

**ATTACHMENT 2: SCOPE OF WORK
FOR COMMUNITY AND SUSI Q CENTER FACILITY
MAINTENANCE AND CUSTODIAL SERVICES**

This Scope of Work is a part of the RFP and eventual Agreement between the City of Laguna Beach (CITY) and the awarded CONTRACTOR. This scope of work will be incorporated by reference in the eventual Agreement.

1. GENERAL FACILITY MANAGEMENT SERVICES

1.1 This agreement is a “level of effort” agreement. As this Agreement is a “Level of Effort Agreement”, the scope of work and CONTRACTOR labor can expand or reduce, as the CITY’s needs change. Through constant collaboration with the CITY’s designated Program Manager for this Agreement, work activities will change and evolve in a flexible manner to provide the CITY a cost effective, adaptable, safe, responsive, and environmentally responsible facilities management, maintenance, and custodial program. The scope provided in this attachment is effective after work is authorized by a work order, email, letter, amendment, or purchase order from the CITY’s designated Program Manager. All changes to the level of effort will be authorized in this manner. Work may be accomplished by CONTRACTOR employees, temporary service employees, or subcontractors as approved by the CITY.

GENERAL FACILITIES MANAGEMENT SERVICES

1.2 General. Commencing not later than the Commencement Date and continuously thereafter for the remainder of the Term, subject to its receipt of compensation and reimbursement as provided in Exhibit “B” of the eventual Agreement, the CONTRACTOR shall provide the facilities management, maintenance, and custodial services specified herein with respect to the Facilities owned or managed by the CITY. In providing the Facilities Management Services, CONTRACTOR shall have the following duties (except to the extent the following are the responsibility of a third party (in which case CONTRACTOR shall monitor such party’s performance as directed by the CITY), subject in each case to its receipt of compensation and reimbursement as provided in Exhibit “B” of the eventual Agreement. As tasked by the CITY by work order, authorizing letter, email, or a purchase order referencing this agreement, CONTRACTOR will provide labor, subcontracted labor, materials, equipment, and supplies on a full or part-time basis. CONTRACTOR will be authorized to do any service CITY requires as long as the work does not impose a cost, availability, safety, skill, cost, or competency issue. The CONTRACTOR will recommend to the CITY which categories of work will be done by CONTRACTOR employees and which work will be subcontracted to a CITY subcontractor or a CONTRACTOR subcontractor. All subcontracted work within the Scope of this Agreement will be approved by the CITY program manager and managed by the CONTRACTOR.

1.3 Level of Effort Facility Management and Maintenance Services.

CONTRACTOR may supply or cause to be supplied such services and goods as are usual and customary for the day-to-day operation of CITY's facilities. As authorized and tasked by CITY, the following work activities may be within the scope of work; utilities management; interior and exterior cleaning; management of CITY designated service contracts; furniture, fixture and equipment maintenance and repair; building maintenance; refuse removal; vermin and pest control; preventive and remedial maintenance and repair of all systems and structures; energy management, mailroom operations, administrative support services, acquisition and supply facilities-related equipment and consumables; and such other services requested by CITY.

1.4 Preventive Maintenance Program. CONTRACTOR, as directed and tasked by the CITY, will manage CITY's preventive maintenance program designed to preserve each building and its equipment, fixtures and contents. Such a program may include and not be limited to cover: electrical and supplemental power systems, exterior and interior paint, flooring, grounds, life safety, lighting, plumbing, heating, ventilating, air conditioning, mechanical equipment, pavement, roofs and signage. Data for the preventive maintenance program will reside in the CONTRACTOR's work management program and will be available to the CITY when needed.

1.5 Disaster Recovery. When tasked and authorized by CITY, CONTRACTOR shall participate in the disaster recovery planning process for each Facility CITY chooses. Such participation shall include, but not be limited to, assisting the recovery from fires, bombings, earthquakes, sinkholes, floods, tornadoes, hurricanes, riots, power outages, emergency evacuations and other emergency situations. CONTRACTOR shall conduct on-site inspections (at a minimum), and provide and update assessments of all factors pertinent to the facilities, and report such results to the CITY.

1.6 Third Party Contracts. With respect to contracts CITY enters into with third party contractors or vendors servicing the Facilities who are engaged directly by or on behalf of CITY and who do not constitute Subcontractors or Vendors of the CONTRACTOR (each, a "Third Party Contract"), CONTRACTOR shall as requested by CITY use commercially reasonable efforts to enforce the performance by the vendors or contractors under Third Party Contracts by all reasonable means, except the commencement of legal proceedings in respect thereof. CONTRACTOR will not be responsible for processing utility bills for the facilities within the scope of work.

2. SPECIFIC FACILITY MANAGEMENT, MAINTENANCE AND CUSTODIAL SERVICES

The following specific specification governs the work relating to this Agreement. CONTRACTOR will provide facility management services for the CITY for:

- The Community and Susi Q Senior Center

- Other buildings and facilities as the CITY authorizes in writing by a work order, purchase order, or amendment referencing this Agreement.

CITY has the option to revise, expand, or contract the scope of work as the CITY's needs change with mutual assent from CONTRACTOR. The scope of work includes the complete management of the facilities assigned to the CONTRACTOR.

3. GENERAL SCOPE

The following major building systems (the "Building Systems") are included within CONTRACTOR's responsibility when specifically tasked by work order, amendment, or purchase order. CITY pre-approved management oversight, preventive maintenance, recurring maintenance, janitorial and emergency plans will not require a work requisition to assume work. The following list provides the types of services that the CITY may task the CONTRACTOR to provide within the scope of work:

HVAC mechanical	Building electrical systems	Plumbing and sewer
Roofs/gutters/drains	Ventilation and exhaust systems	Potable/hot water distribution
Cooling towers	Energy management	Sprinkler systems
Air filtration systems	Emergency lighting	Elevators
Compressed air systems	Building automation and controls	Safety Equipment
Emergency power supply	Interior and exterior lighting	Interior and exterior lighting
Building and furniture locks	Custodial Cleaning	

4. SPECIFIC SCOPE ITEMS

The following specific services will be provided to the CITY when tasked to provide these services:

4.1 Building Systems Operations

CONTRACTOR will operate, monitor, and adjust the day-to-day operations of Building Systems and equipment as necessary to meet the performance standards set forth in the Agreement. Operations include, but are not limited to:

- Monitoring equipment performance
- Raising and lowering temperature within established energy savings parameters
- Monitoring and modifying air flow as required
- Calibrating fan speeds

- Operating building and equipment control systems
- Monitoring and operating lighting systems

Operating procedures will be optimized by CONTRACTOR as appropriate to the age, conditions, and operating requirements of each building.

4.2 Building Systems Preventive Maintenance

CONTRACTOR will perform preventive and recurring maintenance services for the building locations tasked by the CITY. Activities include but are not limited to:

- Scheduled repairs, overhauls and life cycle change outs
- Management and oversight of specialty contractors or warranty repair crews
- Replacement of components such as filters, belts, bearings, lubrication, etc.
- Roof maintenance
- Short and Long Range Maintenance Planning

CONTRACTOR will identify options, provide expertise and make recommendations relating to new maintenance procedures, new Building Systems technologies, equipment overhauls, replace vs. buy decisions, installation of new equipment, and disposal of obsolete equipment. Recommendations will draw on industry best practices, on new technology developments and CONTRACTOR's experience.

4.3 Equipment Repairs and Reactive Maintenance

Repair consists of identifying what keeps the equipment from operating properly, correcting or replacing defective components to make the equipment operate correctly, and verifying that the equipment is performing properly after the repair.

CONTRACTOR or subcontractors may perform repairs on site, or equipment may be sent off site to independent sources for repair. Where practical, the CONTRACTOR will provide, install and maintain substitutes at CITY cost for certain equipment to minimize impact on the CITY. The CONTRACTOR will maintain records of all equipment repairs performed by CONTRACTOR, preferably integrated into an information system. These repair histories will include the following information:

- Description of malfunction cause and parts requiring replacement.
- Time the equipment or device was out of service awaiting repair.
- Time that was spent diagnosing the problem, completing the repair and verifying the performance of the equipment or device.
- Cost of repair parts if required

CONTRACTOR will review the above factors to determine if the equipment should be repaired or replaced. Replacement decisions will require CITY approval prior to repair or replacement.

4.4 Material and Inventory Management

As tasked by the CITY, CONTRACTOR will provide the following:

- Management of the day-to-day procurement and inventory management of consumable materials and spare parts to enable O&M work to be performed in a timely and cost effective manner while minimizing materials and parts inventories.
- Administration and management of warranties and manufacturer service contracts relating to equipment or parts used in Building Systems under CONTRACTOR's control.
- Coordinate, supervise and approve work performed under these contracts, and ensure that service personnel adhere to procedures, conduct and standards required of its own subcontractors while on site.

4.5 Building Custodial and Cleaning Services

CONTRACTOR will provide custodial and interior cleaning services to the designated buildings as authorized and tasked by the CITY to maintain interior areas.

CONTRACTOR will provide all materials, equipment and supplies.

CONTRACTOR will be responsible for providing personnel, supervision, training and inspection necessary to perform the Services.

CONTRACTOR will use the following overall techniques to implement the custodial program:

On at least a monthly basis, CONTRACTOR's Overall Custodial Manager will meet with key building occupants to insure that issues are addressed and tenant satisfaction is achieved. Each month, the Custodial Manager will meet with CITY to communicate the results of this review and corrective actions, if any, to be taken.

4.5.1 General Cleaning Services

The Services described below are to be provided to all areas within the Facilities unless otherwise specified, including: coffee and break areas, exercise and fitness areas, reception areas, lounges and lobbies, corridors, libraries, office kitchenettes, elevators, stairways, landings, emergency tunnels, offices, work stations, project rooms, conference rooms, dining areas, locker rooms, temporary trailers occupied by CITY employees and shower areas.

4.5.2 Surface cleaning

CONTRACTOR will provide the following services:

- Clean workplace and furniture surfaces. Schedules may be revised as needed to meet the desired standards of performance. Surface cleaning includes the following activities:
- Surface cleaning and dust removal
- Cleaning sanitary surfaces
- Polishing reflective surfaces
- Vacuuming and sweeping
- Mopping, waxing, resealing and buffing

Surface cleaning and dust removal includes the following:

- Remove marks, stains and spillage from doors, door glass, door frames, elevators, elevator walls, furniture, trim, walls, door frames, door moldings, ring-down phones, stainless steel surfaces, telephones, partitions, glass, light switches, light fixtures, and woodwork.
- Dust with oil-treated cloth or mop low ledges, window sills, non-fabric part of chairs, tables, cabinets, desk tops, window openings, counters file cabinets, moldings and other horizontal surfaces that are accessible without the use of a ladder.
- Wipe down plastic, chrome or vinyl furniture. Damp wipe, with soap or cleaning solution, non-fabric seating and tables.
- Dust Venetian Blinds where accessible.
- Remove dust, marks and spots using a damp cloth from picture frames, light fixtures and items on walls.
- Clean door kick plates and thresholds.
- Dust with oil-treated cloth or damp wipe handrails and corners. Remove spots with a damp cloth.
- Dust or damp wipe monitors and office equipment, including copier, fax, telephones, calculators, etc.
- Dust fronts and tops of lockers.
- Clean, dust and/or remove cobwebs from light fixtures, vent openings and window openings.
- Perform high dusting.
- Clean air grills, diffusers, fans, mounted fans (including blades and cages), vents, louvers and dust nearby ceiling tiles.
- Remove dust and spots from inside and outside fire extinguisher and fire hose cabinets.
- Cleaning sanitary surfaces includes the following:
- Damp wipe counters and surfaces that touch food using a disinfectant.
- Wipe clean and disinfect drinking fountains.
- Clean around portable office water coolers and empty spill trays. CONTRACTOR is not responsible for operating or refilling water coolers.
- Wipe clean and disinfect faucets.
- Clean washbasins, dispensers, chrome fixtures and fittings, mirrors, mirror frames, and lights.

- Sanitize toilets, toilet seats and urinals.
- Wipe toilet partitions and tile walls using disinfectant.
- Clean drains in walk-in shower and individual shower stalls.
- Sanitize shower floors and walls.
- Sanitize rubber floor mats and clean underneath the mat as needed.
- Machine scrub with disinfectant, restroom and shower tile floors.
- Defrost and damp wipe clean refrigerators. Dispose of unsealed food items accordingly.
- Empty and damp wipe collector pans located under refrigerators. Clean drain connection.
- Wash out and disinfect trash containers, as needed, both inside and outside.
- Clean microwave ovens as needed.
- Polish reflective surfaces includes the following
 - Polish elevator chrome and elevator walls.
 - Polish washbasins, dispensers and chrome fixtures.
 - Polish mirrors.
 - Polish metal door kick plates and thresholds.
 - Polish stainless steel and chrome surfaces.
- Vacuuming and sweeping includes the following:
 - Completely vacuum rugs and carpeted floors with vacuum cleaner equipment, properly adjusted for the height of the pile on rug. After the carpeted floor has been completely vacuumed, it should be free of visible litter, soil and embedded grit.
 - Vacuum entrance carpets and carpet runners as needed.
 - Sweep or vacuum steps and landings.
 - Sweep or vacuum floors in main traffic areas.
 - Vacuum lobby door tracks and elevator door tracks.
 - Spot vacuum fabric part of chair seats and backs.
 - Vacuum tops of lockers in rest rooms.
- CONTRACTOR will use low noise (< 55 decibels) vacuuming equipment equipped with enclosed dirt collection units, so that dust is not released back into the environment.

Mopping, waxing, resealing and buffing includes the following:

- Wet Mopping. Prior to wet mopping, sweep the floor surface entirely and move portable furniture to mop underneath. Use a wet mop, mop bucket and wringer, and a neutral detergent solution to remove soil and non-permanent stains from the entire area, to include stairs. The neutral detergent solution will be changed periodically to ensure proper strength and effectiveness of detergent solution, and to prevent the deposition of debris. Otherwise, rinse the area that was damp mopped with clear water. After being wet mopped, the wet area will be posted with a "Slip" warning.

- Hardwood and tile floor care will include cleaning using disinfectant cleaner; spill removal, the removal of black marks, scuffmarks, and any additional build-up.
- Sweep or dust with oil-treated mop concrete floor surfaces and damp wipe as appropriate
- Remove debris and moss from steps, landings, and emergency tunnels.

Spot Reconditioning

CONTRACTOR will perform reconditioning activities as listed below. If cleaning, reconditioning or minor repairs fail to restore an item to the specified standard of appearance (i.e. appropriate to its location and use), cleaning personnel will notify the appropriate parties for scheduled repair or replacement of the item.

CONTRACTOR will provide the following:

- Spot recondition: fabric part of chairs, cubicles partitions and dividers; carpets; interior and exterior of elevators; hardwood and vinyl floor; windowsills, doors, doorframes and light switches.
- Remove graffiti from surfaces when required.
- Clean fabric partitions.
- Shampoo, spot treat or steam clean carpets as needed to maintain.
- Restocking of Consumables
- Restock paper products and soap dispensers, as well as feminine products in the restrooms.
- Restock paper products and soap dispensers in kitchenettes, kitchens and food service areas. Any dishes in kitchenettes are the responsibility of CITY to clean and replace. CONTRACTOR is not required to load, unload or operate dishwashers.
- Glass Cleaning
- Monitor the condition of interior and exterior glass surfaces. Clean as required or as needed to prevent damage to glass or frames.

4.5.3 Interior Glass

Cleaning interior glass will be defined as the complete removal of smudges, tape, oily film, and other types of soil from interior windows, skylights, partitions, walls, doors, tables, mirrors, displays and other glass surfaces. Interior glass cleaning standards and frequencies will also apply to both sides of glass in exterior doors and vestibules). A glass cleaning chemical, window squeegee tool with rubber blade, clean sponge and synthetic fiber cloths will be used. The glass will be rinsed to remove any detergent solution residue. After washing, the glass area should be free of dust, smudges, oily film, tape and other types of soil streaks, and watermarks. Glass cleaner splashed and drip marks should be removed from adjacent surfaces, such as frames, casings, trim and sills, after each washing.

4.5.4 Exterior Glass

Cleaning exterior glass will be defined as the complete removal of smudges, tape, oily films, cobwebs, dust, and other types of soil from both sides of the glass and frames of exterior windows, doors etc. A glass cleaning chemical, window squeegee tool with rubber blades, clean sponge and synthetic cloths will be used. The glass and frame will be rinsed to remove and detergent solution residue. Any paint drops or smears will be removed from outside window glass. Steel wool will not be used, but razor blades or broad knives are permissible. After washing, the glass area should be free of smudges, tape, oily film, cobwebs, dust, and types of soil, streaks and watermarks. Glass cleaner splashes and drip marks should be removed from adjacent surfaces. The parapets on certain CITY buildings are non-structural and will not support a heavy scaffold. Window washing will be performed using normally accepted methods for this type of work.

4.5.5 Specialized Area Cleaning Services

In addition to the activities listed above under General Cleaning Services, CONTRACTOR will conduct the following special activities appropriate to the following specific types of areas:

Janitorial Storage Areas

Clean janitorial storage areas:

Keep supply and storage areas neat and orderly.

- Leave no trash in supply and storage areas overnight.
- Store janitorial items in designated storage areas, not in corridors.
- Computer rooms (for future scope additions)
- Clean areas designated as computer rooms:
- Dust desk accessories, chairs, chair legs, cabinets, cabinet tops and desks where accessible.
- Dust baseboards, doorframes and picture frames.
- Spot clean interior glass.
- Do not use water or wax on floor. Damp mop hard floor surfaces to remove spots and spills.
- Dust with oil treated mop hard floor surfaces.
- Do not plug vacuum cleaners into specially marked outlets.
- Do not unplug any equipment.
- Do not use damp cloths or water on equipment.
- Do not stand on equipment.
- Spot clean any visible marks on surface of tables, tiled floors and carpeted areas (do not use wet mop on computer room floor).
- Copier and Printer Areas

- Clean areas containing copiers and printers:
- Do not unplug any equipment.
- Do not use damp cloths or water on equipment.
- Do not stand on equipment.
- Provide bins for disposal of confidential paper.
- Warehouse and Shop Areas
- These areas include any designated “industrial use” type of space, including but not limited to warehouses, craft shops, loading docks, receiving areas and utility plants.
- Clean warehouse and shop areas:
- Remove litter.
- Mop spillage and hose down dock areas as required.
- Scrub stains underneath and outside dumpsters with designated chemical.
- Degrease oil leaks.
- Dust mop or sweep non-rated or cement floor surfaces

Cafeteria and Eating Areas (As applicable)

The following cafeteria-related cleaning activities will be done as tasked by the CITY:

- Service and wet mop kitchen floors.
- Clean cafeteria seating areas according to defined standards; wipe tables.
- Remove cafeteria trash not defined as kitchen wastes.

Construction Sites (When applicable)

- Dispose properly of debris and waste arising from construction or intrusive maintenance activities performed by CONTRACTOR as part of the Services.
- Provide dumpsters or other containers adequate to prevent overflows or unsafe working conditions.
- Promptly restore construction areas to previously existing standards of function, cleanliness and appearance upon completion of the work.
- Removal of construction debris or cleanup of construction sites relating to projects performed at the Facilities under separate contracts is not within the Scope of Work for this Agreement and not part of the Services.

4.5.6 Trash Removal

CONTRACTOR is not responsible for trash removal or cleaning in spaces to which its personnel have no access during scheduled cleaning times. CITY is responsible for removing full non-hazardous waste containers from secured or locked areas to locations where they can be emptied, and for retrieving them. CONTRACTOR will provide the following services with respect to non-hazardous waste removal:

- Remove workplace trash from trash bins to designated areas
- Empty contents of trash and waste containers.

- Do not remove materials near wastebaskets unless clearly marked or labeled with such words as “trash”, “junk”, “Basura”, etc. Do not remove manufactured materials (e.g. machine parts), regardless of appearance, unless clearly marked for disposal.
- Prevent adjacent areas from being littered by trash.
- Remove any accumulations of trash, rubbish, litter, spills, stains, or other foreign matter from containers and the trash area.
- Clean and restore container surfaces to a sanitary and pleasing condition.
- Maintain plastic liners in trash baskets in a serviceable and orderly condition
- Return trash containers to their original positions.
- Ensure that non-hazardous trash and recyclable materials storage areas, containers and dumpsters are sited and maintained in a manner consistent with defined standards.
- Remove non-hazardous trash from CITY premises and dispose of properly off site in accordance with applicable environmental policies and regulations. Waste disposal will include reasonable efforts (e.g. via magnets) to sort, reclaim and recycle metals from trash prior to final disposal. CITY will be responsible for all shipping manifests and ultimate responsibility for all hazardous waste.

4.5.7 Recycling

Recycling arrangements and costs should be reviewed periodically with the CITY. The following activities will be performed for each of the recyclable materials described:

- Remove recyclable materials from marked recycling containers and transport to designated storage areas
- If a recycling container is observed to contain significant amounts of trash (as opposed to recyclable materials), dispose of all materials in that container as trash.
- Clean recycling containers as required and return them to their original positions
- Ensure proper removal of recyclable paper from CITY premises.

4.5.8 Materials Spill Cleanups (non-hazardous materials)

CITY acknowledges that CONTRACTOR is not an environmental consultant in the field of hazardous materials. Therefore, notwithstanding anything else contained herein or in the Agreement, with respect to any environmental conditions or issues pertaining to hazardous materials at the Facilities, CITY agrees and acknowledges that CONTRACTOR and its agents, officers, directors, partners, shareholders, subcontractors and employees are not and shall not be deemed “operators” of the Facilities or any tenant operations therein (or have any comparable legal status) for purposes of current or pending federal, state or local laws pertaining to hazardous materials and CITY shall indemnify and hold such persons harmless from any claims made with respect thereto. Unless agreed to in a separate writing signed by both

CITY and a duly authorized representative of CONTRACTOR, CONTRACTOR shall not be responsible for the storage, transportation, disposal, abatement, cleanup or removal of hazardous materials below, on, under, about or affecting the Facilities, except for those hazardous materials, if any, used by CONTRACTOR in the ordinary course of its management activities.

Any spill of unknown materials should be assumed to be a hazardous materials condition until confirmed to be non-hazardous. The activities below apply only to spills that are confirmed to be non-hazardous materials, such as non-hazardous cleaning chemicals or motor oil:

- Conduct cleanup as needed to remove traces of contaminant, if possible.
- Collect and dispose of contaminants and contaminated items that cannot be cleaned in an appropriate manner, in accordance with EH&S Department policies and regulations.
- Investigate the causes of any materials spill, and submit report to CITY and to CITY EH&S Department.

4.5.9. Materials, Equipment, and Supplies

Contractor will supply the following:

- All cleaning equipment
- custodial shirts
- cell phone and monthly charges
- periodic visits by the night supervisor and custodial manager;
- the cost of cleaning supplies, chemicals and rags.

Items to be provided by CITY:

- Paper and plastic items relating to custodial services
- Utilities

4.6 Safety Engineering

As tasked and approved by the CITY, perform safety audits and verification of regulatory compliance in the work place. Assure that Cal OSHA regulations such as IIPP, Hazardous Communications, Emergency Action Plan, Fire Prevention Plan, Hazardous Energy Control, and job specific safety procedures are implemented for the Services.

Assist in development, delivery and documentation of safety training, including new hire employee safety orientation. Activities include:

- Perform routine inspection of equipment for fire protection, emergency lighting, safety eye wash/ shower, and ERT emergency response.
- Participate in ERT drills, new/refresher training, evacuation drills as directed by CITY
- Maintain and update Material Safety Data Sheet Master Binder, and evaluate safety, use and storage for new chemicals/ gas.
- Perform worksite safety evaluations and surveillance for employee exposures (ventilation, RF, respiratory protection, laser, electrical shock hazards, hazardous chemical or gas etc.) as relates to the Services.
- Conduct workplace ergonomic evaluation, document, and provide recommendations, as may be required, for ergonomic equipment.

4.7 Grounds and Exterior Site Maintenance (When Applicable)

4.7.1 Overview

Grounds maintenance provides for proper function and pleasing appearance, including pest control, of exterior areas of CITY. Outdoor areas include grounds, pavements, roads, sidewalks, drainage ditches and fences.

4.7.2 Exterior Site Infrastructure

CONTRACTOR will provide the following Services:

- Police and remove litter from the property. Empty outdoor waste bins and cigarette urns as required to prevent spillover and deter pests.
- Maintain exterior lighting at a level that meets CITY safety and security standards.
- Maintain sidewalks, pavements and pavement markings at a level that meets CITY safety standards.
- Maintain exterior fences in good repair; repair any gaps.
- Maintain signs in orderly and readable condition.
- Maintain outdoor structures, such as temporary sheds, construction trailers, dumpsters and smoking areas, in an orderly condition and, where possible, place them in unobtrusive locations.