriate safety measures.
2. **Keys:** The Janitorial Services contractor shall be issued building keys, where applicable, for the performance of services as specified herein. Should a lost or stolen key jeopardize the security of the particular City facility, the contractor shall be solely responsible for all costs incurred by the City in re-keying the lock system. No keys shall be duplicated.
3. **Alarm System:** Where applicable, the contractor shall be charged a minimum of one hundred dollars (\$100.00) per call-out should contractor, while in the process of entering or leaving the facility, misuse the security alarm system.

4. **Damages:** The Janitorial Services Contractor will be responsible for all damages to the facility or contents caused by the Janitorial Services Contractor or their staff during the performance of their duties.
5. **Protection & Restoration:** The Contractor shall protect all furnishings and improvements from damage by its operations. All damage shall be repaired or replaced, at the option of the City, at the Contractor's expense within a reasonable time after notification of such damage. Repairs and/or replacements shall be equal to original in all aspects.
6. **Removal of items:** The Contractor's employees shall not remove any items from the job sites except that which has been specifically authorized by the City of Costa Mesa in writing.
7. **Energy Conservation:** Contractor shall instruct all employees performing work within the facility to utilize methods which will maximize energy conservation. This shall include the turning on of light fixtures ONLY IN THE AREAS where work is in progress and turning off all lights when work is completed.

K. Employee Training Program

The Contractor's employees shall be trained in the following areas, prior to being assigned to work under this contract:

1. Proper clean and disinfecting techniques required to perform the standards of the specifications, in accordance with this contract;
2. Specific location training. Please note that staff assigned to the jail will require additional training, both for police procedures and in clean and disinfecting techniques;
3. Contract specification clean and disinfecting requirements, including the use of Green Seal certified clean and disinfecting products and other methods (micro-fiber clothes, etc.) to reduce the use of chemicals. This training will be performed at each facility. Each employee shall be required to sign a copy of the specifications to acknowledge clean and disinfecting requirements;
4. All janitorial contract personnel are also required to receive all appropriate safety training in all aspects of custodial/housekeeping operations from the janitorial company. Records to substantiate these requirements must be made available to the City within twenty-four (24) hours of a request.

L. Safely Program

The Contractor shall submit to the City, a written safety program and also an Injury and Illness Protection Program (IIPP). This program shall include at a minimum, detailed training procedures in **the** following:

1. Safe work habits
2. Safe use of clean and disinfecting chemicals (right-to-know) Material Safety Data Sheets (MSDS)
3. Safe use of clean and disinfecting equipment
4. The use of equipment, signs, barriers, or other devices, to protect the building occupants or equipment
5. Proper handling of hazardous materials and biological waste (blood-borne pathogens)
6. Recognizing hazardous or other materials, which are not allowed for use in this contract

M. Safety Procedures

All Clean and disinfecting chemicals shall be stored in properly labeled containers at all times.

1. The Contractor shall provide a floor care procedure using products that meet American Society of Testing Materials (ASTM) and CSMA standards.
2. Any additional or replacement staff hired throughout the life of the contract shall also complete safety training prior to beginning work in the City facilities. Documentation of training completion shall be submitted to the City's Facilities Manager.

N. Tools & Equipment

The contractor shall furnish and maintain all equipment necessary for properly maintaining the City buildings. The contractor shall provide an equipment inventory list, identifying all equipment by age and condition to provide the services required by this contract. Contractor shall furnish and keep in good working order all necessary tools, equipment and supplies, including, but not limited to, carpet clean and disinfects, stripper and waxes, soaps, clean and disinfects, mops, brooms, buffers, ladders, hoses, HEPA vacuum all clean and disinfects, trash liners, clean and disinfecting rags, and all other clean and disinfecting equipment. The City of Costa Mesa reserves the right to inspect equipment to be used to perform this contract. Any equipment determined to be in poor condition must be replaced immediately, at the contractor's expense. Failure to provide suitable equipment for carrying out all requirements of this contract may be grounds for termination.

O. Materials & Supplies

All clean and disinfecting supplies, materials, and tools used in the performance of this contract shall be of good commercial quality, suitable for the purpose intended, and shall provide results necessary to provide the high standards of cleanliness and disinfection required under this contract. All Clean and disinfecting processes used shall meet high standards of safety and effectiveness for commercial applications in high traffic areas and shall not damage the facilities being Clean and disinfected. The City shall have the right to prohibit the use of any process, material, supply or tool which may damage City property, or which may be a risk to employees, the public, or others using City facilities.

The Janitorial Services contractor shall provide all other chemicals, supplies, and equipment. All Clean and disinfecting chemicals and other supplies used by the Janitorial Services contractor must be used in accordance with all federal, state, and local laws, comply with Material Safety Data Sheets (MSDS) standards and be used in conjunction with necessary safety equipment. MSDS must be on-site and available for all chemicals stored and used within a service area on the first day of the contract. The Contractor shall post copies of MSDS for all chemicals used in each custodial closet in compliance with OSHA Hazard Communication Standard 29 CFR 1910.1200. This shall include labeling the contents of all secondary type plastic bottles or containers. The City would prefer the use of "Green Seal" or other non-hazardous/biodegradable clean and disinfecting products in all of its buildings where possible.

The City will supply all toilet paper, paper towels, toilet seat covers, sanitary napkins and disposable bags, hand soap, and urinal screens to the Custodial/Janitorial Services contractor. All supplies remain property of the City and may only be used at the specified site. City shall also provide at its expense all utilities, including lights, power and water. Contractor shall stock and refill all restroom dispensers, as outlined in this section of the RFP document.

Janitorial closets located in City facilities will be assigned to the Contractor for storing supplies. The closets used by Contractor shall be kept Clean and disinfect and free of debris and odor at all times. All supplies and equipment stored in any City janitorial closet shall be stored in a neat and orderly manner and in such a way as to prevent injury to City staff, the public, or Contractor's employees. The Contractor will be required to sign out for City supply items. Usage of the City supply items will be closely monitored by the City Project Manager. Any unauthorized usage of City supply items by the Contractor will be grounds for immediate termination of the contract.

P. Clean and disinfecting Schedule

1. Clean and disinfecting shall not start earlier than thirty (30) minutes after the end of normal business hours as related to each facility (see specific information on hours for each location listed in. These times are subject to change under the direction of the City's Facilities Manager.
2. The Contractor shall provide the City's Facilities Manager a monthly schedule showing the estimated number of labor-hours, date to be accomplished, and task to be performed, to accomplish the contract requirements.
3. In the event an evening meeting is being conducted in a facility, the Contractor shall be responsible for proper clean and disinfecting of the used area, provided the meeting ends by 11:00 p.m. All clean and disinfecting shall be completed before the start of next normal business day.
4. The Contractor shall maintain a schedule for floor stripping, waxing, carpet clean and disinfecting and hot water extraction for all City facilities and provide to the City's Facilities Manager a copy of the monthly completed and scheduled work on the first workday of every month.
5. The Contractor shall maintain a schedule for quarterly interior and exterior window washing and provide to the City's Facilities Manager a copy of the scheduled work a minimum of 2 weeks in advance, and a copy of the quarterly completed work on the first workday following completion of work.

EXHIBIT 1

**JOB SPECIFICATIONS
FOR
JANITORIAL SERVICES FOR CITY FACILITIES**

The Janitorial Services contractor is responsible for the cleanliness and sanitation of the building. The description of each service area, below, is to be used as a guideline for the Janitorial Services contractor. The description does not attempt to describe every detail or feature of the facility that is to be maintained by the Janitorial Services contractor.

**CITY HALL SERVICE SCHEDULE: Monday - Friday, after 5:30 P.M.
(73,341 total square foot)**

CITY HALL Area: First Floor — 24,453 sq. ft.

Front Lobby, Two Elevators, Men's and Women's restroom, All workspaces within City Clerks area, Finance Department, Conference room 1A, Council Chambers, I.T. office area.
Excluding: Janitorial in - MIS server room; secured Vault areas in I.T. Treasury, Finance and City Clerk area; Mechanical Room and cleaning of desks. (Excluded 13,000 sq. ft.)

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Spot clean interior & exterior entranceway door glass, push plates and handles.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean & disinfect restrooms, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean mop splatter from all vertical surfaces.
- Dust all horizontal top surfaces using a synthetic duster or a treated dusting towel.
- Completely clean dust mop & polish bright work in elevators.
- Spot clean soiled walls and fixtures.
- Clean conference room tables. Place chairs neatly around table and room perimeter
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.
- Service, empty and clean exterior (at building entrances) trash receptacles.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Spot clean around wall switch plates, doors, doorframes and counters.

- Wipe down vinyl and leather furniture.
- Vacuum elevator tracks removing all debris, clean and polish exterior doors.
- Chemically treat all waterless urinals on Friday evenings with approved chemical.
- Surface clean carpets as needed.
- Clean and dust of Council Chamber Dias horizontal and vertical wood surfaces, podium and staff tables on Monday.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents & air deflectors.
- Dust, mop and spot clean Fire Stairs, railings and ledges.
- Machine scrub hard surface floors and apply finish, including elevators.
- Detail vacuum corners and edges.
- Clean accessible baseboards.
- Extra clean of council chambers exterior doors.

Quarterly Activities

- Clean all accessible carpet using hot water, high-pressure extraction system.
- Replace waterless urinal cartridges with approved replacement.
- Clean all 1st floor windows inside and out.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply approved floor finish.
- Clean fabric walls full height and hot water extract, using a high-pressure extraction system, ensuring no streaks are visible.

Annual Activities

- June - Clean all exterior windows and power wash exterior sunscreens (to be performed on weekend only).

CITY HALL Area: Second Floor, (9,303 total sq. ft.)

Lobby, Men's and Women's Restrooms, Break Room, Conference Room 2A, and all office workspaces. *Excluding: vault and plan storage areas (2ea), Mechanical Room and cleaning of desks. (Excluding 713 sq. ft.)*

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean & disinfect restroom, fixtures and bright work, restock dispensers,

refill soap as needed.

- Dust mop hard floors with a chemically (city-approved) treated dust mop.
- Spot mop stains and spills / clean mop splatter from all vertical surfaces.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled wall and fixture.
- Clean conference room tables. Place chairs neatly around table and room perimeter
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around all wall switch plates, doors, door frames and counters.
- Wipe down vinyl and leather furniture.
- Vacuum elevator tracks removing all debris, clean and polish exterior doors.
- Chemically treat all waterless urinals on Friday evenings with approved chemicals.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents and deflectors.
- Dust mop and spot clean Fire Escape Stairs, railings and ledges.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Clean and polish metal elevator threshold plates.
- Clean accessible baseboards.

Quarterly Activities

- Clean carpet using a high-pressure hot water extraction system.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply approved floor finish.
- Replace waterless urinal cartridges with approved replacements as needed.

Annual Activities

- June - Clean all exterior windows, power wash exterior sunscreens (to be performed on weekend only.)

CITY HALL Area: Third Floor, (9,303 total sq. ft.)

Lobby, Front Receptionist Area, Men's and Women's Restrooms, Break Room, all workspaces within Administrative Offices, Central Services, Recreation and Human Resources office spaces, Conference Room 3A and 3B. Excluding vault, Mechanical Room and cleaning of desks. (Excluding 379 sq. ft.)

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean & disinfect restroom, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled walls and fixtures.
- Clean conference room tables; arrange chairs neatly around table and room perimeter.
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around all wall switch plates, doors, door frames and counters.
- Wipe down vinyl and leather furniture.
- Vacuum elevator tracks removing all debris, clean and polish exterior doors.
- Chemically treat all waterless urinals on Friday evenings with approved chemicals.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents and deflectors.
- Dust, mop and clean Fire stairs, railings, and ledges.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Clean and polish metal elevator threshold plates.

- Clean accessible baseboards.

Quarterly Activities

- Clean carpet using a high-pressure hot water extraction system.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply floor finish.
- Replace waterless urinal cartridges with approved replacement as needed.

Annual Activities

- June - Clean all exterior windows, power wash exterior sunscreens (to be performed on weekend only).

CITY HALL Area: Fourth Floor, (9,303 total sq. ft.)

Lobby, Receptionist area, Men's and Women's Restrooms, Conference Room 4A, Break Room, and all workspaces within Administrative, Engineering, Project Administration, and Traffic Office workspace. Excluding: Vault area, Mechanical Room and cleaning of desks. (Excluding 496 sq. ft.)

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean & disinfect restroom, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled wall and fixtures.
- Clean conference room tables; arrange chairs neatly around table and room perimeter.
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around all wall switch plates, doors, door frames and counters.
- Wipe down vinyl and leather furniture.
- Vacuum elevator tracks removing all debris, clean and polish exterior doors.

- Chemically treat all waterless urinals on Friday evenings with approved chemicals.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents and deflectors.
- Dust, mop and spot clean Fire stairs, railings and ledges.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Clean and polish metal elevator threshold plates.
- Clean accessible baseboards.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction system.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply floor finish.
- Replace waterless urinal cartridges with approved replacement as needed.

Annual Activities

- June - Clean all exterior windows, power wash exterior sunscreens (to be performed on weekend only).

CITY HALL Area: Fifth Floor, (9,303 total sq. ft.)

Lobby, Receptionist, Restrooms, Conference Room 5A, Break Room, All workspaces within City Manager Offices and private restroom, Fire Administration Offices, EMS and Training Areas, City Attorney Offices and all workspaces. *Excluding: Mechanical Room and cleaning of desks. (Excluding 262 sq. ft.)*

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean & disinfect restroom, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled wall and fixtures.
- Clean conference room tables; arrange chairs neatly around table and room perimeter

- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around all wall switch plates, doors, door frames and counters.
- Wipe down vinyl and leather furniture.
- Vacuum elevator tracks removing all debris, clean and polish exterior doors.
- Chemically treat all waterless urinals on Friday evenings with approved chemicals.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents and deflectors.
- Dust, mop and spot clean Fire stairs, railings and ledges.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Clean and polish metal elevator threshold plates.
- Clean accessible baseboards.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction system.
- Clean upholstery on all chairs in Conference Room 5A, using hot water/steam extraction.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply floor finish. Replace waterless urinal cartridges as needed.

Annual Activities

- June - Clean all exterior windows, power wash exterior sunscreens (to be performed on weekend only).

2 IT Offices and Training Room (Located in the City Hall Basement)
Approximately 1,000 sq. ft.

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction system.

COSTA MESA POLICE DEPARTMENT: (57,879 total sq. ft.)

1ST FLOOR - 30,551 sq. ft.

Lobby, all work spaces within Receptionist Area, Records, Property Reception Area, EOC, All Restrooms, Elevator, Crime Prevention, Patrol Report Writing/Sergeant Office, CSI offices, Watch Commander, Patrol Reporting Area, Vice Narcotics, Traffic Report Writing/Traffic Bureau, Detective Bureau Office Area, Administrative Sergeant Office, Vice Narcotics (when permitted by staff—at least twice per week), and all hallways.

Excludes Jail area, Evidence Room, Property Storage, Janitor Closet, Detective Bureau Storage, Crime Prevention Storage, Swat Storage, Archive Storage, and Supply Room.

(Excluding 10,958 sq. ft.)

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Spot clean interior & exterior entranceway door glass, push plates and handles.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean, disinfect restroom, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Vacuum stairs, dust railings, ledges and spot clean.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Completely clean dust mop & polish bright work in elevator.
- Spot clean soiled wall and fixtures.
- Clean conference room tables; arrange chairs neatly around table and room perimeter.
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around all wall switch plates, doors, door frames and counters.
- Wipe down vinyl and leather furniture.
- Vacuum elevator tracks removing all debris and clean exterior door.
- Chemically treat all waterless urinals on Friday evenings with approved chemicals.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.

- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents and deflectors.
- Dust, mop and spot clean Fire stairs, railings and ledges.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Strip floors and reapply floor finish in elevator.
- Clean accessible baseboards.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply floor finish.
- Replace waterless urinal cartridges with approved replacement as needed.

Annual Activities

- June - Clean all exterior windows, power wash exterior sunscreens (to be performed on weekend only).

COSTA MESA POLICE DEPARTMENT: 2nd FLOOR (14,656 total sq. ft.)

All workspaces within Administrative and Operational Offices, Conference Room and all hallways. Excluding utility closets, Training Storage Room, Janitorial, and Telephone Board Room. (Excluding 634 sq. ft.)

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean, disinfect restroom, fixtures and bright work, shower, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled wall and fixtures.
- Clean conference room tables; arrange chairs neatly around table and room perimeter.
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around all wall switch plates, doors, door frames and counters.
- Wipe down vinyl and leather furniture.
- Vacuum elevator tracks removing all debris and clean exterior door.
- Chemically treat all waterless urinals on Friday evenings with approved chemicals.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents and deflectors.
- Dust, mop and spot clean Fire stairs, railings and ledges.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Clean and polish metal elevator threshold plates.
- Clean accessible baseboards.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply floor finish.
- Replace waterless urinal cartridges with approved replacement as needed.

Annual Activities

- June - Clean all exterior windows, power wash exterior sunscreens (to be performed on weekend only).

**COSTA MESA POLICE DEPARTMENT: BASEMENT FLOOR (12,672 total sq. ft.)
Briefing Room, Women's and Men's Restrooms / Locker Rooms, Main Hallway,
unsecured Gun Range entrance, Exercise Room, All workspaces within Gang SED.
Excluding: HVAC Machine room, gun range / range storage & secured gun locker,
janitorial storage, telephone utility room. (excluding 3,994 sq. ft total)**

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and accessible areas, spot and edge as needed.
- Completely clean disinfect restroom, fixtures and bright work, showers, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled wall and fixtures.
- Clean conference room tables; arrange chairs neatly around table and room perimeter
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around all wall switch plates, doors, door frames and counters.
- Wipe down vinyl and leather furniture.
- Vacuum elevator tracks removing all debris and clean exterior door.
- Chemically treat all waterless urinals on Friday evenings with approved chemicals.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents and deflectors.
- Dust, mop and spot clean Fire stairs, railings and ledges.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Clean and polish metal elevator threshold plates.

- Clean accessible baseboards.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply floor finish.
- Replace waterless urinal cartridges with approved replacement as needed.

COSTA MESA POLICE WESTSIDE SUBSTATION: (8,966 total sq. ft.)

Description: All workspaces within General Facility, 1,270 sq. ft. Lock facility and activate security system. *Excluding all secured areas 7,696 sq. ft.*

Weekly Activities / once a week

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean, disinfect restroom, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust railings, ledges and spot clean.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled wall and fixture marks.
- Clean conference room tables.
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.
- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around all wall switch plates, doors, door frames and counters.
- Wipe down vinyl and leather furniture.
- Clean accessible baseboards.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents and air deflectors.
- Machine scrub hard surface floor and apply finish.

- Detail vacuum corners and edges.
- Clean accessible baseboards.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction.

COSTA MESA COMMUNICATIONS CENTER: (Total 7,960 sq. ft.)

SERVICE SCHEDULE: Monday — Saturday, after 7:00 p.m. This is a 24/7 operation.

Description: Receptionist Area, All Office workspace, Break Room, Men's and Women's Restroom — Locker Rooms, 911 Area, Conference Room, Shop Office Area and restroom. Excluding: Vehicle Repair Bay and Mezzanine Storage, Equipment Server Room, Shop Storage, Screen Storage, Telephone Room, Electrical (2,530 sq. ft.)

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Spot clean interior & exterior entranceway door glass, push plates and handles.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean, disinfect restroom, fixtures and bright work, showers, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled wall and fixtures.
- Clean conference room tables; arrange chairs neatly around table and room perimeter.
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around all wall switch plates, doors, door frames and counters.
- Wipe down vinyl and leather furniture.
- Clean accessible baseboards.
- Chemically treat all waterless urinals on Friday evenings with approved chemicals.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents and deflectors.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Clean accessible baseboards.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply floor finish.
- Replace waterless urinal cartridges with approved replacement as needed.

COSTA MESA DOWNTOWN RECREATION CENTER (DRC): (Total 18,445 sq. ft.)

SERVICE SCHEDULE: Daily, 10:00 p.m. — 6:00 a.m.

Description: Two Front Lobby Areas. Two Receptionist Areas, Game Room, All Office and workspace areas, Gymnasium, Gymnastic Area, Men's and Women's Restrooms, Pool Locker and Shower Areas, Day Care and Kitchen. ACTIVATE SECURITY SYSTEM

Excluding: Maintenance office/storage, Storage Area's, Electrical Room, Telephone Room, Janitor Closet, Basketball Court, Pool Equipment and Chemical Rooms, Pool Electrical Room, Fountain Pump Room (excluding sq. ft. is 7,529)

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Spot clean interior & exterior entranceway door glass, push plates and handles.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean and disinfect restrooms, showers, fixtures and bright work, restock dispensers, and refill soap as needed.
- Dust mop hard floors except hardwood gym floor
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust all horizontal top surfaces using a synthetic duster or a treated dusting towel.
- Spot clean soiled walls and fixtures.
- Clean conference room tables.
- Clean exterior and interior of microwave and damp wipe counters and sinks in break room.
- Clean and polish drinking fountains.
- Clean dry erase boards
- Pick up all trash including papers, wrappers, cigarette butts, and any other debris from planters and grounds.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around wall switch plates, doors, doorframes and counters.
- Wipe down vinyl and leather furniture.
- Chemically treat all waterless urinals on Friday evenings with approved chemical.
- Surface clean carpets as needed.
- Clean interior of all lockers.

Monthly Activities

- Vacuum upholstered seating and replace furniture in its designated location.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.

- Vacuum ceiling vents & air deflectors.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Wash exterior of lockers, using germicidal cleaner.
- Detail clean restrooms, showers - Wash walls, partitions, clean air vents, machine scrub floors using germicidal disinfectant fourth Friday of the month.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction system.
- Replace waterless urinal cartridges with approved replacement as needed.
- Machine strip hard surface floors / clean grout in floor tile and reapply approved floor finish in entrance area, aquatic lobby, multipurpose room and locker area. (Excluding basketball Courts in gym).

COSTA MESA BALEARIC COMMUNITY CENTER: (Total 7,680 sq. ft)

SERVICE SCHEDULE: Sunday — Thursday, after 6:00 p.m.

Description: Office Areas: All office workspace, ECP1 & ECP2, ECP Office, ECP Kitchen, All Interior Restrooms, Exterior Restrooms, Sierra & Adobe Room and Staff Room areas, Men's and Women's restroom. Lock facility, exterior restrooms and activate security system. Excluding: Heater room, Custodial Closet, Toy Storage, Storage Rooms, and 2 ECP Storage Rooms (436 sq. ft.)

Monday, Wednesday, and Friday

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Spot clean interior & exterior entranceway door glass, push plates and handles.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean, disinfect restrooms, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust all horizontal top surfaces using a synthetic duster or a treated dusting towel.
- Spot clean soiled walls and fixtures.
- Clean conference room tables
- Clean dry erase boards.
- Clean exterior and interior of microwave and damp wipe counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around wall switch plates, doors, doorframes and counters.
- Wipe down vinyl and leather furniture.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating and replace furniture in its designated location.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents & air deflectors.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction system,

Semi-Annual Activities

- Machine strip hard surface floors | clean grout in floor tile and reapply approved floor finish.

Balearic ECP Daycare Area:

Description: Office, Kitchen and all restrooms on ECP side. (500 sq. ft.)

Description: Preschool Area (4,500 sq. ft.)

Daily Activities

- Empty waste baskets and carry trash to pick up area. Replace liners if torn or soiled,
- cleanup soiled areas resulting from leaking liners.
- Spot clean interior & exterior entranceway door glass, push plates and handles.
- Vacuum carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean, disinfect restrooms, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / dean all mop splatter from all vertical surfaces.
- Dust all horizontal top surfaces using a synthetic duster or a treated dusting towel.
- Spot clean soiled walls and fixtures.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around wall switch plates, doors, doorframes and counters.
- Wipe down vinyl and leather furniture.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating and replace furniture in its designated location.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents & air deflectors.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corner and edges.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction system.

NORMA HERTZOG COMMUNITY CENTER: (9,300 sq. ft.)

SERVICE SCHEDULE: Daily, 1:00 a.m. - 6:00 a.m.

Lobby, Office Workspace, Restrooms, Office Area and Kitchen only.

SECURE FACILITY AND ACTIVATE SECURITY SYSTEM.

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Spot clean interior & exterior entranceway door glass, push plates and handles.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor mats.
- Completely clean, disinfect restrooms, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust all horizontal top surfaces using a synthetic duster or a treated dusting towel including window ledges.
- Spot clean soiled walls and fixtures.
- Clean conference room and hallway tables.
- Clean dry erase boards.
- Clean exterior and interior of microwave and damp wipe counters and sinks in break room.
- Clean and polish drinking fountains.
- Pick up all trash including papers, wrappers, cigarette butts, and any other debris within ten feet of building perimeter.
- Wet mop kitchen area and wipe Formica counter tops only, no stainless steel.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Disinfect all door handles.
- Spot clean around wall switch plates, doors, doorframes and counters.
- Wipe down or vacuum lobby furniture.
- Chemically treat all waterless urinals on Friday evenings with approved chemical.

Monthly Activities

- Vacuum upholstered seating and replace furniture in its designated location.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents & air deflectors.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Replace waterless urinal cartridges with approved replacement as needed

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction system.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply approved floor finish.

COSTA MESA CORP YARD – FLEET AND MAINTENANCE OFFICE AREAS:
(17,390 sq. ft.) SERVICE SCHEDULE: Monday, Wednesday and Friday, after
3:30 P.M.

Description: All Office workspace, Men's and Women's Restrooms,
Conference Room totaling 3,462 sq. ft. *Excluding General Facility and
Warehouse (13,928 sq. ft.)*

Daily Activities (As noted above: Mon., Wed., Fri.)

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Vacuum floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean, disinfect restroom, fixtures and bright work, shower, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled wall and fixtures.
- Clean conference room tables.
- Clean dry erase boards.
- Clean exterior and interior of microwave and damp wipe counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities in office areas

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Disinfect all door handles.
- Spot clean around wall switch plates, doors, doorframes and counters.
- Chemically treat all waterless urinals on Friday evenings with approved chemical.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Vacuum all ceiling vents and deflectors.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Clean all baseboards.

Quarterly Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply floor finish.
- Replace waterless urinal cartridges with approved replacement as needed.

Annual Activities

- Deep clean garage floor.

COSTA MESA CORP YARD — BLDG "A": (5,219 sq. ft.)

SERVICE SCHEDULE: Monday, Wednesday and Friday, after 5:30 P.M.

Description: All office workspace, Men's & Women's Restroom and Locker Room,

and Lunchroom. Excluding: Wood Shop, Irrigation Sprinkler Shop, Custodial Closet, Electrical Room and Office #109 (930 sq. ft.)

Daily Activities (As noted above: Mon., Wed., Fri.)

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Clean both sides of partition glass using an approved window cleaner.
- Spot clean interior & exterior entranceway door glass, push plates and handles.
- Vacuum all floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean, disinfect restroom, fixtures and bright work, showers, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust horizontal top surfaces using a synthetic duster or a treated towel.
- Spot clean soiled wall and fixtures.
- Clean lunchroom tables.
- Clean dry erase boards.
- Clean exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and polish drinking fountains.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around wall switch plates, doors, doorframes and counters.
- Wipe down vinyl and leather furniture.
- Chemically treat all waterless urinals on Friday evenings with approved chemical.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Vacuum ceiling vents and air deflectors.
- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Clean all baseboards.

Quarterly Activities

- Machine strip all hard surface floors / clean grout in restroom floor tile and reapply floor finish.
- Clean carpet and hot water extract using a high-pressure extraction system.

COSTA MESA SENIOR CENTER: Entire Facility, (20,127 sq. ft.) SERVICE SCHEDULE: Daily 3:30 p.m. - 4:00 a.m. except Monday and Wednesday Description: Lobby, Library, Elevator, Men's and Women's Restrooms, Health Clinic, Bridge Room, Arts and Crafts Classroom, Sunroom, Activity Room and Kitchen and Elevator. First and Second Floor. Excluding: Office Workspace. ALL SUPPLIES ARE PROVIDED BY THE SENIOR CENTER CORP.

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Spot clean interior & exterior entranceway door glass, push plates and handles.
- Clean both sides of partition glass using an approved window cleaner.
- Vacuum carpeted floor traffic lanes, unsecured workspaces and all accessible areas, spot and edge as needed.
- Completely clean, disinfect restrooms, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills / clean all mop splatter from all vertical surfaces.
- Dust all horizontal top surfaces using a synthetic duster or a treated dusting towel.
- Completely clean dust mop & polish bright work in elevators.
- Spot clean soiled walls and fixtures.
- Clean conference room tables.
- Clean dry erase boards.
- Clean exterior and interior of microwave and damp wipe counters and sinks in break room.
- Clean and polish drinking fountains.
- Pick up all trash including papers, wrappers, cigarette butts, and any other debris from planters and grounds.
- Clean and mop kitchen area, wipe down sinks and countertops.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors / clean mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean around wall switch plates, doors, doorframes and counters.
- Wipe down vinyl and leather furniture.
- Vacuum elevator tracks removing all debris, clean and polish exterior doors.
- Chemically treat all waterless urinals on Friday evenings with approved chemical.
- Surface clean carpets as needed.

Monthly Activities

- Vacuum upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum ceiling vents & air deflectors.
- Dust, mop and spot clean Fire stairs, railings and ledges.

- Machine scrub hard surface floor and apply finish.
- Detail vacuum corners and edges.
- Strip floors and reapply floor finish in elevators.
- Clean accessible baseboards.

Quarterly Activities

- Clean carpet and hot water extract, using a high-pressure extraction system.

Semi-Annual Activities

- Machine strip hard surface floors / clean grout in floor tile and reapply approved floor finish.
- Replace waterless urinal cartridges with approved replacement as needed.

Annual Activities

- June - Clean all exterior windows, (to be scheduled in respect of rentals and programs).
- Clean wall coverings (1st floor only).

Costa Mesa Fire Stations #1-6: Entire Facility, (20,127 sq. ft.)

SERVICE SCHEDULE: ANNUAL DEEP CLEAN

Description: Living areas of each Fire Station. *Excluding: Garage area of the fire stations*

Annual Activities

- Clean/scrub all shower doors and shower tile
- Scrub tile floors and seal grout
- Vacuum and shampoo carpets
- Shampoo upholstered chairs
- Clean and wipe all walls/ceilings including removing spider webs
- Thorough dusting of all furniture, lockers, and ventilation registers
- Wash and wipe clean all windows/windowsills (inside and out)

➤ **Fire Station # 1**

2803 Royal Palm Drive

Costa Mesa, CA, 92626

Living space is approximately 3,750 sq.ft.

➤ **Fire Station # 2**

800 Baker Street

Costa Mesa, CA, 92626

Living space is approximately 3,332 sq.ft.

➤ **Fire Station # 3**

1865 Parka Avenue

Costa Mesa, VCA, 92627

Living space is approximately 3,358 sq.ft.

➤ **Fire Station # 4**

2300 Placentia Avenue

Costa Mesa, CA, 92627

Living space is approximately 3,150 sq.ft. & Training classroom is approximately 1,456 sq.ft.

➤ **Fire Station # 5**

2450 Vanguard Way

Costa Mesa, CA, 92626

Living space is approximately 4,305 sq.ft.

➤ **Fire Station # 6**

3350 Sakioka Drive

Costa Mesa, CA, 92626

Living space is approximately 4,342 sq.ft.

BRIDGE SHELTER SERVICE SCHEDULE (3,600 sq. ft.)
Monday - Friday, after 5:30 P.M.

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Spot clean and disinfect interior & exterior entranceway door glass, push plates and handles.
- Clean and disinfect both sides of partition glass using an approved window clean and disinfect.
- Vacuum all carpeted floor traffic lanes, workspaces and all accessible areas, spot and edge as needed.
- Completely clean and disinfect & disinfect restrooms, fixtures and bright work, restock dispensers, refill soap as needed.
- Dust mop hard floors with a chemically (city approved) treated dust mop.
- Spot mop stains and spills/ clean and disinfect all mop splatter from all vertical surfaces.
- Dust all horizontal top surfaces using a synthetic duster or a treated dusting towel.
- Completely clean and disinfect dust mop & polish bright work in elevators.
- Spot clean and disinfect soiled walls and fixtures.
- Clean and disinfect conference room tables. Place chairs neatly around table and room perimeter.
- Clean and disinfect dry erase boards.
- Clean and disinfect exterior and interior of microwave and disinfect counters and sinks in break room.
- Clean and disinfect and polish drinking fountains.
- Service, empty and clean and disinfect exterior (at building entrances) trash receptacles.

Weekly Activities

- Dust low areas up to six foot in height.
- Damp mop all hard surface floors/ clean and disinfect mop splatter on walls.
- Use shampoo system to remove large soil spots and dry.
- Disinfect all door handles.
- Spot clean and disinfect around wall switch plates, doors, doorframes and counters.
- Wipe down vinyl and leather furniture.
- Vacuum all elevator tracks removing all debris, clean and disinfect and polish exterior doors.
- Chemically treat all on Friday evenings with approved chemical.
- Surface clean and disinfect carpets as needed.
- Clean and disinfect and dust of Council Chamber dais horizontal and vertical wood surfaces, podium and staff tables on Monday.

Monthly Activities

- Vacuum all upholstered seating.
- Dust all vertical and horizontal blinds.
- Dust ledges and windowsills over six feet.
- Vacuum all ceiling vents & air deflectors.

- Dust, mop and spot clean and disinfect fire escape, stairs, railings and ledges.
- Machine scrub hard surface floors and apply finish, including elevators.
- Detail vacuums all corners and edges.
- Clean and disinfect accessible baseboards.
- Extra clean and disinfect of council chambers exterior doors.

Quarterly Activities

- Clean and disinfect all accessible carpet using hot water, high-pressure extraction system.
- Clean and disinfect all windows inside and out.

Semi-Annual Activities

- Machine strip hard surface floors/ clean and disinfect grout in floor tile and reapply approved floor finish.
- Clean and disinfect fabric walls full height and hot water extract, using a high-pressure extraction system, ensuring no streaks are visible

Police Department Property & Evidence Warehouse

***Scheduling will need to be coordinated with Property and Evidence Supervisor because they will need to be onsite when services are provided.**

- Frequency: 2 times per month
 - 2 restrooms
 - 3 office rooms
 - 1 mini-hall
- Janitorial cleaning service will include the following:
 - Offices & Hall
 - Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
 - Vacuum carpeted areas.
 - Dust/wipe down all surfaces, cobwebs, debris.
 - Restrooms
 - Stock towels, tissue and hand soap (provide by Costa Mesa).
 - Empty sanitary napkin receptacles and wipe.
 - Empty trash receptacles and wipe if needed.
 - Clean and polish mirrors.
 - Sinks, toilets, urinals to be cleaned inside and out.
 - Sweep and mop restroom floors.

Costa Mesa Tennis Center

Service Schedule: Monday, Wednesday, and Friday, 1pm – 4pm

Approximately 1,000 sq. ft.

Description: 1 Men's and 1 Women's Restroom

Daily Activities

- Empty waste baskets, including organics and recycling collection containers, and carry to dedicated waste disposal area. Replace liners if torn or soiled, cleanup soiled areas resulting from leaking liners.
- Stock towels, tissue and hand soap (provide by Costa Mesa).
- Empty sanitary napkin receptacles and wipe.
- Empty trash receptacles and wipe if needed.
- Clean and polish mirrors.
- Sinks, toilets, urinals to be cleaned inside and out.
- Sweep and mop restroom floors.

ALDO (Code Enforcement Substation) - 3190 Airport Loop Dr., E-2

Approximately 2,000 sq. ft.

Description: Entry Areas, Common Areas, Restrooms, Kitchen/Breakroom Areas, Office Areas

Service:

1. Entry Areas

The contractor shall perform the following services:

- Clean and disinfect all surfaces — **Daily**
- Dust horizontal surfaces — **Weekly**
- High dust vertical surfaces (e.g., walls, vents, ledges) — **Monthly**
- Remove trash and replace liners — **Daily**
- Spot clean and remove fingerprints from entrance glass — **Weekly**
- Vacuum carpeted areas — **Daily**

2. Common Areas

The contractor shall perform the following services:

- Clean and disinfect all surfaces — **Daily**
- Dust horizontal surfaces — **Weekly**
- High dust vertical surfaces — **Monthly**
- Remove trash and replace liners — **Daily**
- Spot clean and remove fingerprints from glass — **Weekly**
- Vacuum carpeted areas — **Daily**

3. Restrooms

The contractor shall perform the following services:

- Clean and disinfect all fixtures, including sinks, toilets, urinals, and countertops — **Daily**
- Clean mirrors and spot clean all glass surfaces — **Daily**
- Mop floors using a neutral floor cleaner — **Daily**
- Dust horizontal surfaces — **Weekly**
- High dust vertical surfaces — **Monthly**
- Re-stock consumable supplies, including hand towels, toilet paper, and hand soap, as necessary — **Daily**
- Remove trash and replace liners — **Daily**
- Sweep floors — **Daily**

4. Kitchen / Breakroom Areas

The contractor shall perform the following services:

- Mop floors using a neutral floor cleaner — **Daily**
- Dust horizontal surfaces — **Weekly**
- High dust vertical surfaces — **Monthly**
- Re-stock paper products and hand soap, as necessary — **Daily**
- Remove trash and replace liners — **Daily**
- Sweep floors — **Daily**

5. Office Areas

The contractor shall perform the following services:

- Clean, disinfect, and dust desk and work surfaces — **Daily**
- Dust electronics and monitors — **Weekly**
- Dust horizontal surfaces — **Weekly**
- High dust vertical surfaces — **Monthly**
- Remove trash and replace liners — **Daily**
- Vacuum carpeted areas — **Daily**

APPENDIX B

**COST PROPOSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES**

Provide hourly rates, along with estimated annual pricing in accordance with the City's current requirements, as set forth in Scope of Work. Also provide your firm's proposed Staffing Plan on a separate sheet of paper. Proposer should use a separate form to state pricing for any added value.

BUILDING	ADDRESS	MONTHLY LABOR HRS.	MONTHLY COST	ANNUAL COST
Balearic Community Center	1975 Balearic Dr.		\$	\$
City Hall	77 Fair Dr.		\$	\$
Communications Center	79 Fair Dr.		\$	\$
Corporation Yard (Old)	2300 Placentia Ave.		\$	\$
Corporation Yard (New)	2310 Placentia Ave.		\$	\$
Downtown Recreation Center	1860 Anaheim Ave.		\$	\$
Norma Hertzog Community Center	1845 Park Ave.		\$	\$
Police Facility	99 Fair Dr.		\$	\$
Police Substation	567 W. 18th St.		\$	\$
Senior Center	695 W. 19th St.		\$	\$
Bridge Shelter	3175 Airway Ave.		\$	\$
PD Warehouse	3175 Airway Ave.		\$	\$
Fire Stations 1-6	Various		\$	\$
IT Offices and Training Room	77 Fair Dr.		\$	\$

Costa Mesa Tennis Center	880 Junipero Dr.		\$	&
All Park Locations (Not including Fairview Park)	Various		\$	\$
Fairview Park	2525 Placentia Ave.		\$	\$
ALDO (Code Enforcement Substation)	3190 Airport Loop Drive, E-2		\$	\$
TOTAL:			\$	\$

Pricing shall remain firm for a minimum of two (2) years. All requests for pricing adjustments for follow-on contract renewal periods shall be provided no later than sixty (60) days prior to the end of the contract period. Any such proposed price adjustments shall not exceed The Bureau of Labor Statistics Consumer Price Index (CPI) data for Los Angeles-Riverside-Orange County, CA, All Items, Not Seasonally Adjusted, "annualized change comparing the original proposal month and the same month in the subsequent year. (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)

APPENDIX D PREVAILING WAGE

1. This Contract calls for work to be performed constituting public works. Contractor and all subcontractors shall pay the general prevailing rate of per diem wages as determined and as published by the State Director of the Department of Industrial Relations pursuant to Article 2 of Chapter 1 of Part 7, of Division 2 of the State Labor Code, including, but not limited to, Sections 1770, 1771, 1773, 1773.2 and 1774.

2. This is public work and requires the payment of prevailing wages for the work or craft in which the worker is employed for any public work done under the contract by Contractor or by any subcontractor pursuant to Section 1771 of the Labor Code. Pursuant to the provisions of Section 1773 of the Labor Code of the State of California, the City has obtained the general prevailing rate of per diem wages and the general rate for holiday and overtime work in this locality for each craft, classification, or type of workman needed to execute this contract from the Director of the Department of Industrial Relations. These rates are on file with the City or may be obtained at <http://www.dir.ca.gov/OPRL/DPreWageDetermination.htm>.

Contractor shall post a copy of such wage rates at the job site and shall pay the adopted prevailing wage rates as a minimum. Contractor shall comply with the provisions of Sections 1775, 1776, 1777.5, 1777.6, and 1813 of the Labor Code. Pursuant to the provisions of 1775 of the Labor Code, Contractor shall forfeit to the City, as a penalty, not more than \$200.00 for each calendar day, or portion thereof, for each laborer, worker, or mechanic employed, paid less than the stipulated prevailing rates for any work done under this Contract, by him or by any subcontractor under him, in violation of the provisions of this Agreement.

3. Contractors and subcontractors who are ineligible to bid for work on, or be awarded, a public works project pursuant to Labor Code Sections 1777.1 and 1777.7 are prohibited from bidding on, being awarded, or performing work as a subcontractor, on this Project pursuant to Public Contract Code Section 6109.

4. Contractor's attention is directed to the provisions in Sections 1774, 1775, 1776, 1777.5 and 1777.6 of the Labor Code. Contractor shall comply with the provisions in these Sections. The statutory provisions for penalties for failure to comply with the State's wage and hours laws will be enforced. Pursuant to Section 1775 of the Labor Code, the Contractor and any subcontractors, shall, as a penalty to the City forfeit the prescribed amounts per calendar day, or portion thereof, for each worker paid less than the prevailing wage rates.

5. Pursuant to Labor Code Section 1771.4, the Project is subject to compliance monitoring and enforcement by the California Department of Industrial Relations.

6. Each Contractor and subcontractor shall furnish the records specified in Labor Code Section 1776 directly to the State Labor Commissioner at least monthly in the format prescribed by the State Labor Commissioner.

7. Sections 1774 and 1775 require the Contractor and all subcontractors to pay not less than the prevailing wage rates to all workmen employed in the execution of the Contract and specify forfeitures and penalties for failure to do so. The minimum wages to be paid are those determined by the State Director of the Department of Industrial Relations. Section 1776 requires the Contractor and all subcontractors to keep accurate payroll records, specifies the contents thereof, their inspection and duplication procedures and certain notices required of the Contractor pertaining to their location.

8. Section 1777.5 of the Labor Code requires Contractor or subcontractor employing workers in any apprenticeable occupation to apply to the Joint Apprenticeship Committee nearest the site of the public works project, which administers the apprenticeship program in that trade for a certificate of approval. The certificate will also fix the

ratio of apprentices to journeymen to be used in the performance of the Contract. The Contractor is required to make contributions to funds established for the administration of apprenticeship programs if he employs registered apprentices or journeymen in any apprentice able trade and if other contractors on the public works site are making such contributions. Information relative to apprenticeship standards, contributions, wage schedules and other requirements may be obtained from the State Director of Industrial Relations or from the Division of Apprenticeship Standards. Section 1777.6 of the Labor Code provides that it shall be unlawful to refuse to accept otherwise qualified employees as registered apprentices solely on the grounds of race, religious creed, color, national origin, ancestry, sex, or age.

9. Eight hours labor constitutes a legal day's work, as set forth in Labor Code Section 1810. The statutory provisions for penalties for failure to comply with the State's wage and hour laws will be enforced as set forth in Labor Code Section 1813.



ADDENDUM NO. 1
REQUEST FOR PROPSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES
RFP NO. 26-13



PUBLIC WORKS DEPARTMENT
CITY OF COSTA MESA

Addendum Released on February 17, 2026

The referenced document has been modified as per the attached Addendum No. 1

Please sign this Addendum where designated and return the executed copy with submission of your proposal. This addendum is hereby made part of the referenced RFP.

1. **DELETE: Mandatory Job Walk** will be held on **February 18, 2026, at 10:00 a.m.** beginning at City Hall. The site inspections will allow the contractor to become familiar with all conditions that may affect the performance and cost of the contract. Proposers should be familiar with the proposal prior to attending the informational meeting and the job walk. Each attendee will be responsible for getting to each of the offsite facilities during the walkthrough.

The informational meeting and inspection of the facilities are mandatory. Any proposals received from contractors who did not attend job walk, will be deemed nonresponsive to the RFP. All prospective contractors will be required to sign in prior to the meeting and at the conclusion of the site visits.

2. **REPLACE: Mandatory Job Walk** will be held on **February 18, 2026, at 8:30 a.m.** beginning at City Hall. The site inspections will allow the contractor to become familiar with all conditions that may affect the performance and cost of the contract. Proposers should be familiar with the proposal prior to attending the informational meeting and the job walk. Each attendee will be responsible for getting to each of the offsite facilities during the walkthrough.

The informational meeting and inspection of the facilities are mandatory. Any proposals received from contractors who did not attend job walk, will be deemed nonresponsive to the RFP. All prospective contractors will be required to sign in prior to the meeting and at the conclusion of the site visits.

3. **ADD: City Facility** sites to be visited during the mandatory job walk. Highly recommend bringing a copy of **Exhibit I Job Specifications** found in the RFP to follow during the job walk.

CITY FACILITY SITES

BUILDING	ADDRESS	TOTAL SQUARE FOOTAGE
Balearic Community Center	1975 Balearic Drive	7,680
City Hall	77 Fair Drive	73,341
PD - Communications Center	79 Fair Drive	7,960
Corporation Yard (Old)	2300 Placentia Avenue	17,390
Corporation Yard (New)	2310 Placentia Avenue	5,219
Downtown Recreation Center	1860 Anaheim Avenue	18,445
Norma Hertzog Community Center	1845 Park Avenue	9,300
Police Facility	99 Fair Drive	30,551
Police Substation	567 W. 18th Street	8,966
Senior Center	695 W. 19th Street	20,127
Bridge Shelter	3175 Airway Avenue	3,600
PD Warehouse	3175 Airway Avenue	NA
IT Offices and Training Room	77 Fair Drive	1,000 – Basement @ City Hall
Costa Mesa Tennis Center	880 Junipero Drive	1,000
ALDO (Code Enforcement Substation)	3190 Airport Loop Drive, E-2	2,000
STATION	ADDRESS	TOTAL SQUARE FOOTAGE/LIVING SPACE
Fire Station No. 1	2803 Royal Palm Drive	3,750
Fire Station No. 2	800 Baker Street	3,332

Fire Station No. 3	1865 Parka Avenue	3,358
Fire Station No. 4	2300 Placentia Avenue	3,150 & 1,456 for training classroom
Fire Station No. 5	2450 Vanguard Way	4,305
Fire Station No. 6	3350 Sakioka Drive	4,342

All other provisions of the request for proposal shall remain in their entirety.

Vendors hereby acknowledge receipt and understanding of the above Addendum. Complete and submit this Addendum with your proposal.

Signature **Date**

Company Name

Typed Name and Title

Address

City **State** **Zip**



**ADDENDUM NO. 2
REQUEST FOR PROPSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES
RFP NO. 26-13**



**PUBLIC WORKS DEPARTMENT
CITY OF COSTA MESA**

Addendum Released on February 19, 2026

The referenced document has been modified as per the attached Addendum No. 2

Please sign this Addendum where designated and return the executed copy with submission of your proposal. This addendum is hereby made part of the referenced RFP.

1. DELETE: Evaluation Criteria: The City's evaluation and selection process will be conducted in accordance with Chapter V, Article 2 of the City's Municipal Code (Code). In accordance with the Code, the responsive responsible proposer shall be determined based on evaluation of qualitative factors. At all times during the evaluation process, the following criteria will be used. Sub-criteria are not necessarily listed in order of importance. Additional sub-criteria that logically fit within a particular evaluation criterion may also be considered even if not specified below.

- **Project of Approach & Methodology ----- 35%**
- **Qualifications & Experience of Firm ----- 30%**
- **Staffing ---- 30%**
- **Cost Proposal ----- 5%**

2. REPLACE: Evaluation Criteria: The City's evaluation and selection process will be conducted in accordance with Chapter V, Article 2 of the City's Municipal Code (Code). In accordance with the Code, the responsive responsible proposer shall be determined based on evaluation of qualitative factors. At all times during the evaluation process, the following criteria will be used. Sub-criteria are not necessarily listed in order of importance. Additional sub-criteria that logically fit within a particular evaluation criterion may also be considered even if not specified below.

- **Project of Approach & Methodology ----- 35%**
- **Qualifications & Experience of Firm ----- 30%**
- **Staffing ---- 25%**
- **Cost Proposal ----- 10%**

All other provisions of the request for proposal shall remain in their entirety.

Vendors hereby acknowledge receipt and understanding of the above Addendum. Complete and submit this Addendum with your proposal.

Signature **Date**

Company Name

Typed Name and Title

Address

City **State** **Zip**



**ADDENDUM NO. 3
REQUEST FOR PROPSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES
RFP NO. 26-13**



**PUBLIC WORKS DEPARTMENT
CITY OF COSTA MESA**

Addendum Released on February 20, 2026

The referenced document has been modified as per the attached Addendum No. 3

Please sign this Addendum where designated and return the executed copy with submission of your proposal. This addendum is hereby made part of the referenced RFP.

1. **ADD: 2nd Mandatory Job Walk** will be held on **February 24th, 2026, at 8:30 a.m.** beginning at City Hall. The site inspections will allow the contractor to become familiar with all conditions that may affect the performance and cost of the contract. Proposers should be familiar with the proposal prior to attending the informational meeting and the job walk. Each attendee will be responsible for getting to each of the offsite facilities during the walkthrough.

The informational meeting and inspection of the facilities are mandatory. Any proposals received from contractors who did not attend job walk, will be deemed nonresponsive to the RFP. All prospective contractors will be required to sign in prior to the meeting and at the conclusion of the site visits.

Companies that attended the **February 18th** mandatory job walk are not required to attend.

2. **ADD: City Facility** sites to be visited during the mandatory job walk. Highly recommend bringing a copy of **Exhibit I Job Specifications** found in the RFP to follow during the job walk.

CITY FACILITY SITES

BUILDING	ADDRESS	TOTAL SQUARE FOOTAGE
Balearic Community Center	1975 Balearic Drive	7,680
City Hall	77 Fair Drive	73,341
PD - Communications Center	79 Fair Drive	7,960
Corporation Yard (Old)	2300 Placentia Avenue	17,390
Corporation Yard (New)	2310 Placentia Avenue	5,219
Downtown Recreation Center	1860 Anaheim Avenue	18,445
Norma Hertzog Community Center	1845 Park Avenue	9,300
Police Facility	99 Fair Drive	30,551
Police Substation	567 W. 18th Street	8,966
Senior Center	695 W. 19th Street	20,127
Bridge Shelter	3175 Airway Avenue	3,600
PD Warehouse	3175 Airway Avenue	NA
IT Offices and Training Room	77 Fair Drive	1,000 – Basement @ City Hall
Costa Mesa Tennis Center	880 Junipero Drive	1,000
Code Enforcement Substation	3190 Airport Loop Drive, E-2	2,000

All other provisions of the request for proposal shall remain in their entirety.

Vendors hereby acknowledge receipt and understanding of the above Addendum.
Complete and submit this Addendum with your proposal.

Signature Date

Company Name

Typed Name and Title

Address

City State Zip



**ADDENDUM NO. 4
REQUEST FOR PROPSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES
RFP NO. 26-13**



**PUBLIC WORKS DEPARTMENT
CITY OF COSTA MESA**

Addendum Released on March 4, 2026

The referenced document has been modified as per the attached Addendum No. 4

Please sign this Addendum where designated and return the executed copy with submission of your proposal. This addendum is hereby made part of the referenced RFP.

1. ADD: Exhibit 2 Scope of Work & Job Specification for Park Restrooms

2. ADD: Signed Sign in Sheets

- February 18, 2026 @ 8:30 a.m.
- February 24, 2026 @ 8:30 a.m.

All other provisions of the request for proposal shall remain in their entirety.

Vendors hereby acknowledge receipt and understanding of the above Addendum.
Complete and submit this Addendum with your proposal.

Signature Date

Typed Name and Title

Company Name

Address

City State Zip

EXHIBIT 2

SCOPE OF WORK AND JOB SPECIFICATIONS FOR PARK RESTROOMS FOR JANITORIAL SERVICES FOR CITY FACILITIES

The Custodial/Janitorial Services contractor is responsible for the cleanliness and sanitation of the interior to the building. The description of each activity/service requirement is to be used as a guideline for the Contractor. The description does not attempt to describe every detail or feature of the park restrooms that are to be maintained by the Contractor.

Daily Activities:

- Empty all waste receptacles. Replace liner if torn or soiled. Spot clean receptacles.
- Clean and polish all drinking fountains, removing water marks, scale, and splashes on sides and front.
- Clean and disinfect any soiled areas resulting from leaker liners.
- Completely clean and sanitize all toilets, urinals and adjacent wall surfaces.
- Clean and sanitize walls and doors.
- Clean and sanitize mirrors, sinks, countertops and changing stations.
- Dust natural airflow grills/grates.
- Clean, sanitize and polish all metal bright work.
- Clean and sanitize stall partitions, shelves, fixtures and dispensers.
- Unclog any stoppages in toilets and sinks. Notify City immediately via email if unsuccessful.
- Knock down any spider webs and dust surfaces.
- Restock paper dispensers and refill soap dispensers as needed.
- Sweep and mop with germicidal disinfectant.
- Inspect the restroom and notify City, via email, of any damaged or broken fixtures or amenities, graffiti or unsafe conditions.
- Lock restroom doors/gates and lock park access gate(s) when work is completed.

Weekly Activities:

- Hose down floors and remove standing water using a squeegee.

Monthly Activities:

- Pressure wash interior to remove stains and visible soil such as dirt and soap stains from walls and floors.

PARK AND PUBLIC FACILITY RESTROOM LOCATIONS AND SCHEDULE

<u>Park Name and Address</u>	<u>Weekday Time In/Out</u>	<u>Weekend Time In/Out</u>
Canyon Park 970 Arbor Street (Lock Gate Only)	5:00 pm	5:00 pm
Del Mesa Park 2080 Manistee Drive	9:00 pm - 9:15 pm	9:05 pm – 9:20 pm
Estancia Park 1900 Adams Avenue	7:10 pm - 7:25 pm	7:10 pm - 7:25 pm
Fairview Park 2501 Placentia Avenue	6:50 pm - 7:10 pm	6:50 pm - 7:10 pm
Jack Hammett Sports Complex 2750 Fairview Road	10:40 pm - 11:00 pm	11:05 pm - 11:30 pm
Heller Park 257 E 16 th Street	5:30 pm - 5:45 pm	5:30 pm - 5:45 pm
Lions Park 570 W 18 th Street	5:45 pm - 6:00 pm	5:45 pm - 6:00 pm
Luke Davis Field 1814 Anaheim Avenue	6:15 pm - 6:30pm	6:15 pm - 6:30 pm
Shiffer Park 3143 Bear Street	8:20 pm - 8:35 pm	8:20 pm - 8:35 pm
Smallwood Park 1656 Corsica Place	7:40 pm - 7:55 pm	7:40 pm - 7:55 pm
TeWinkle Park 970 Arlington Drive (4 Restrooms)		
Skate Park	9:40 pm - 10:10 pm	9:45 pm - 10:15 pm
Angel's Playground	9:15 pm - 9:40 pm	10:45 pm - 11:05 pm
Restroom #2	No Service	9:20 pm - 9:45 pm
Athletic Complex	10:10 pm - 10:40 pm	10:15 pm - 10:45 pm
Vista Park 1200 Victoria Street	6:35 pm - 6:50 pm	6:35 pm - 6:50 pm
Wakeham Park 3400 Smalley Street	7:55 pm - 8:20 pm	7:55 pm - 8:20 pm

EXHIBIT B
CONTRACTOR'S PROPOSAL

Proposal For Services: City of Costa Mesa



RFP No. 26-13

CCS Facility Services' Response



March 11, 2026



March 11, 2026

Stephanie Urueta & Evaluation Committee

77 Fair Drive, Costa Mesa, CA 92628

Dear Evaluation Committee,

CCS Facility Services is pleased to submit our proposal to provide janitorial services for City of Costa Mesa facilities under RFP No. 26-13. We appreciate the opportunity to compete for this program and believe our operational capacity, municipal experience, and local presence uniquely position us to successfully support the City's facilities. We hope you find our proposed program compelling and cost effective.

CCS Facility Services maintains a regional office located in Costa Mesa, allowing us to provide direct local management and rapid operational support to City facilities. Our regional leadership team lives and works in the surrounding community and actively supports dozens of municipal facilities throughout Orange County and Southern California. Because of this strong local presence, we have a deep understanding of the operational expectations associated with maintaining public facilities, including city halls, public safety buildings, community facilities, and parks. For your reference, we have included a map illustrating the numerous government facilities we currently support in the surrounding region.

Our proposal demonstrates CCS's comprehensive understanding of the City's objectives and Scope of Work. We have structured our approach around the key evaluation priorities identified in the RFP: a clear and reliable service methodology, extensive municipal qualifications, strong staffing capacity, and responsible pricing. CCS currently supports hundreds of public facilities and has built scalable systems to manage complex multi-site programs while maintaining strict sanitation standards, quality assurance oversight, and responsive communication with our public agency partners.

Staffing reliability is one of CCS's greatest strengths. We currently have zero open janitorial positions in the Costa Mesa region and maintain a fully staffed workforce supported by trained floater personnel who provide additional coverage across our existing programs. While we understand the City will expect a thoughtful transition plan and dedicated staffing model, our existing workforce capacity means that if immediate support were ever required, CCS could mobilize experienced personnel to support the program without delay.

Current Staffing for Our Costa Mesa Branch:

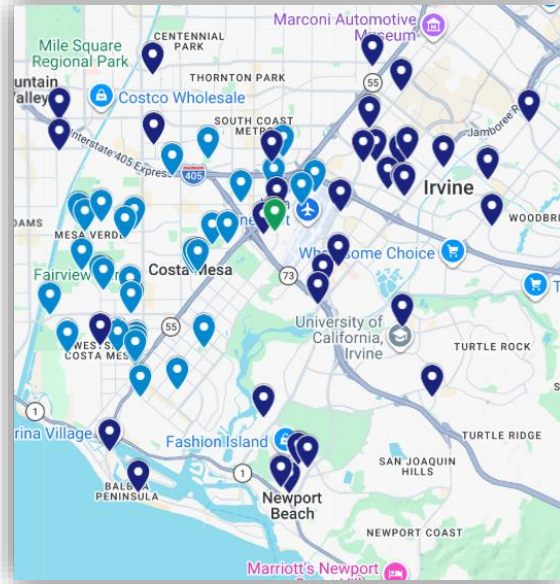
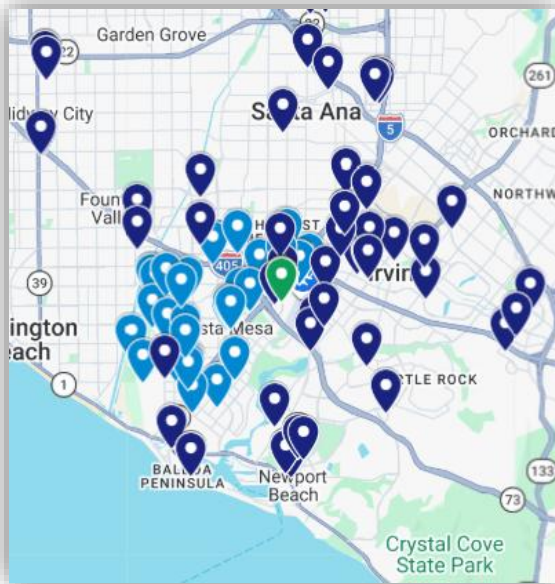
Total Number of Professional Cleaners: 680

Total Number of Job Openings as of March 4, 2026: 0

Total number of cross-trained floaters: 12



Below please see maps of our client density in and around Costa Mesa. Our client locations are marked in navy, the locations specified in this RFP are in light blue, and our office is the green dot. We have regional leadership that works in this office and will have eyes on the City of Costa Mesa facilities regularly. Showcasing our client density here proves we have the regional support and layered management to provide the City of Costa Mesa with a quality janitorial program.



In addition to our workforce depth, CCS brings nearly four decades of experience delivering custodial services to government agencies. Our management teams utilize structured quality control inspections, dedicated supervision, and modern workforce technology to ensure that service standards are consistently achieved across all facilities. These systems provide the reliability, transparency, and accountability that municipalities expect when outsourcing critical facility services.

We are confident CCS Facility Services is exceptionally well qualified to support the City of Costa Mesa. Our local presence, municipal experience, stable workforce, and operational infrastructure position us to deliver dependable service that reflects positively on the City and ensures facilities remain clean, safe, and welcoming for employees and residents alike. Thank you for your time and consideration. We look forward to the opportunity to partner with the City of Costa Mesa and are available at any time to answer questions regarding our proposal.

Sincerely,

A handwritten signature in black ink, appearing to read "Maryll Betzold".

Maryll Betzold
Director, Government Services
CCS Facility Services
mbetzold@ccsbts.com
720-955-5421

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Background & Project Summary Section

The Background and Project Summary Section should describe your understanding of the City, the work to be done, and the objectives to be accomplished. Refer to **Scope of Work, Appendix A** of this RFP.

Background and Project Summary

CCS Facility Services understands that the City of Costa Mesa is seeking a reliable and experienced contractor to provide comprehensive janitorial services across multiple City-owned facilities. The City requires a janitorial program that consistently maintains clean, sanitary, and professional environments for both employees and the public while ensuring minimal disruption to City operations.

Based on our review of Appendix A – Scope of Work, the City is seeking a contractor capable of providing complete janitorial services that include furnishing all labor, supervision, equipment, and cleaning materials necessary to maintain City facilities to high sanitation and presentation standards. The work encompasses routine daily cleaning tasks and advanced periodic requirements, including weekly, monthly, quarterly, bi-annual, and annual services with varying degrees of difficulty and complexity.

CCS Facility Services recognizes that the City has established specific performance expectations for cleanliness, sanitation, and responsiveness. The program requires adherence to detailed task schedules for each facility, consistent quality standards, and the ability to respond quickly to service concerns. The City has also outlined clear operational requirements including proper supervision, employee background checks, safety and training programs, and strict adherence to security procedures within City facilities. The contractor must maintain sufficient staffing levels, provide trained personnel and supervisors, and respond promptly to both major and minor service issues to ensure facilities remain clean, disinfected, and safe for daily use.

The objectives of this program are to maintain City facilities in a condition that is consistently clean, sanitary, and welcoming to employees, residents, and visitors. This includes delivering reliable service schedules, maintaining high-quality floor and surface care, ensuring restrooms and public areas meet strict sanitation standards, and supporting the City's operational requirements through responsive supervision and effective communication with City staff. By implementing structured cleaning procedures, trained personnel, and proactive quality control, the contractor can ensure the City of Costa Mesa's facilities remain well-maintained and reflective of the City's commitment to providing high-quality public services.



Project Approach & Methodology

Provide a detailed description of the approach and methodology that will be used to fulfill each requirement listed in the Scope of Work of this RFP. The section should include:

1. Describes familiarity of project and demonstrates understanding of work and project objectives moving forward.

Understanding the Scope of Work

CCS Facility Services has thoroughly read and understands the scope listed in the RFP issued by the City of Costa Mesa. We have spent nearly 40 years in the janitorial/custodial industry. During those years, we have refined a formula we use to identify how long it will take our team to complete a provided scope of work. CCS Facility Services uses this formula hundreds of times per year, and it has proven to be a trustworthy metric for us internally to provide accurate proposal estimates that we stand by. On this and the following pages, we have compiled a thorough explanation of how we will complete the scope of work if CCS Facility Services is awarded the contract. On page 14, we outline the hours per day and per week estimates based on the scope of work listed in the RFP. We will also bring in our specialized floor care team to assist with periodic and floor care needs, including all carpet and hard floor care, exterior window care, pressure washing, and all pool deck cleaning needs.

Due to the number of facilities, the frequency of cleaning, and the schedule required, we anticipate this program requiring 10 employees, with a mix of full time and part time to fulfill weekend, monthly, quarterly, and floor care needs.

We understand that the scope of work for a public agency janitorial program extends well beyond routine cleaning tasks and requires disciplined execution, regulatory compliance, and measurable performance outcomes. Public-sector facilities demand structured staffing plans by site and shift, adherence to detailed task frequencies (daily, weekly, periodic, and annual), documented quality assurance protocols, and strict compliance with security requirements such as background screenings and controlled access procedures. The program must incorporate sustainable cleaning practices, proper chemical management with SDS documentation, equipment maintenance standards, and clear escalation procedures for emergency response. Equally important is transparent communication with agency stakeholders, including routine inspections, performance reporting, issue tracking, and scope validation to ensure alignment with budget and service expectations. Our approach recognizes that a public agency janitorial contract is fundamentally an operational partnership—one that safeguards public assets, supports health and safety, and maintains community confidence through consistent, accountable service delivery.

2. Detailed description of efforts your firm will undertake to achieve client satisfaction and to satisfy the requirements of the "Scope of Work" section.

To ensure consistent client satisfaction and full compliance with the Scope of Work, CCS Facility Services implements a disciplined service delivery model built on **structured transition planning, layered management oversight, and a data-driven quality assurance program**. This approach has been successfully deployed across numerous municipal programs throughout the region and reflects the same operational rigor we bring to our long-standing local government partnerships.



Project Approach & Methodology

Compliance-Focused Transition and Operational Readiness

CCS Facility Services approaches every new contract with a structured transition plan designed to ensure immediate compliance with the Scope of Work and a seamless start to operations. During mobilization, CCS validates all facilities, confirms staffing assignments, verifies equipment inventories, and aligns service schedules with contract specifications. Standard operating procedures, safety protocols, and reporting structures are implemented from day one to ensure services are delivered consistently and in full compliance with program requirements. Because CCS already maintains a strong operational footprint supporting numerous nearby public-sector clients, we are able to leverage existing management infrastructure, trained personnel, and operational resources to stabilize service quickly and minimize startup risk.

Layered Management Oversight

A cornerstone of CCS's service delivery model is our layered management structure, which ensures multiple levels of supervision, accountability, and operational support. Frontline supervisors work directly with cleaners and day porters to ensure tasks are completed according to specification, while Area Managers and senior leadership provide broader oversight, coaching, and quality accountability. This structure ensures that each facility benefits from consistent supervision and that issues are escalated and resolved quickly.

Technology-Enabled Quality Assurance

CCS reinforces its management structure with a technology-driven quality assurance program built on two integrated platforms:

- Visitt, our AI-enabled quality control and work order management system, documents inspections, tracks corrective actions, and provides photo-verified service completion. This platform creates full transparency by allowing supervisors and client stakeholders to view real-time service performance and inspection results.
- Findd, our biometric and geofenced timekeeping system, verifies employee attendance and confirms that staff are working at the appropriate locations and times. This system provides a reliable, auditable record of workforce compliance.

Together, these tools create a closed-loop operational system where work is assigned, verified, documented, and continuously monitored.

Inspections, Accountability, and Continuous Improvement

CCS conducts a structured inspection program consisting of formal inspections, routine walkthroughs, and unannounced spot checks. Inspection results are documented within Visitt and automatically routed to supervisors for immediate corrective action when needed. This proactive approach allows our team to identify issues early and maintain consistent service performance across all facilities.

Quarterly Business Reviews and Client Partnership

To ensure ongoing alignment with client expectations, CCS conducts Quarterly Business Reviews (QBRs) with agency stakeholders. These meetings provide a structured forum to review performance metrics, inspection trends, service data, and improvement initiatives. QBRs reinforce transparency, strengthen communication, and ensure that service delivery continues to evolve with the agency's operational needs.

Through this integrated approach—a compliance-driven transition, layered supervision, technology-enabled quality assurance, structured inspections, and collaborative performance reviews—CCS consistently delivers reliable, high-performing janitorial programs. Our extensive experience supporting nearby public-sector agencies demonstrates our ability to meet the accountability, transparency, and operational standards required in government environments while maintaining a strong focus on client satisfaction.



Project Approach & Methodology

3. Detailed project schedule, identifying all tasks and deliverables to be performed, durations for each task, and overall time of completion.

Our proposed schedule for the City of Costa Mesa facilities will be applied using a production-rate methodology refined over nearly 40 years of janitorial operations. For each building type and task category (e.g., restrooms, offices, public counters, hard floors, glass, high-touch disinfection), we calculate labor hours using established square-foot production standards, task frequencies, fixture counts, and site-specific variables such as occupancy levels and public access intensity. These standards are derived from historical performance data across comparable civic facilities, time-and-motion benchmarking, and continuous field validation by our operations leadership team. The resulting staffing model reflects the time required to meet scope, quality, and compliance expectations while maintaining supervisory oversight and quality assurance inspections.

The numbers below reflect hours per month. On the following page we outline how long the standard daily / weekly duties will be carried out over a week's time.

Location Name	Total Monthly Hours	Daily / Weekly Duties	Floor Care	Other Duties (Monthly / Quarterly)	Annual & Semi Annual Required Duties (No floor care included)
Balearic Community	65	48	9	8	
City Hall	250	210	20	5	15
Communications	28	24	3		1
Corporation Yard -Old	18	13	2	1	2
Corporation Yard	18	15	2	1	
Downtown Recreation	170	150	15	5	
Norma Hertzog	68	60	8		
Police Facility	345	290	52	2	1
Police Substation	5	4	0.5	0.5	
Senior Center	100	80	15	4	1
Bridge Shelter	28	21	3	2	2
PD Warehouse	3	3			
Fire Stations	8				8
IT Offices & Training	7	7			
Costa Mesa Tennis	9	9			
Park Locations	456	450		6	
Fairview Park	15	14.5		0.5	
ALDO	22	19		3	



Project Approach & Methodology

The below reflects the standard weekly schedule and hours per day to accomplish the ongoing daily / weekly tasks as part of the scope of work.

Location Name	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Balearic Community		2	2	2	2	2	
City Hall		9.5	9.5	9.5	9.5	9.5	
Communications		1	1	1	1	1	1
Corporation Yard -Old		1		1		1	
Corporation Yard		1		1		1	
Downtown Recreation	4.5	4.5	4.5	4.5	4.5	4.5	4.5
Norma Hertzog	1.75	1.75	1.75	1.75	1.75	1.75	1.75
Police Facility	9.5	9.5	9.5	9.5	9.5	9.5	9.5
Police Substation				1			
Senior Center	3.5		3.5		3.5	3.5	3.5
Bridge Shelter		1	1	1	1	1	
PD Warehouse				.75 Semi-Monthly			
Fire Stations	Annual Service						
IT Offices & Training	1	1	1	1	1	1	1
Costa Mesa Tennis		.75		.75		.75	
Park Locations	15	15	15	15	15	15	15
Fairview Park	1	1	1	1	1	1	1
ALDO	.75	.75	.75	.75	.75	.75	.75



Project Approach & Methodology

Floor Care

CCS Facility Services specializes in comprehensive floor care and maintenance, and our teams are highly experienced in managing the types of recurring floor care services required under this contract. The City's scope includes monthly machine scrubbing of hard surface flooring, quarterly carpet cleaning, and semi-annual strip and wax services, all of which are core services regularly performed by CCS across our municipal and public-sector client portfolio. Our trained floor technicians utilize commercial-grade equipment and industry-approved processes to restore, protect, and extend the life of flooring materials while maintaining a consistently clean and professional appearance. By integrating these services into our structured periodic maintenance program, CCS ensures that both carpeted and hard surface floors receive the specialized attention needed to maintain safety, durability, and long-term facility value.

Window Cleaning

Exterior window cleaning services will be performed by West Coast Property Maintenance, a trusted CCS subcontracting partner with extensive experience in commercial and municipal window cleaning; all required licenses and credentials can be provided to the City of Costa Mesa upon request.

Locker Room Details

Locker room detailing will be performed by CCS's dedicated daily cleaning team, who are trained in proper locker room sanitation procedures and equipped with the specialized tools and products required to safely and effectively clean locker interiors, benches, and surrounding surfaces. This approach ensures lockers are detailed consistently and thoroughly while maintaining hygiene standards and minimizing disruption to facility users.

Pressure Washing

CCS utilizes a dedicated specialty services team to perform all pressure washing and exterior surface cleaning required under this contract. These technicians are specifically trained in exterior cleaning methods, surface protection, and safety procedures, and are equipped with commercial-grade pressure washing systems designed for municipal environments. By deploying a specialized crew with the proper equipment, surface-appropriate cleaning techniques, and experience working on public facilities, CCS ensures that sidewalks, hardscape areas, and exterior building surfaces are cleaned effectively while protecting surrounding infrastructure and minimizing disruption to City operations and the public.

Parks

CCS Facility Services has extensive experience providing janitorial services for municipal park systems and understands the unique operational considerations involved in maintaining public-facing outdoor facilities. For the City of Costa Mesa parks included in this scope of work, CCS has proposed a two-person full-time parks team that will travel together using a CCS-provided vehicle to complete all daily, weekly, monthly, and quarterly services. This team-based approach allows our staff to divide responsibilities and complete work more efficiently, minimizing the time each park facility is occupied for cleaning and reducing disruption to community use. By deploying a dedicated parks crew equipped with the necessary supplies and transportation, CCS ensures consistent service coverage, faster task completion, and reliable maintenance of these high-visibility public amenities.



Project Approach & Methodology

4. A proposed schedule indicating stages of work, time frames, and ability to perform the required services in a timely manner shall be included in the proposal

The City of Costa Mesa program includes a robust and detailed set of periodic cleaning requirements, and CCS is well prepared to manage this level of service. Using **Visitt**, our closed-loop quality assurance platform, we will schedule all periodic tasks—including monthly, quarterly, and semi-annual services—**up to one year in advance**, ensuring each requirement is planned, tracked, and verified. CCS will also coordinate scheduling of these services with City staff ahead of time to minimize disruption and ensure transparency. While the standard periodic schedule outlined below applies to many of the facilities in this RFP, we recognize that several locations have **unique requirements** that cannot all be detailed within the space available. CCS has thoroughly reviewed the scope and is fully aware of the program’s specialized needs—including **pressure washing, exterior window cleaning, monthly machine scrubbing, restroom detailing, and other facility-specific services**—and we are committed to ensuring every periodic requirement identified in the scope of work is completed consistently and on schedule.

The below schedule applies to many, not all, of the facilities outlined in this RFP. We have read, understand, and will comply with all periodic requirements. The anticipated timeline to complete these tasks can be found on page 8.

Weekly	Monthly	Quarterly	Semi Annual	Annual Services
• Dust low areas up to six foot in height. • Damp mop all hard surface floors / clean mop splatter on walls. • Use shampoo system to remove large soil spots and dry. • Disinfect all door handles. • Spot clean around all wall switch plates, doors, door frames and counters. • Wipe down vinyl and leather furniture. • Vacuum elevator tracks removing all debris, clean and polish exterior doors. • Chemically treat all waterless urinals on Friday evenings with approved chemicals. • Surface clean carpets as needed.	• Vacuum upholstered seating. • Dust all vertical and horizontal blinds. • Dust ledges and windowsills over six feet. • Vacuum ceiling vents and deflectors. • Dust mop and spot clean Fire Escape Stairs, railings and ledges. • Machine scrub hard surface floor and apply finish. • Detail vacuum corners and edges. • Clean and polish metal elevator threshold plates. • Clean accessible baseboards.	• Clean carpet using a high-pressure hot water extraction system.	• Machine strip hard surface floors / clean grout in floor tile and reapply approved floor finish. • Replace waterless urinal cartridges with approved replacements as needed.	• June - Clean all exterior windows, power wash exterior sunscreens (to be performed on weekend only.)



Project Approach & Methodology

Demonstration of Experience Providing Janitorial Service to Similar Entities

CCS Facility Services has included a sample list of public agencies and local government partners nationwide to showcase our demonstrated experience in providing janitorial services to similar entities. These clients, whose engagements involve complex scopes of work, multiple buildings, defined schedules, and access to sensitive facilities, are comparable to the City of Costa Mesa's scope requirements. Notably, several of these agencies have entrusted CCS Facility Services with their janitorial needs for over a decade, underscoring our commitment to long-term, reliable service. CCS Facility Services supports over 15 public agencies in Southern California with janitorial needs, and over 1,000 local government facilities nationwide. This extensive experience in providing services to other local governments qualifies us to serve the City of Costa Mesa.

Account Name	Account Location	Year Initiated	Contract Value
San Bernardino County	San Bernardino, CA	2025-Present	Approx. \$984k/year
Amtrak	Los Angeles, CA	2025-Present	Approx. \$120k/year
City of Signal Hill	Signal Hill, CA	2025-Present	Approx. \$240k/year
City of Laguna Beach	Laguna Beach, CA	2025-Present	Approx. \$240k/year
City of Chino	Chino, CA	2019-Present	Approx. \$456k/year
City of Rancho Cucamonga	Rancho Cucamonga, CA	2014-Present	Approx. \$900k/year
City of Fullerton	Fullerton, CA	2014-Present	Approx. \$840k/year
City of Monterey Park	Monterey Park, CA	2025-Present	Approx. \$480k/year
City of Monrovia	Monrovia, CA	2016-Present	Approx. \$204k/year
Santa Clara Valley Water	San Jose, CA	2023-Present	Approx. \$1.3m/year
Madera County	Madera, CA	2018-Present	Approx. \$780k/year

Staffing for Our Orange County Branch:

Total Number of Professional Cleaners: 650

Total Number of Job Openings as of March 4, 2026: 0 (We typically have 3-5 openings, but are fully staffed currently)

Total number of cross-trained floaters: 12

We anticipate staffing this program with approximately 10 employee, a mix of part time and full time, which is approximately 1% of our current workforce in this branch. With our high level of client density in the area, we can easily support the City of Costa Mesa and have a robust local infrastructure to ensure quality of service.

Project Approach & Methodology

CCS Facility Services will carry out the City of Costa Mesa's Scope of Work through **a structured, fully self-performed janitorial program built to support the City's 17 facilities with consistent quality, reliable staffing, and clear accountability.** Our approach combines disciplined recruiting, optimized scheduling, strong on-site supervision, and a proven system for ensuring all daily and periodic tasks are completed on time.



During the **transition phase**, we conduct detailed walkthroughs of each facility to confirm access windows, building requirements, special cleaning needs, and storage and security protocols. We then assign trained CCS employees—day porters, night staff, and specialist floorcare technicians—based on each building's operational needs. All personnel are background-screened, uniformed W-2 employees trained on the City's scope, restroom and locker-room sanitation, safety requirements, closed-loop chemical use, and customer service expectations.

Scheduling is aligned with the City's service windows to ensure efficient, safe cleaning. Night crews service the key City facilities, including City Hall, the recreation center, community centers, police facilities, corporation yards. We will have a dedicated team supporting the City of Costa Mesa parks, ensuring that there are two individuals at each park. The City of Costa Mesa's full scope of work, including daily and periodic tasks, will be managed through our work order system, Visitt.



Oversight service is delivered through a robust management structure. In addition to the City's two required supervisors on duty, an Account Manager serves as the City's primary point of contact, supported by Day Service Managers, Night Area Managers who conduct routine inspections, monitor performance, coach staff, and verify the completion of all work. Our closed-loop work-order and inspection process documents tasks, tracks progress, and ensures any issue is corrected the same day.

CCS Facility Services performs all daily cleaning tasks, including restroom sanitation, high-touch disinfection, trash removal, floor care, vacuuming, glass cleaning, kitchen and appliance cleaning, and facility-specific needs such as City Hall meeting support and Library children's area care. In addition to daily service, CCS completes the City's periodic requirements. Monthly tasks—such as high dusting, machine floor scrubbing, cleaning of all vertical and horizontal blinds, and baseboard cleaning—are scheduled during low-traffic times. Quarterly work includes both carpet and strip-and-wax maintenance, and Bi-annual and annual deep cleaning, including full window cleaning, pressure washing, and deep cleaning garage flooring is performed by our specialized floorcare division.



Through precise staffing, structured scheduling, strong supervision, and an organized periodic-maintenance program, CCS Facility Services ensures high-quality cleaning across all City buildings while meeting every daily, seasonal, and long-term requirement of the City of Costa Mesa's Scope of Work.



Qualifications & Experience of Firm

Describe the qualifications and experience of the organization or entity performing services/projects within the past eight years that are similar in size and scope to demonstrate competence to perform these services. Information shall include:

1. Submit a description of the organization's qualifications, experience and abilities that make it uniquely capable of providing the services specified in the Scope of Work.

CCS Facility Services brings nearly four decades of experience providing professional janitorial and facility services to public agencies, municipalities, and large institutional clients. With regional operations throughout the western United States, CCS has developed the operational infrastructure, staffing capacity, and supervisory systems necessary to manage complex multi-facility janitorial programs similar to the City of Costa Mesa's requirements.

CCS currently supports numerous government facilities including city halls, administrative offices, public safety buildings, libraries, and community facilities. These programs require coordinating nightly janitorial services across multiple locations while maintaining strict sanitation standards, security protocols, and service schedules. Our experience working within municipal environments ensures that facilities remain clean, safe, and operational without disrupting City staff or public activities. More information about our current local government experience is on the following page.

Each CCS municipal contract is supported by a dedicated management structure that includes an Account Manager and working supervisors responsible for scheduling, quality assurance inspections, and communication with City personnel. Our supervisors conduct routine inspections to ensure that all daily, weekly, and periodic tasks are completed according to contract specifications. In addition, CCS maintains a deep bench of trained personnel and backup staff, allowing us to quickly address absenteeism or changing service needs while maintaining consistent service levels.

CCS equips its teams with commercial-grade equipment and industry best practices, including HEPA filtration vacuums, microfiber cleaning systems, and advanced floor care equipment. All personnel receive training in custodial procedures, safety practices, and facility security protocols to ensure that services are delivered safely and efficiently.

Through our municipal experience, strong supervision structure, trained workforce, and operational resources, CCS Facility Services is well positioned to deliver the reliable, high-quality janitorial services required to support the City of Costa Mesa's facilities.

2. If the owner is a corporation please provide Name of corporation, corporate office street address, city, state, and zip code, state where incorporated, date of incorporation, first and last name of officers, local office address, city, state & zip, and the date local office opened its doors for business.

CCS Facility Services-Orange County, Inc. is a C-Corporation, headquartered at 990 S Broadway, Suite 200, Denver, CO 80209, and opened in 1988, and a regional office at 3001 Red Hill Ave Bld. #6-220, Costa Mesa, CA 92626. The officers are listed in our forms section, and are Cameron Hall, Troy Coker, Bill King. Cameron is located out of our Costa Mesa office listed above, and Troy and Bill work out of our Denver office listed above.



Qualifications & Experience of Firm

4. Provide a list of current and previous contracts like the requirements for this project in Costa Mesa, including all public agencies served (if any). For each, provide a brief description of the scope of work performed, the length of time you have been providing services, and the name, title, and telephone number of the person who may be contacted regarding your organization's service record.

CCS Facility Services' Demonstration of Experience Providing Janitorial Service to Similar Entities

CCS Facility Services has included a sample list of public agencies and local government partners nationwide to showcase our demonstrated experience in providing janitorial services to similar entities. These clients, whose engagements involve complex scopes of work, multiple buildings, defined schedules, and access to sensitive facilities, are comparable to the City of Costa Mesa's scope requirements. Notably, several of these agencies have entrusted CCS Facility Services with their janitorial needs for over a decade, underscoring our commitment to long-term, reliable service. CCS Facility Services support over 15 public agencies in Southern California with their janitorial needs, and over 1,000 local government facilities nationwide. It is because of this dense experience in providing services to other local governments that we are qualified to serve the City of Costa Mesa.

Account Name	Account Location	Year Initiated	Contract Value
San Bernardino County	San Bernardino, CA	2025-Present	Approx. \$984k/year
City of Signal Hill	Signal Hill, CA	2025-Present	Approx. \$240k/year
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City of Rancho Cucamonga	Rancho Cucamonga, CA	2014-Present	Approx. \$900k/year
City of Fullerton	Fullerton, CA	2014-Present	Approx. \$840k/year
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Santa Clara Valley Water	San Jose, CA	2023-Present	Approx. \$1.3m/year
Madera County	Madera, CA	2018-Present	Approx. \$780k/year
Amtrak	Los Angeles, CA	2025-Present	Approx. \$120k/year
City of Encinitas	Encinitas, CA	2025-Present	Approx. \$192k/year
City of San Marcos	San Marcos, CA	2023-Present	Approx. \$312k/year
City of Claremont	Claremont, CA	2025-Present	Approx. \$264k/year
City of El Cajon	El Cajon, CA	2020-Present	Approx. \$444k/year
City of Monrovia	Monrovia, CA	2016-Present	Approx. \$204k/year
City of Rialto	Rialto, CA	2024-Present	Approx. \$444k/year

Qualifications & Experience of Firm

4. Provide a list of current and previous contracts like the requirements for this project in Costa Mesa, including all public agencies served (if any). For each, provide a brief description of the scope of work performed, the length of time you have been providing services, and the name, title, and telephone number of the person who may be contacted regarding your organization's service record.

Below are a list of accounts that are similar to the City of Costa Mesa, with a brief summary of the scope of work.

**Patrica Perez**

Supervising Custodian

Project and Facilities Management

Cell 909.379-2286, patricia.perez@pfm.sbcounty.gov

200 S. Lena Rd., San Bernardino, CA. 92415

Customer since 2025, ongoing

Providing day porter and night cleaning to 13+ facilities, using 10+ employees. Facilities include Sheriff Training Center and other County buildings.

**Caleb DuPont**

Facilities Supervisor

8749 Lion St, Rancho Cucamonga, CA 91730

Caleb.Dupont@cityofrc.us

Customer since 2014, ongoing

12 CCS Facility Services employees service 45+ City facilities including City Hall, the Police Department, Libraries, and Park restrooms.

**Martin A. Soto**

Facilities Maintenance Supervisor

Martin.soto@cityofchino.org, c: 909.536.8769

13220 Central Ave, City of Chino, CA 91710

Customer since 2019, ongoing

13 CCS Facility Services employees service 14 buildings and 110k sq ft. Facilities include City Hall, police department, community centers and more.



Staffing

Provide a list of individuals who will be working on this project and indicate the functions that each will perform and anticipated hours of service of each individual.' Include a resume for each designated individual.

Submit the primary contacts (and management hierarchy/organization chart) that will be available for all aspects of the work. Include contacts for customer service and senior management. Identify the management staff to be assigned to this project and their relevant experience and qualifications to janitorial services similar in nature. Provide the number of full-time employees and the number of part-time employees performing the Custodial/Janitorial services as of the date of submission of your response to this Request for Proposal.

Number of employees employed full time. When contacting your firm, contractor's personnel must be immediately available (answering machines or answering services are not acceptable). List the names, phone numbers, and e-mail addresses for the following:

- o Assigned Supervisor (for proposed contract)
- o Customer Service Representative for problems/questions
- o Accounts Receivable Representative for problems/questions.

In accordance with the **California Displaced Janitor Opportunity Act**, CCS will retain and transition the current janitorial employees assigned to these facilities, ensuring continuity of service and preserving the experience and institutional knowledge these workers bring to the program. CCS has extensive experience successfully onboarding incumbent staff and supporting them through structured orientation, training, and integration into our operational systems. To ensure these employees receive the guidance and resources necessary for success, CCS has identified a dedicated management team that will provide oversight, training, and ongoing support throughout the transition and contract term. The following pages outline the CCS management personnel who will be responsible for supporting these team members and ensuring consistent, high-quality service for the City of Costa Mesa.

Each key individual's contact information is listed on their resume.

Supervisor: Ernesto Flores, eflores@ccsbts.com, 949-239-5606

Customer Service Representative: Erryn Moreno, emoreno@ccsbts.com, 949.244.8682

Accounts Receivable: Victoria Burk, vburk@ccsbts.com , 303.733.8997

CCS Facility Services – Orange County, Inc. Employee Count:

Total number of employees: 680 as of March 11, 2026

Full time: 384

Part Time: 296



Compliance with California Labor Code: **Displaced Janitor Opportunity Act**



California Labor Code Section 1060-1065 (Displaced Janitor Opportunity Act)

CCS Facility Services is fully committed to complying with the **California Displaced Janitor Opportunity Act (Labor Code §§1060–1065)**. We view this not just as a legal requirement, but as an opportunity to ensure stability for employees and continuity of service for our clients.

90-Day Retention Commitment

When awarded a new janitorial services contract in California, we honor the statutory requirement to retain the existing qualified janitorial employees of the prior contractor for a period of not less than 60 days, unless just cause exists for termination. At the end of this period, we evaluate performance in good faith and may extend permanent employment offers to those employees.

Notification & Hiring Process

We coordinate with the outgoing contractor to obtain the list of current service employees as required. These employees are provided with written notice of their right to continued employment and are offered positions with wages, hours, and working conditions consistent with our program.

Non-Discrimination

We do not interfere with, restrain, or retaliate against any covered employees exercising their rights under this statute. Employment decisions during the retention period are based strictly on performance and operational needs.

Training & Onboarding

Retained employees are enrolled in our onboarding, safety, and compliance training to ensure a smooth transition into our program standards while preserving their employment rights.

Documentation & Recordkeeping

We maintain required documentation of employee lists, notices, retention offers, and evaluation outcomes to ensure full compliance with statutory obligations.



Staffing

Key Contact	Title	Functions for the City of Costa Mesa	Anticipated Monthly Hours of Service Supporting Direct Supervisors and Front Line Team
Cameron Hall	Regional Vice President	The Regional Vice President provides senior executive oversight for the region and will remain engaged to ensure the success of the City of Costa Mesa program. The RVP supports the General Manager through strategic guidance, resource allocation, and participation in executive-level reviews to ensure CCS consistently meets the City's service expectations.	<1 – mostly behind the scenes and as necessary for management support and contract compliance needs
Sebastian Pedreira	General Manager	Sebastian will closely with Erryn and supervisory team to review operational performance, address escalated issues, and ensure alignment with CCS service standards. He will also participate in strategic planning and periodic executive-level reviews to evaluate program performance, staffing stability, and continuous improvement opportunities.	<5 – mostly as management support to Erryn, financial oversight of the contract, ensuring the team has all resources required to complete the scope of work.
Erryn Moreno	Account Manager	The Account Manager serves as the primary point of contact for the program and is responsible for coordinating day-to-day service delivery, communication, and issue resolution between CCS and the client. In this role, the Account Manager oversees operational performance, supports the supervisory team, and ensures that staffing, service quality, and reporting requirements are consistently met.	15 – 20 – depending on the needs of the supervisors and leads of this program, and their development as professionals.



**ADDENDUM NO. 1
REQUEST FOR PROPSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES
RFP NO. 26-13**



**PUBLIC WORKS DEPARTMENT
CITY OF COSTA MESA**

Addendum Released on February 17, 2026

The referenced document has been modified as per the attached Addendum No. 1

Please sign this Addendum where designated and return the executed copy with submission of your proposal. This addendum is hereby made part of the referenced RFP.

1. **DELETE: Mandatory Job Walk** will be held on **February 18, 2026, at 10:00 a.m.** beginning at City Hall. The site inspections will allow the contractor to become familiar with all conditions that may affect the performance and cost of the contract. Proposers should be familiar with the proposal prior to attending the informational meeting and the job walk. Each attendee will be responsible for getting to each of the offsite facilities during the walkthrough.

The informational meeting and inspection of the facilities are mandatory. Any proposals received from contractors who did not attend job walk, will be deemed nonresponsive to the RFP. All prospective contractors will be required to sign in prior to the meeting and at the conclusion of the site visits.

2. **REPLACE: Mandatory Job Walk** will be held on **February 18, 2026, at 8:30 a.m.** beginning at City Hall. The site inspections will allow the contractor to become familiar with all conditions that may affect the performance and cost of the contract. Proposers should be familiar with the proposal prior to attending the informational meeting and the job walk. Each attendee will be responsible for getting to each of the offsite facilities during the walkthrough.

The informational meeting and inspection of the facilities are mandatory. Any proposals received from contractors who did not attend job walk, will be deemed nonresponsive to the RFP. All prospective contractors will be required to sign in prior to the meeting and at the conclusion of the site visits.

3. **ADD: City Facility** sites to be visited during the mandatory job walk. Highly recommend bringing a copy of **Exhibit I Job Specifications** found in the RFP to follow during the job walk.

CITY FACILITY SITES

BUILDING	ADDRESS	TOTAL SQUARE FOOTAGE
Balearic Community Center	1975 Balearic Drive	7,680
City Hall	77 Fair Drive	73,341
PD - Communications Center	79 Fair Drive	7,960
Corporation Yard (Old)	2300 Placentia Avenue	17,390
Corporation Yard (New)	2310 Placentia Avenue	5,219
Downtown Recreation Center	1860 Anaheim Avenue	18,445
Norma Hertzog Community Center	1845 Park Avenue	9,300
Police Facility	99 Fair Drive	30,551
Police Substation	567 W. 18th Street	8,966
Senior Center	695 W. 19th Street	20,127
Bridge Shelter	3175 Airway Avenue	3,600
PD Warehouse	3175 Airway Avenue	NA
IT Offices and Training Room	77 Fair Drive	1,000 – Basement @ City Hall
Costa Mesa Tennis Center	880 Junipero Drive	1,000
ALDO (Code Enforcement Substation)	3190 Airport Loop Drive, E-2	2,000
STATION	ADDRESS	TOTAL SQUARE FOOTAGE/LIVING SPACE
Fire Station No. 1	2803 Royal Palm Drive	3,750
Fire Station No. 2	800 Baker Street	3,332

Fire Station No. 3	1865 Parka Avenue	3,358
Fire Station No. 4	2300 Placentia Avenue	3,150 & 1,456 for training classroom
Fire Station No. 5	2450 Vanguard Way	4,305
Fire Station No. 6	3350 Sakioka Drive	4,342

All other provisions of the request for proposal shall remain in their entirety.

Vendors hereby acknowledge receipt and understanding of the above Addendum. Complete and submit this Addendum with your proposal.

 3/11/2026
Signature **Date**
 Maryll Betzold, Director of Government Services
Typed Name and Title

CCS Facility Services - Orange County, Inc.
Company Name
 3001 Red Hill Ave Bld. #6-220
Address
 Costa Mesa, CA 92626
City **State** **Zip**



**ADDENDUM NO. 2
REQUEST FOR PROPSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES
RFP NO. 26-13**



**PUBLIC WORKS DEPARTMENT
CITY OF COSTA MESA**

Addendum Released on February 19, 2026

The referenced document has been modified as per the attached Addendum No. 2

Please sign this Addendum where designated and return the executed copy with submission of your proposal. This addendum is hereby made part of the referenced RFP.

1. DELETE: Evaluation Criteria: The City's evaluation and selection process will be conducted in accordance with Chapter V, Article 2 of the City's Municipal Code (Code). In accordance with the Code, the responsive responsible proposer shall be determined based on evaluation of qualitative factors. At all times during the evaluation process, the following criteria will be used. Sub-criteria are not necessarily listed in order of importance. Additional sub-criteria that logically fit within a particular evaluation criterion may also be considered even if not specified below.

- **Project of Approach & Methodology ----- 35%**
- **Qualifications & Experience of Firm ----- 30%**
- **Staffing ---- 30%**
- **Cost Proposal ----- 5%**

2. REPLACE: Evaluation Criteria: The City's evaluation and selection process will be conducted in accordance with Chapter V, Article 2 of the City's Municipal Code (Code). In accordance with the Code, the responsive responsible proposer shall be determined based on evaluation of qualitative factors. At all times during the evaluation process, the following criteria will be used. Sub-criteria are not necessarily listed in order of importance. Additional sub-criteria that logically fit within a particular evaluation criterion may also be considered even if not specified below.

- **Project of Approach & Methodology ----- 35%**
- **Qualifications & Experience of Firm ----- 30%**
- **Staffing ---- 25%**
- **Cost Proposal ----- 10%**

All other provisions of the request for proposal shall remain in their entirety.

Vendors hereby acknowledge receipt and understanding of the above Addendum. Complete and submit this Addendum with your proposal.

 3/11/2026
Signature **Date**
Maryll Betzold, Director of Government Services
Typed Name and Title

CCS Facility Services - Orange County - Inc.
Company Name
3001 Red Hill Ave Bld. #6-220,
Address
Costa Mesa, CA 92626
City **State** **Zip**



**ADDENDUM NO. 3
REQUEST FOR PROPSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES
RFP NO. 26-13**



**PUBLIC WORKS DEPARTMENT
CITY OF COSTA MESA**

Addendum Released on February 20, 2026

The referenced document has been modified as per the attached Addendum No. 3

Please sign this Addendum where designated and return the executed copy with submission of your proposal. This addendum is hereby made part of the referenced RFP.

1. **ADD: 2nd Mandatory Job Walk** will be held on **February 24th, 2026, at 8:30 a.m.** beginning at City Hall. The site inspections will allow the contractor to become familiar with all conditions that may affect the performance and cost of the contract. Proposers should be familiar with the proposal prior to attending the informational meeting and the job walk. Each attendee will be responsible for getting to each of the offsite facilities during the walkthrough.

The informational meeting and inspection of the facilities are mandatory. Any proposals received from contractors who did not attend job walk, will be deemed nonresponsive to the RFP. All prospective contractors will be required to sign in prior to the meeting and at the conclusion of the site visits.

Companies that attended the **February 18th** mandatory job walk are not required to attend.

2. **ADD: City Facility** sites to be visited during the mandatory job walk. Highly recommend bringing a copy of **Exhibit I Job Specifications** found in the RFP to follow during the job walk.

CITY FACILITY SITES

BUILDING	ADDRESS	TOTAL SQUARE FOOTAGE
Balearic Community Center	1975 Balearic Drive	7,680
City Hall	77 Fair Drive	73,341
PD - Communications Center	79 Fair Drive	7,960
Corporation Yard (Old)	2300 Placentia Avenue	17,390
Corporation Yard (New)	2310 Placentia Avenue	5,219
Downtown Recreation Center	1860 Anaheim Avenue	18,445
Norma Hertzog Community Center	1845 Park Avenue	9,300
Police Facility	99 Fair Drive	30,551
Police Substation	567 W. 18th Street	8,966
Senior Center	695 W. 19th Street	20,127
Bridge Shelter	3175 Airway Avenue	3,600
PD Warehouse	3175 Airway Avenue	NA
IT Offices and Training Room	77 Fair Drive	1,000 – Basement @ City Hall
Costa Mesa Tennis Center	880 Junipero Drive	1,000
Code Enforcement Substation	3190 Airport Loop Drive, E-2	2,000

All other provisions of the request for proposal shall remain in their entirety.

Vendors hereby acknowledge receipt and understanding of the above Addendum.
Complete and submit this Addendum with your proposal.

 3/11/2026
Signature **Date**
Maryll Betzold, Director of Government Services
Typed Name and Title

CCS Facility Services - Orange County, Inc.
Company Name
3001 Red Hill Ave Bld. #6-220
Address
Costa Mesa, CA 92626
City **State** **Zip**



**ADDENDUM NO. 4
REQUEST FOR PROPSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES
RFP NO. 26-13**



**PUBLIC WORKS DEPARTMENT
CITY OF COSTA MESA**

Addendum Released on March 4, 2026

The referenced document has been modified as per the attached Addendum No. 4

Please sign this Addendum where designated and return the executed copy with submission of your proposal. This addendum is hereby made part of the referenced RFP.

1. ADD: Exhibit 2 Scope of Work & Job Specification for Park Restrooms

2. ADD: Signed Sign in Sheets

- February 18, 2026 @ 8:30 a.m.
- February 24, 2026 @ 8:30 a.m.

All other provisions of the request for proposal shall remain in their entirety.

Vendors hereby acknowledge receipt and understanding of the above Addendum.
Complete and submit this Addendum with your proposal.

 3/11/2026
Signature **Date**

Maryll Betzold, Director of Government Services
Typed Name and Title

CCS Facility Services - Orange County, Inc.
Company Name

3001 Red Hill Ave Bld. #6-220
Address

Costa Mesa, CA 92626

City **State** **Zip**

EXHIBIT 2

SCOPE OF WORK AND JOB SPECIFICATIONS FOR PARK RESTROOMS FOR JANITORIAL SERVICES FOR CITY FACILITIES

The Custodial/Janitorial Services contractor is responsible for the cleanliness and sanitation of the interior to the building. The description of each activity/service requirement is to be used as a guideline for the Contractor. The description does not attempt to describe every detail or feature of the park restrooms that are to be maintained by the Contractor.

Daily Activities:

- Empty all waste receptacles. Replace liner if torn or soiled. Spot clean receptacles.
- Clean and polish all drinking fountains, removing water marks, scale, and splashes on sides and front.
- Clean and disinfect any soiled areas resulting from leaker liners.
- Completely clean and sanitize all toilets, urinals and adjacent wall surfaces.
- Clean and sanitize walls and doors.
- Clean and sanitize mirrors, sinks, countertops and changing stations.
- Dust natural airflow grills/grates.
- Clean, sanitize and polish all metal bright work.
- Clean and sanitize stall partitions, shelves, fixtures and dispensers.
- Unclog any stoppages in toilets and sinks. Notify City immediately via email if unsuccessful.
- Knock down any spider webs and dust surfaces.
- Restock paper dispensers and refill soap dispensers as needed.
- Sweep and mop with germicidal disinfectant.
- Inspect the restroom and notify City, via email, of any damaged or broken fixtures or amenities, graffiti or unsafe conditions.
- Lock restroom doors/gates and lock park access gate(s) when work is completed.

Weekly Activities:

- Hose down floors and remove standing water using a squeegee.

Monthly Activities:

- Pressure wash interior to remove stains and visible soil such as dirt and soap stains from walls and floors.

PARK AND PUBLIC FACILITY RESTROOM LOCATIONS AND SCHEDULE

<u>Park Name and Address</u>	<u>Weekday Time In/Out</u>	<u>Weekend Time In/Out</u>
Canyon Park 970 Arbor Street (Lock Gate Only)	5:00 pm	5:00 pm
Del Mesa Park 2080 Manistee Drive	9:00 pm - 9:15 pm	9:05 pm – 9:20 pm
Estancia Park 1900 Adams Avenue	7:10 pm - 7:25 pm	7:10 pm - 7:25 pm
Fairview Park 2501 Placentia Avenue	6:50 pm - 7:10 pm	6:50 pm - 7:10 pm
Jack Hammett Sports Complex 2750 Fairview Road	10:40 pm - 11:00 pm	11:05 pm - 11:30 pm
Heller Park 257 E 16 th Street	5:30 pm - 5:45 pm	5:30 pm - 5:45 pm
Lions Park 570 W 18 th Street	5:45 pm - 6:00 pm	5:45 pm - 6:00 pm
Luke Davis Field 1814 Anaheim Avenue	6:15 pm - 6:30pm	6:15 pm - 6:30 pm
Shiffer Park 3143 Bear Street	8:20 pm - 8:35 pm	8:20 pm - 8:35 pm
Smallwood Park 1656 Corsica Place	7:40 pm - 7:55 pm	7:40 pm - 7:55 pm
TeWinkle Park 970 Arlington Drive (4 Restrooms)		
Skate Park	9:40 pm - 10:10 pm	9:45 pm - 10:15 pm
Angel's Playground	9:15 pm - 9:40 pm	10:45 pm - 11:05 pm
Restroom #2	No Service	9:20 pm - 9:45 pm
Athletic Complex	10:10 pm - 10:40 pm	10:15 pm - 10:45 pm
Vista Park 1200 Victoria Street	6:35 pm - 6:50 pm	6:35 pm - 6:50 pm
Wakeham Park 3400 Smalley Street	7:55 pm - 8:20 pm	7:55 pm - 8:20 pm

CITY OF COSTA MESA
BUSINESS LICENSE TAX CERTIFICATE - HDL-29911

77 FAIR DRIVE • COSTA MESA, CA 92626
PO BOX 1200 • COSTA MESA, CA 92628-1200
PHONE (714) 754-5235

BUSINESS NAME CCS FACILITY SERVICES - ORANGE
/DBA COUNTY, INC.

EXPIRATION DATE: February 28, 2027

BUSINESS 3001 RED HILL AVE 220
LOCATION COSTA MESA, CA 92626

DESCRIPTION: JANITORIAL

PRINCIPAL'S NAME: Stephen Testa

SPECIAL CONDITIONS:

ISSUED FOR TAX PURPOSES ONLY - NOT TRANSFERABLE -
TO BE POSTED IN A CONSPICUOUS PLACE

This Business Tax Certificate does not guarantee compliance with State or
Federal licensing requirements. Issuance of this certificate indicates that the
entity has paid the applicable Business Tax, pursuant to the CMMC Title 9
Chapter 1, and is issued for revenue purposes only.

California Civil Code §51.6 prohibits businesses from engaging in genderbased discrimination. A full notice is available
in English or other languages by going to: <https://www.dca.ca.gov/publications/>

Above is your Business License Certificate

Please Note

Every business is responsible for the annual renewal of this license.

Contact the Business License Division at (714) 754-5235 prior to any of the following changes:

1. Name change
2. Location change
3. Ownership change
4. Business activity change
5. Business type change

Your business license certificate must be kept at the place of business and made available for inspection.



BUSINESS LICENSING

77 FAIR DRIVE



City of Costa Mesa
BUSINESS LICENSE TAX CERTIFICATE

Stephen Testa
990 S Broadway St, Suite 200
Denver, CA 80209

License Number: HDL-29911

Date of Issue: 3/1/2026

ID: 12

EXHIBIT C
FEE SCHEDULE

APPENDIX B

**COST PROPOSAL
FOR
JANITORIAL SERVICES FOR CITY FACILITIES**

Provide hourly rates, along with estimated annual pricing in accordance with the City's current requirements, as set forth in Scope of Work. Also provide your firm's proposed Staffing Plan on a separate sheet of paper. Proposer should use a separate form to state pricing for any added value.

BUILDING	ADDRESS	MONTHLY LABOR HRS.	MONTHLY COST	ANNUAL COST
Balearic Community Center	1975 Balearic Dr.	65	\$ 2,010.03	\$ 24,120.36
City Hall	77 Fair Dr.	250	\$ 7,401.61	\$ 88,819.32
Communications Center	79 Fair Dr.	28	\$ 877.78	\$ 10,533.36
Corporation Yard (Old)	2300 Placentia Ave.	18	\$ 551.99	\$ 6,623.88
Corporation Yard (New)	2310 Placentia Ave.	18	\$ 568.81	\$ 6,825.72
Downtown Recreation Center	1860 Anaheim Ave.	170	\$ 4,906.02	\$ 58,872.24
Norma Hertzog Community Center	1845 Park Ave.	68	\$ 1,994.14	\$ 23,929.68
Police Facility	99 Fair Dr.	345	\$ 9,191.53	\$ 110,298.36
Police Substation	567 W. 18th St.	5	\$ 158.65	\$ 1,903.80
Senior Center	695 W. 19th St.	100	\$ 2,995.80	\$ 35,949.60
Bridge Shelter	3175 Airway Ave.	28	\$ 813.35	\$ 9,760.20
PD Warehouse	3175 Airway Ave.	3	\$ 86.20	\$ 1,034.40
Fire Stations 1-6	Various	8	\$ 384.53	\$ 4,614.36
IT Offices and Training Room	77 Fair Dr.	7	\$ 209.97	\$ 2,519.64

Costa Mesa Tennis Center	880 Junipero Dr.	9	\$ 268.33	& 3,219.96
All Park Locations (Not including Fairview Park)	Various	456	\$ 14,712.89	\$ 176,554.68
Fairview Park	2525 Placentia Ave.	15	\$ 408.55	\$ 4,902.60
ALDO (Code Enforcement Substation)	3190 Airport Loop Drive, E-2	22	\$ 624.21	\$ 7,490.52
TOTAL:		1,615	\$ 48,164.39	\$ 577,972.68

Pricing shall remain firm for a minimum of two (2) years. All requests for pricing adjustments for follow-on contract renewal periods shall be provided no later than sixty (60) days prior to the end of the contract period. Any such proposed price adjustments shall not exceed The Bureau of Labor Statistics Consumer Price Index (CPI) data for Los Angeles-Riverside-Orange County, CA, All Items, Not Seasonally Adjusted, "annualized change comparing the original proposal month and the same month in the subsequent year. (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)