

STAFF REPORT**CITY OF OCEANSIDE**

DATE: October 18, 2023

TO: Honorable Mayor and City Councilmembers

FROM: Public Works Department

SUBJECT: PUBLIC WORKS JANITORIAL MAINTENANCE AGREEMENT FOR PARKS AND BEACH RESTROOM JANITORIAL SERVICES

SYNOPSIS

Staff recommends that the City Council approve a two-year Public Works Janitorial Maintenance Agreement with Prizm Janitorial Services, Inc., in the annual amount of \$639,754, for a two-year total of \$1,279,508, for parks and beach restroom janitorial services; appropriate \$247,925 from the Unassigned General Fund; and authorize the City Manager to execute the agreement upon receipt of all supporting documents.

BACKGROUND

In August, staff solicited proposals from qualified private companies to perform City parks and beach restroom janitorial services. The prices received in the proposals were competitive. The major change with this particular contract was to increase cleaning frequencies within the City park restroom facilities. Currently the fifteen City park sites with eighteen sets of restrooms are cleaned once daily, seven days a week in the morning hours. Oceanside's parks are extremely busy and are continually used throughout the day. Often enough, by the end of day when the evening activities within the parks begin, the restroom conditions warrant an additional cleaning. This new contract proposes twice daily cleanings within all City parks year-round. The park restrooms would be cleaned during the morning hours and then cleaned again in the late afternoon before evening park activities take place. The fifteen City park site locations with eighteen sets of restrooms will be cleaned twice daily year-round.

The seven City beach restroom locations will continue on the current cleaning schedule; two times per day during the non-peak season (September through May) and three times per day during the peak season (Memorial Day through Labor Day).

As a standard condition within the restroom cleaning specifications and contract, cleansers that kill hepatitis and the HIV virus are required to be used. Staff will monitor and ensure that the contractor is compliant with this specification and all conditions of the contract.

ANALYSIS

The proposals received were evaluated on a competitive basis. The companies' overall qualifications, including the qualifications of key personnel, prior service experience, availability of personnel and ability to provide the required services were considered critical. While cost was a very important consideration, it was not the only deciding factor. Exhibit A lists the three companies with their respective proposal amounts. Staff reviewed the top three proposals which included review of proposal documents and exhibits, a bid analysis, reference checks and in-person interviews.

During this process, Allied Janitorial withdrew its proposal. Staff interviewed both Prizm Janitorial and Aztec Janitorial Services. Aztec Janitorial Services' staffing plan and vehicle plan to perform these services was determined to be inadequate. In addition, Aztec Janitorial did not meet minimum qualifications for providing supervisory staff. Furthermore, their submitted proposal and presentation proposal differed which created discrepancies.

Staff ranked Prizm Janitorial Services first and determined them to be the most qualified firm. Prizm Janitorial Services provided all the required exhibits, work plan, and staffing plan. Their cost proposal is consistent with current wage trends and the associated material costs for cleaning services. The Agreement is for a term of two years, commencing December 1, 2023, and ending November 30, 2025.

The City has the option to renew the Agreement with the same terms and conditions, except compensation, for three additional one-year terms. The yearly compensation would be adjusted to reflect the change in the semi-annual Consumer Price Index for "All Urban Consumers" for San Diego. There are no early termination clauses for the Contractor. Nothing in the Agreement obligates the City to appropriate funds for the Agreement in the upcoming fiscal years.

FISCAL IMPACT

The total two-year Agreement cost is \$1,279,508. The FY 2023-24 Agreement cost of \$373,190 (7 months) will be charged to the accounts shown in the table. In addition, a contingency of \$4,500 is requested to cover additional costs associated with requested extra cleanings.

An appropriation in the amount of \$247,925 will be needed for this contract from the Unassigned Fund account 101.3100.0001 to the accounts listed in the table. Typically, reserves are not used to fund this contract, however due to the increased cleaning frequencies, the current contract budget allowance is not sufficient for the additional cleanings nor is it sufficient for standard cleaning practices with the new contract.

Funding source is the Unassigned Fund balance account 101.3100.0001, which has a current available balance of \$9,200,000; therefore, sufficient funds are available.

Prizm Janitorial Services, Inc.					
FY 2023-24 Amount	Account	Available Balance	Request to Appropriate	Funding Source Requested	Available Balance
\$ 250,947 + \$2,000 (contingency)	660613101.5320 Parks Maint.	\$ 63,672	\$ 189,275	Unassigned Fund Balance 101.3100.0001	\$9.2M
\$ 106,963 + \$2,500 (contingency)	600625101.5320 Beach Maint. account	\$ 57,180	\$ 52,283		
\$ 15,280	600626101.5320 Pier Maint.	\$ 8,913	\$ 6,367		
\$373,190			\$247,925		
+ \$4,500 (contingency)					

INSURANCE REQUIREMENTS

The City's standard insurance requirements will be met.

COMMISSION OR COMMITTEE REPORT

Does not apply.

CITY ATTORNEY ANALYSIS

The referenced documents have been reviewed by the City Attorney and approved as to form.

RECOMMENDATION

Staff recommends that the City Council approve a two-year Public Works Janitorial Maintenance Agreement with Prizm Janitorial Services, Inc., in the annual amount of \$639,754, for a two-year total of \$1,279,508, for parks and beach restroom janitorial services; appropriate \$247,925 from the Unassigned General Fund; and authorize the City Manager to execute the agreement upon receipt of all supporting documents.

PREPARED BY:



Nathan Metz
Public Works Division Manager

SUBMITTED BY:



Jonathan Borrego
City Manager

REVIEWED BY:

Rob O'Brien, Deputy City Manager



Hamid Bahadori, Public Works Director



Jill Moya, Financial Services Director



ATTACHMENTS:

1. Exhibit A – Bid Summary
2. Public Works Janitorial Maintenance Agreement – Prizm Janitorial Services
3. Attachment C – Service Performance Plan

EXHIBIT A

BID SUMMARY (ANNUAL)

1.	Prizm Janitorial Services	\$639,753.96
2.	Aztec Janitorial Services	\$650,772.83
3.	Allied Service	\$1,019,199.19

CITY OF OCEANSIDE CONTRACT DOCUMENTS

SECTION 5: AWARD DOCUMENTS

5.1 JANITORIAL MAINTENANCE AGREEMENT

**PROJECT: Janitorial Maintenance Services for
Parks, Beaches, and Pier Restrooms**

THIS JANITORIAL MAINTENANCE AGREEMENT is made and entered into for the above referenced Project, this Eighteenth day of October, 2023, BY AND BETWEEN the City of Oceanside, as AGENCY, and Prizm Janitorial Services, Inc., as CONTRACTOR.

WITNESSETH that AGENCY and CONTRACTOR have mutually agreed as follows:

5.1.1 Contents of Contract Documents. The Contract Documents for this project shall consist of the Notice Inviting Sealed Proposals, Instructions to Bidders, Proposal Documents, Notice of Award, Award Documents, Notice to Proceed, General Provisions, Janitorial Maintenance Specifications and all Attachments (Locations and Expectations, Standards, and Expectations), Maintenance Frequency Table, Exhibit 1 through Exhibit 5, and all permits from other agencies as may be required by law.

The Contract Documents may be amended in writing from time to time in accordance with Subsections 2.9, 5.1.16, and 7.12, to clarify or modify the work contemplated in order to ensure the completion of the work in an acceptable manner. These amendments shall be incorporated into the Contract Documents.

If there is a conflict between Contract Documents, the document highest in precedence shall control. The precedence shall be:

- a. Requirements set by Local, State and Federal law, including permits required thereby.
- b. Amendments approved pursuant to Subsections 2.9, 5.1.16, and 7.12.
- c. Instructions to Bidders, Notice of Award, Award Documents, Notice to Proceed and General Provisions.
- d. Special Provisions.
- e. Proposal Documents and Exhibits.
- f. Notice Inviting Sealed Proposals, all other notices, reports, and documents to the extent specifically referred to in other Contract Documents.

5.1.2 Agency's Obligations. AGENCY hereby promises and agrees to pay CONTRACTOR for all work performed in accordance with these Contract Documents at the time, in the manner, and upon the conditions set forth in the Contract Documents.

5.1.3 Authorized Agency Representatives. On behalf of the AGENCY, and through the authority of the City Manager, the Public Works Division Manager (hereinafter "Division Manager") shall be the AGENCY's authorized representative in the interpretation and enforcement of all work performed in connection with this Agreement. The Division Manager may delegate authority in connection with this Agreement to the Project Manager and or other designees. The Project Manager, on behalf of the Division Manager, shall be authorized to suspend the CONTRACTOR's performance, and shall have access at all times to the Project Site and all Contract Documents in the CONTRACTOR's possession. The CONTRACTOR shall promptly comply with instructions from the Division Manager or from any authorized representative.

5.1.4 Contractor's Obligations. For and in consideration of the payments and agreements to be made and performed by AGENCY, CONTRACTOR agrees to perform or cause to be performed all work set forth in the Contract Documents which shall consist of furnishing all materials, equipment, tools, labor and incidentals required to complete the project in a good and workmanlike manner satisfactory to the Project Manager. The CONTRACTOR shall furnish and maintain in good condition all equipment and facilities as required for the proper execution and inspection of the Work.

The CONTRACTOR shall perform diligently and continuously in order to complete all work set forth in the Contract Documents in every detail to the satisfaction of the Division Manager. The CONTRACTOR shall complete all work in every detail to the satisfaction of the Project Manager, exclusive of maintenance periods, within the maintenance schedules provided to and accepted by AGENCY.

CONTRACTOR's relationship to the AGENCY shall be that of an independent contractor. CONTRACTOR shall have no authority, express or implied, to act on behalf of the AGENCY as an agent, or to bind the AGENCY to any obligation whatsoever, unless specifically authorized in writing by the Engineer.

CONTRACTOR shall be solely responsible to AGENCY for the performance of the CONTRACTOR, and any of its employees, agents, subcontractors, or suppliers, under these Contract Documents. The CONTRACTOR agrees to bind every subcontractor by the terms of these Contract Documents as far as such terms are applicable to the subcontractor's work. Only competent workers shall be employed on the Work. Any person employed, who is found to be incompetent, intemperate, troublesome, disorderly or otherwise objectionable, or who fails or refuses to perform work properly and acceptably, shall be immediately removed from the Work by the CONTRACTOR and not be re-employed on the Work.

5.1.5 Time of the Essence. Time is of the essence in performance of work under these Contract Documents and all schedules shall be strictly adhered to unless otherwise modified by the AGENCY in accordance with the Contract Documents.

5.1.6 City Business License. Prior to the commencement of any work under this Agreement, the CONTRACTOR shall obtain and present a copy of an Oceanside City Business License to the City Engineer.

5.1.7 Compliance with NPDES and Storm Water Discharge Requirement. Prior to the commencement of any work, the CONTRACTOR shall verify evidence of existing coverage under California's Statewide General NPDES permit for Storm Water Discharges Associated with Construction Activities for all projects subject to the permit. CONTRACTOR shall also retain on the jobsite a Storm Water Pollution Prevention Plan (SWPPP) for inspection by the State Regional Water Quality Control Board (RWQCB) and the City, and shall implement the approved plan concurrent with the construction activities. CONTRACTOR shall comply with all applicable Federal, State and local laws, regulations and requirements pertaining to storm water discharges. Failure to do so can result in the issuance of a Stop Work Order until such time as the site is brought into compliance.

CONTRACTOR shall comply with California RWQCB Order No. R9-2015-0013. CONTRACTOR shall file a discharge Notice of Intent (NOI), and comply with all permit requirements for any proposed discharge of groundwater, including construction groundwater extraction, or excavation or foundation groundwater extraction from any source (other than storm water runoff) regardless of volume. The discharge of groundwater NOI and permit requirements are separate from, and in addition to, the State General NPDES Permit for storm water discharge associated with construction activities, NOI, and related storm water permit requirements.

5.1.8 Contractor's Compensation. The CONTRACTOR agrees to receive and accept the sum of \$ 639,753.96 pursuant to the Proposal Schedule set forth in Section 3.5, as full compensation for furnishing all materials, performing all work, and fulfilling all obligations according to the terms and conditions of the Contract Documents. Said compensation shall cover all expenses, losses, damages, and consequences arising out of the nature of faithfully completing the work in the time and manner specified in the Contract Documents.

If the Fiscal Year Budget for the City during the initial term of the Agreement does not contain funds for the Agreement, then that portion of the Agreement shall be considered null and void effective July 1st, the beginning of the Fiscal Year in which the Agreement funds are not allocated. Nothing in this Agreement shall obligate the CITY to appropriate funds for the Agreement provided, however that the City agrees that it will not contract with another individual provider of like services in a year in which it does not appropriate funds for the Agreement.

5.1.9 Written Agreement CONTRACTOR shall, prior to the start of any work, execute a written Agreement to perform the services described herein, for a term of twenty-four (24) months commencing December 1, 2023 and ending November 30, 2025.

A. Renewal Option. CITY may offer to renew the AGREEMENT for three (3) additional consecutive one (1) year terms upon the same terms and

conditions, except compensation, provided CONTRACTOR at the end of each AGREEMENT term is not in default of the Agreement.

- B. Compensation Adjustment Index.** The index used will be the semi-annual Consumer Price Index for "All Urban Consumers" for San Diego, California. If this index is no longer published, the index for adjustment will be the U.S. Department of Labor's "Comprehensive Official Index" most comparable to the aforesaid index.

If the Department of Labor indices are no longer published, another index generally recognized as authoritative will be substituted by agreement of CITY and CONTRACTOR. If the parties cannot agree within **60 days** after demand by either party, a substitute index will be selected by the Chief Officer of the Regional Office of the Bureau of Labor Statistics or its successor.

- C. Compensation Adjustment Computation.** Any term renewal compensation under the AGREEMENT shall be computed in accordance with the following definitions and formulas:

Definitions:

Initial Compensation: The initial compensation at the commencement of the AGREEMENT will be annual.

Existing Compensation: The existing compensation shall be the compensation in effect on the date proceeding the term renewal date.

Percent change in the CPI: The percent change in the CPI shall be the percent change in the San Diego All Consumer Index over the preceding **12-month** period from January 1 through December 31, 2024 for the third-year renewal, January 1 through December 31, 2025 for the fourth-year renewal, and January 1 through December 31, 2026 for the fifth-year renewal.

Adjustment Formulas:

First Adjustment: Initial compensation + (Initial compensation x the percent change in the CPI) = New compensation.

For example: $\$122,000 + (\$122,000 \times 2.5\%) = \$125,050$

Subsequent Adjustments: Existing compensation + (Initial compensation x the percent change in the CPI) = New compensation.

For example: $\$125,050 + (\$122,000 \times 3\%) = \$128,710$

D. Notice of Intent to Renew. CITY shall notify CONTRACTOR, in writing, with a "Notice of Intent to Exercise the Option to Renew" not sooner than 180 days and not later than 90 days prior to expiration of the termination date of the AGREEMENT

E. Notice of Renewal Upon receipt of CITY's Notice of Intent to Exercise the Option to Renew, CONTRACTOR shall respond to CITY, in writing, within 60 days of receipt of said Notice of Intent. Failure of the CONTRACTOR to so respond shall be construed as an intention to **NOT** renew the AGREEMENT for the option term.

5.1.10 Workers' Compensation Certification. Pursuant to Labor Code Section 1861, the CONTRACTOR hereby certifies that the CONTRACTOR is aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake self-insurance in accordance with the provisions of that Code, and the CONTRACTOR will comply with such provisions, and provide certification of such compliance as a part of these Award Documents. The certification shall be in accordance Subsections 5.1.11(d) through 5.1.11(h) of this Agreement.

The portion of Section 3700 of the California Labor Code which is relevant to this project is as follows:

"Every employer except the State shall secure the payment of compensation in one or more of the following ways:

- (a) By being insured against liability to pay compensation in one or more insurers duly authorized to write compensation insurance in this state.
- (b) By securing from the Director of Industrial Relations a certificate of consent to self-insure, which may be given upon furnishing proof satisfactory to the Director of Industrial Relations of ability to self-insure and to pay any compensation that may become due to his employee."

5.1.11 Liability Insurance.

- (a) CONTRACTOR shall, throughout the duration of this Agreement maintain comprehensive general liability and property damage, insurance, or commercial general liability insurance, covering all operations of CONTRACTOR, its agents and employees, performed in connection with this Agreement including but not limited to premises and automobile.
- (b) CONTRACTOR shall maintain insurance in the following minimum amounts:
 - (1) GENERAL LIABILITY

or	(b)	<u>Comprehensive General Liability Insurance</u> (bodily injury and property damage)	
		Combined Single Limit per Occurrence	\$2,000,000
		General Aggregate per year, or part thereof	\$4,000,000
	(b)	<u>Commercial General Liability Insurance</u> (bodily injury and property damage)	
		General Limit per Occurrence	\$2,000,000
		General Limit Project Specific Aggregate	\$4,000,000
	(2)	AUTOMOBILE LIABILITY INSURANCE	\$2,000,000

If coverage is provided through a Commercial General Liability Insurance policy, a minimum of 50% of each of the aggregate limits shall remain available at all times. If over 50% of any aggregate limit has been paid or reserved, the AGENCY may require additional coverage to be purchased by the CONTRACTOR to restore the required limits. The CONTRACTOR shall also notify the AGENCY's Project Manager promptly of all losses or claims over \$25,000 resulting from work performed under this contract, or any loss or claim against the CONTRACTOR resulting from any of the CONTRACTOR's work.

- (c) All insurance companies affording coverage to the CONTRACTOR for the purposes of this Section shall add the City of Oceanside as "additional insured" under the designated insurance policy for all work performed under this agreement. Insurance coverage provided to the City as an additional insured shall be primary insurance and other insurance maintained by the City of Oceanside, its officers, agents, and employees shall be in excess only and not contributing with the insurance provided pursuant to this Section.
- (d) All insurance companies providing coverage under this agreement shall be insurance organizations authorized by the Insurance Commissioner of the State of California to transact business of insurance in the state or be rated as A-X or higher by A.M. Best.
- (e) All insurance companies affording coverage shall provide thirty (30) day written notice to the City of Oceanside should the policy be cancelled before the expiration date. For the purposes of this notice requirement, any material change in the policy prior to the expiration shall be considered a cancellation.
- (f) CONTRACTOR shall provide evidence of compliance with the insurance requirements listed above by providing a certificate of insurance and applicable endorsements, in a form satisfactory to the City Attorney, concurrently with the submittal of this Agreement.
- (g) CONTRACTOR shall provide a substitute certificate of insurance no later than thirty (30) days prior to the policy expiration date. Failure by the CONTRACTOR to provide such a substitution and extend the policy expiration date shall be

considered a default by CONTRACTOR and may subject the CONTRACTOR to a Stop Work Notice until the CONTRACTOR has cured the default.

- (h) Maintenance of insurance by the CONTRACTOR as specified in this Agreement shall in no way be interpreted as relieving the CONTRACTOR of any responsibility whatever and the CONTRACTOR may carry, at its own expense, such additional insurance as it deems necessary.
- (i) CONTRACTOR shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and CONTRACTOR shall ensure that AGENCY is an additional insured on insurance required from subcontractors. For CGL coverage subcontractors shall provide coverage with a form at least as broad as CG 20 38 04 13.

5.1.12 Contractor's Indemnification of Agency. CONTRACTOR shall indemnify and hold harmless the AGENCY and its officers, agents and employees against all claims for damages to persons or property arising out of the conduct of the CONTRACTOR or its employees, agents, subcontractors, or others in connection with the execution of the work covered by this Agreement, except only for those claims arising from the established sole or active negligence or sole willful misconduct of the AGENCY, its officers, agents, or employees. CONTRACTOR's indemnification shall include all claims for damages arising out of any infringement of patent rights or copyrights incident to the use in the performance of the Work or resulting from the incorporation in the work of any invention, design, process, product, or device not specified in the Contract Documents. CONTRACTOR's indemnification shall include any and all costs, expenses, attorneys' fees and liability incurred by the AGENCY, its officers, agents, or employees in enforcing the provisions of this subsection, and in defending against such claims, whether the same proceed to judgment or not. Further, CONTRACTOR at its own expense shall, upon written request by the AGENCY, defend any such suit or action brought against the AGENCY, its officers, agents, or employees.

5.1.13 Contractor's Guarantee. In the event of a special project, the CONTRACTOR hereby guarantees that the entire work performed and all materials, parts, and equipment furnished on this project by the CONTRACTOR, all subcontractors, suppliers and vendors shall meet all requirements of this contract as to the quality of materials, equipment, and workmanship. during the Guarantee period. The Guarantee period shall begin on the date on which the work of improvement for this Public Works Agreement is accepted by the AGENCY, or the date of recordation of the Notice of Completion, whichever is earlier, and shall be in effect for three hundred and sixty-five (365) days thereafter.

If the Project Manager determines that any of the work performed, or any of the materials, parts or equipment furnished are defective, or have become defective, during the Guarantee period, the AGENCY shall have the unqualified option to make any needed replacements or repairs itself or to have such replacements or repairs performed by the CONTRACTOR. For the purposes of this Guarantee, the term "defective" shall mean any work performed, or any materials, parts, or equipment furnished which fails to be in a

condition as originally intended in accordance with the Plans and Special Provisions, due to the negligent or intentional acts, errors or omissions of the CONTRACTOR.

If the AGENCY elects to have the needed replacements or repairs performed by the CONTRACTOR, and the Project Manager gives written notice of this election to the CONTRACTOR, the CONTRACTOR agrees to perform the replacements or repair at no cost to the AGENCY within thirty (30) days after the date of the Project Manager's written notice.

If the CONTRACTOR fails to perform within thirty (30) days after the date of the Project Manager's written notice, or if the AGENCY elects to perform the needed replacements or repairs itself, the AGENCY shall be entitled to compensation from the CONTRACTOR for all costs and expenses reasonably incurred in restoring the work to the condition as originally intended, including the cost of any such equipment or materials replaced, the cost of removing and replacing any other work necessary, and attorneys' fees.

5.1.14 Termination of Agreement. Upon five (5) days' written notice to the CONTRACTOR, the CITY may, without cause and without prejudice to any other of the CITY's rights or remedies, terminate this Agreement. Upon the service of a notice of termination, the CONTRACTOR shall discontinue the work in the manner, sequence, and at such times as directed by the CITY's project manager. The CONTRACTOR shall remain responsible for the quality and fitness of the work performed by the CONTRACTOR before termination of the Agreement. All requirements of the Agreement pertaining to work completed or to be completed as of the time of termination shall survive the termination, including without limitation all indemnities and warranties.

If any portion of the work is terminated or abandoned by the CITY, then the CITY shall pay CONTRACTOR for any work completed up to and including the date of termination or abandonment of this Agreement. The CITY shall be required to compensate CONTRACTOR only for work performed in accordance with the Agreement up to and including the date of termination. Notwithstanding the foregoing, the CONTRACTOR shall not be entitled to recover any loss of anticipated profit or revenue or other economic loss arising out of or resulting from the termination, including without limitation any claim for anticipated profits on the work not performed or lost business opportunity.

5.1.15 Assignment and Delegation. This Contract and any portion thereof shall not be assigned or transferred, nor shall any of the CONTRACTOR's duties be delegated, without the express written consent of the AGENCY. Any attempt to assign or delegate this contract without the express written consent of the AGENCY shall be void and of no force or effect. A consent by the AGENCY to one assignment shall not be deemed to be a consent to any subsequent assignment.

This Contract shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns.

5.1.16 Entire Agreement. The Contract Documents comprise the entire agreement between AGENCY and CONTRACTOR concerning the work to be performed for this project. The Contract Documents are complementary; what is called for in one is binding as if called for by all.

5.1.17 Interpretation of the Contract. The interpretation, validity and enforcement of this Contract shall be governed by and construed under the laws of the State of California. The Contract Documents do not limit any other rights or remedies available to AGENCY.

The Table of Contents and section and subsection headings contained in the Contract Documents are for convenience in reference and are not intended to define or limit the scope of any provision thereof.

Should any provision herein be found or deemed to be invalid, these Contract Documents shall be construed as not containing such provision, and all other provisions which are otherwise lawful shall remain in full force and effect, and to this end the provisions of these Contract Documents are severable.

The CONTRACTOR shall be responsible for complying with all Local, State, and Federal laws whether or not said laws are expressly stated or referred to herein.

5.1.18 Contract Modification. This Contract may not be modified orally or in any manner other than by an agreement in writing signed by the parties hereto, or in accordance with subsection 7.12.

5.1.19 Waiver. No term or provision hereof shall be deemed waived and no default or breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented to such breach. The consent by any party to, or waiver of, a breach or default by the other, shall not constitute a consent to, waiver of, or excuse for, any other different or subsequent breach or default.

5.1.20 Signatures. The individuals executing this Janitorial Maintenance Agreement represent and warrant that they have the right, power, legal capacity and authority to enter into and to execute this Agreement on behalf of the respective legal entities of the CONTRACTOR and the AGENCY.

5.1.21 Notices. All notices, demands, requests, consents or other communications which this Agreement contemplates or authorizes, or requires or permits either party to give to the other, shall be in writing and shall be personally delivered or mailed to the respective party as follows:

TO AGENCY:

Nathan Mertz, Division Manager
Public Works Department
300 North Coast Highway

TO CONTRACTOR:

Johnson Le
Prizm Janitorial Services, Inc.
14781 Pomerado Rd. #109

**Janitorial Maintenance Services for
Parks, Beaches, and, Pier Restrooms**

Janitorial Maintenance Agreement

Oceanside, CA 92054
nmertz@oceansideca.org

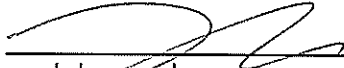
Poway, CA 92064
prizmjani@att.net

Either party may change its address by notice to the other party as provided herein. Communications shall be deemed to have been given and received on the first to occur of (i) actual receipt at the offices of the party to whom the communication is to be sent, as designated above, or (ii) three (3) working days following the deposit in the United States Mail of registered or certified mail, postage prepaid, return receipt requested, addressed to the offices of the party to whom the communication is to be sent, as designated above, or by delivery of an email.

IN WITNESS WHEREOF the parties hereto for themselves, their heirs, executors, administrators, successors, and assigns do hereby agree to the full performance of the covenants herein contained and have caused this Janitorial Maintenance Agreement to be executed by setting hereunto their names, titles, hands, and seals this 18th day of October, 2023

Prizm Janitorial Services, Inc.

City of Oceanside

By: 
Johnson Le

By: _____
Jonathan Borrego, City Manager

By: _____

Date: _____

Date: 10/6/23

Attest: City Clerk

City Business License No.

Approved as to Form:
City Attorney

27-0384129
Federal Employer I.D. No.

JS-LR-1000864528
Department of Industrial Relations (DIR) Contractor Registration No.

NOTARY ACKNOWLEDGEMENTS OF CONTRACTOR MUST BE ATTACHED.

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of SAN DIEGO

On 10/06/2023

before me, DENNIS BUTTS, Notary Public

Date

Here Insert Name and Title of the Officer

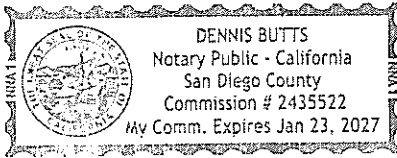
personally appeared JOHNSON LE

Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature [Signature]
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: CITY OF OCEANSIDE, CONTRACT DOCUMENTS Document Date: 10/06/2023

Number of Pages: _____ Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: _____

Corporate Officer — Title(s): _____

Partner — Limited General

Individual Attorney in Fact

Trustee Guardian or Conservator

Other: _____

Signer Is Representing: _____

Signer's Name: _____

Corporate Officer — Title(s): _____

Partner — Limited General

Individual Attorney in Fact

Trustee Guardian or Conservator

Other: _____

Signer Is Representing: _____

Performance Bond No: _____

CITY OF OCEANSIDE CONTRACT DOCUMENTS

SECTION 5: AWARD DOCUMENTS

5.2: PERFORMANCE BOND

**PROJECT: Janitorial Maintenance Services for
Parks, Beaches, and Pier Restrooms**

KNOW ALL PERSONS BY THESE PRESENTS:

WHEREAS, AGENCY has awarded and CONTRACTOR is about to execute a Janitorial Maintenance Agreement for the above referenced Project ("Contract") and the terms thereof, which are incorporated herein by reference, require the furnishing of a bond with said Contract providing for the faithful performance of said contract by the CONTRACTOR.

NOW, THEREFORE, WE, Prizm Janitorial Services, Inc., as CONTRACTOR, and _____, as Surety, are held and firmly bound unto the City of Oceanside, as AGENCY, in the penal sum of _____ dollars, (\$ _____), lawful money of the United States of America, said sum being one hundred percent (100%) of the estimated amount payable by AGENCY under the terms of the Contract, for payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally, firmly by these presents.

The condition of this obligation is such that if the above bounded CONTRACTOR shall in things stand to and abide by, and well and truly keep and perform the covenants, conditions and agreements in the said Contract and any alteration thereof made as therein provided on its part, to be kept and performed at the time and in the manner therein specified, and in all respects according to their true intent and meaning, and shall indemnify and save harmless the AGENCY, its officers and agents, as therein stipulated, then this obligation shall become null and void; otherwise it shall remain in full force and effect in favor of AGENCY.

As part of the obligation secured hereby and in addition to the face amount specified therefor, there shall be included costs and reasonable expenses and fees, including reasonable attorney's fees, incurred by the AGENCY in successfully enforcing such obligation, all to be taxed as costs and included in any judgment rendered.

**Janitorial Maintenance Services for
Parks, Beaches, and Pier Restrooms**

Performance Bond No. _____

The Surety hereby stipulates and agrees, for value received, that no alterations in the work to be done, materials to be furnished, or time for completion made pursuant to the terms of the contract shall in any way affect the Surety of its obligations on this bond, and notice of any such alterations is hereby waived by Surety.

IN WITNESS WHEREOF, the undersigned represent and warrant that they have the right, power, legal capacity and authority to enter into and execute this document on behalf of the above bounden CONTRACTOR and Surety, and have set their names, titles, and signatures hereon this _____ day of _____, 20__.

**PROJECT: Janitorial Maintenance Services for
Parks, Beaches, and Pier Restrooms**

Contractor

Surety

Prizm Janitorial Services, Inc.

Name

Name

By

By

Johnson Le - CEO

By

By

14781 Pomerado Rd. #109

Pomona, CA 92064

Address

Address

858-717-1092

Telephone Number

Telephone Number

NOTARY ACKNOWLEDGEMENTS OF CONTRACTOR AND SURETY MUST BE ATTACHED.

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

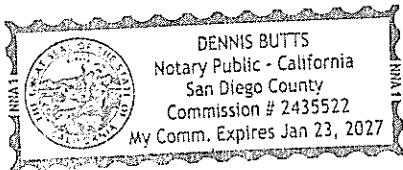
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of SAN DIEGO
On 10/06/2023 before me, DENNIS BUTTS, Notary Public
Date Here Insert Name and Title of the Officer
personally appeared JOHANSON LE
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: OCEANSIDE CONTRACT DOCUMENTS Document Date: 10/06/2023
Number of Pages: Signer(s) Other Than Named Above:

Capacity(ies) Claimed by Signer(s)

Signer's Name:
Corporate Officer - Title(s):
Partner - Limited General
Individual Attorney in Fact
Trustee Guardian or Conservator
Other:
Signer Is Representing:

Signer's Name:
Corporate Officer - Title(s):
Partner - Limited General
Individual Attorney in Fact
Trustee Guardian or Conservator
Other:
Signer Is Representing:

Payment Bond No: _____

CITY OF OCEANSIDE CONTRACT DOCUMENTS

SECTION 5: AWARD DOCUMENTS

5.3 PAYMENT BOND

**PROJECT: Janitorial Maintenance Services for
Parks, Beaches, and Pier Restrooms**

KNOW ALL PERSONS BY THESE PRESENT:

WHEREAS, AGENCY has awarded and CONTRACTOR is about to execute a Janitorial Maintenance Agreement for the above reference Project ("Contract") and the terms thereof, which are incorporated herein by reference, require the furnishing of a payment bond upon the terms and conditions set forth herein.

NOW, THEREFORE, WE, Prizm Janitorial Services, Inc. as CONTRACTOR, and, _____ as Surety, are held and firmly bound unto the City of Oceanside, as AGENCY, in the penal sum of _____ dollars, (\$_____), lawful money of the United States of America, said sum being one hundred percent (100%) of the estimated amount payable by AGENCY under the terms of the Contract, for payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally, firmly by these present.

The condition of this obligation is such that if the CONTRACTOR or any of its subcontractors shall fail to pay for any materials, provisions, provender or other supplies or teams used in, upon, for or about the performance of the work contracted to be done; or for any work or labor thereon of any kind, or for amounts due under the Unemployment Insurance Code with respect to work or labor performed under the contract, or for any amounts required to be deducted, withheld, and paid over to the Employment Development Department from the wages of employees of the CONTRACTOR and subcontractors pursuant to Section 13020 of the Unemployment Insurance Code, with respect to such work and labor that the surety will pay for the same, and also, in case suit is brought upon the bond, a reasonable attorney's fee, to be fixed by the court. This bond shall inure to the benefit of any of the persons named in Civil Code Section 8004 so as to give a right of action to such persons or their assigns in any suit brought upon the bond.

**Janitorial Maintenance Services for
Parks, Beaches, and Pier Restrooms**

Payment Bond No. _____

It is further stipulated and agreed that the Surety on this bond shall not be exonerated or released from the obligation of this bond by any change, extension of time for performance, addition, alteration or modification in, to, or of any of the Contract Documents pertaining or relating to any scheme or work of improvement hereinabove described or pertaining or relating to the furnishing of labor, materials, or equipment therefore, nor by any change or modification of any terms of payment or extension of the time for any payment pertaining or relating to any scheme of work of improvement hereinabove described, nor by any rescission or attempted rescission of the contract, agreement or bond, nor by any conditions precedent or subsequent in the bond attempting to limit the right of recovery of claimants otherwise entitled to recover under the Contract Documents or under this bond, nor by any fraud practiced by any person other than the claimant seeking to recover on the bond, and that this bond be construed most strongly against the Surety and in favor of all persons for whose benefit such bond is given, and under no circumstances shall Surety be released from liability to those for whose benefits such bond has been given, by reason of any breach of contract between the AGENCY and CONTRACTOR, and that Surety does hereby waive notice of any such change, extension of time, addition, alteration or modification herein mentioned.

IN WITNESS WHEREOF, the undersigned represent and warrant that they have the right, power, legal capacity and authority to enter into and execute this document on behalf of the above bounden CONTRACTOR and Surety, and have set their names, titles, and signatures hereon this _____ day of _____, 20__.

**PROJECT: Janitorial Maintenance Services for
Parks, Beaches, and Pier Restrooms**

Contractor

Surety

Prizm Janitorial Services, Inc.

Name

Name

By

By


Johnson Le - CEO

By

By

14781 Pomerado Rd. #109

Address

Address

Poway, CA 92064

Address

Address

858-717-1092

Telephone Number

Telephone Number

NOTARY ACKNOWLEDGEMENTS OF CONTRACTOR AND SURETY MUST BE ATTACHED.

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

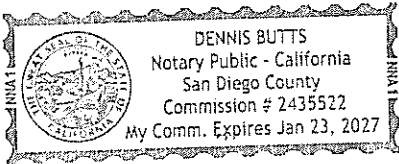
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of SAN DIEGO
On 10/06/2023 before me, Dennis Butts, Notary Public
Date Here Insert Name and Title of the Officer
personally appeared JOHNSON LE
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature [Handwritten Signature]
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document
Title or Type of Document: CITY OF OCUMAS W/E CONTRACT DOCUMENTS Document Date: 10/06/2023
Number of Pages: Signer(s) Other Than Named Above:

Capacity(ies) Claimed by Signer(s)
Signer's Name:
[] Corporate Officer -- Title(s):
[] Partner -- [] Limited [] General
[] Individual [] Attorney in Fact
[] Trustee [] Guardian or Conservator
[] Other:
Signer Is Representing:

ATTACHMENT C

Prizm Janitorial Services, Inc.
14781 Pomerado Rd. # 109
Poway, CA 92064
Fax: 877-817-9592
Email: prizmjani@att.net

Mark Garlock
City of Oceanside
Public Works Department
300 North Coast Highway
Oceanside, CA 92054
Phone: 760-435-5208

July 31st, 2023

Re: Request for Proposal: Janitorial Maintenance Services for Parks, Beaches, and Pier Restrooms

Dear Mr. Garlock,

Prizm Janitorial Services, Inc. is responding to the solicitation for the above-mentioned request for proposal. We are pleased to submit this proposal to *City of Oceanside - Public Works Department*. We thank you for this opportunity and if fortunate enough to be awarded the contract, we look forward to working with the *City of Oceanside - Public Works Department*.

Executive Summary –

PJSI has in the past and is presently performing operations that match perfectly with all areas of the Scope of Work. Present and past operations match the project requirements in complexity and scope. In all of our current and past operations, we have consistently demonstrated the management capability to serve our customers' needs effectively in a highly productive, cost-efficient manner.

This proposal demonstrates our thorough familiarity with the solicitation requirements, and our capabilities to finance, administer, manage, and perform the tasks required in the *scope of work*. We have completed our planning phase of acquiring all the resources needed to perform the janitorial services to the full level of satisfaction required by *City of Oceanside - Public Works Department*. In particular, we believe we offer distinct advantages in terms of our performance qualifications, management approach, personnel and cost savings.

Prizm Janitorial Services, Inc. confirms receipt of all addendas and clarification issued to this RFP.

The janitorial services contract for the *City of Oceanside - Public Works Department* would be very important to us. Therefore, the *City of Oceanside - Public Works Department* can be assured that the program will have priority at the highest level of our management structure.

Sincerely,

Johnson Le
CEO

MISSION STATEMENT

We at Prizm Janitorial Services, Inc.,

Strive to provide our customers with

The highest quality janitorial service in the industry,

While always being aware of the customer's

Ever-changing needs.

It is our goal to create positive, long-term partnerships.

With all of Prizm customers.

GENERAL INFORMATION SUMMARY

Corporate headquarters / Regional Office
14781 Pomerado Rd. #109
Poway, CA 92064
Fax: (877) 817-9592
Email: prizmjani@att.net
Contact: Johnson Le, President

Federal ID Number: 27-0384129

Prizm Janitorial Services, Inc. is an Equal Opportunity Employer.

Ownership: Private/Minority Owned Business

Number of Employees: 50

In Business Since: 2003

SERVICES

Nightly Janitorial Day Porter Floor Maintenance

Steam Cleaning Window Washing Pressure Washing Grounds Maintenance

Offeror's Experience

Company Profile –

Prizm Janitorial Services, Inc. (PJSI) is a certified small business owned enterprise based in the City of Poway. PJSI was founded as a sole proprietorship in 2003, and incorporated in 2006 under the same name, PJSI. PJSI's office is located at 14781 Pomerado Rd. #109 Poway, CA 92064. The person(s) responsible for the administration of this contract can be contacted by telephone at: (858) 717-1092, Email: prizmjani@att.net, or faxed at (877) 817-9592, Name: Johnson Le.

Company Background –

PJSI was founded in 2003 by Johnson Le. PJSI's experience of servicing facilities was developed by direct labor, prime contracting and subcontracting with large and small firms. From the pre-matured stages of the life of PJSI, it has developed experience from small to large facilities with various schedule frequencies. We have committed our services to our clients through-out the phase from servicing small contracts with a few days a week to large facilities (7) days a week. What became an individual cleaning for a company was later created a company that provides janitorial services for commercial, industrial, and government firms throughout San Diego County. With the attention to careful growth, PJSI has been servicing facilities involving High Tech Firms, Medical Firms, Publishing Firms, Law Firms, Accounting Firms, Warehouse & Industrial firms, Government Entities, Science Technology Firms, Pet Rescue Firms, Public Restrooms, and Manufacturing Firms.

PJSI strongly believes in communication. With our communication, we give our clients a sense of trust. Comprised in our communication, we frequently schedule visits to inspect, report, and then implement solutions and or assist in any potential discrepancies before they arise. This helps our clients by alleviating as much as possible in monitoring the contract, as well as always being informed and keeping an open line of communication.

PJSI have earned a strong experience through our past and current contracts. In our experience, we have specialized in every trade within the janitorial industry. Our services include sealing/resealing hard surface floors, steam carpet cleaning by truck-mount, window washing, pressure washing and last but not least, our special service of steam restroom cleaning which distinguishes ourselves from our competitors. In addition to our specialized services, we have serviced pre/post event cleaning, move in/out cleaning, construction clean-up, and restorative services including maintenance repairs.

PJSI was founded on the idea of redefining the concept of facility services to help extend the productive life of buildings, and to provide this concept in a cost-effective manner. Utilizing state-of-the-art equipment, PJSI is able to maintain a highly productive workforce, minimizing labor man-hours.

PJSI's primary objective is to provide its customers with the most cost-effective services that meet or exceed industry standards.

Offeror's Experience

Qualification –

PJSI is a certified small business registered with the State of California (cert. #1712480). We carry all local and state required licensing in the janitorial industry.

PJSI has a record of securing minimum contracts that cover approximately 50,000 – 100,000 square feet in cleanable size per each single government or private contract. We currently employ a staff of 50 employees that consist of administrators, managers, site supervisors, working supervisors, and employees. We are naturally and consistently growing every year with very low turnover rate with employees. Our foundation is fostered by developing strong relationships with our team members through establishing trust, support, and providing an accommodating environment. Our high retention rate with our clients is another important factor that our relationships are bonded through satisfaction of services. Communication amongst our staff and clients is our indefinite efforts to meet all requirements/requests and it is our bottom-line in providing exceptional services.

PJSI currently carries all required insurances and bonds for the City of Oceanside *Public Works Department*. Our existing insurances and bonds that we carry are performance/payment bonds, General Liability, Workers' Compensation, Commercial Auto Liability, and Crime Bonds. Here are the limits of our insurance and bonding capacity that we currently have with our clients:

- General Liability: 6,000,000 – 7,000,000
- Workers' Compensation: 1,000,000 – 2,000,000
- Auto Liability: 1,000,000 – 2,000,000
- Performance/Payment Bonds: 4,000,000
- Crime Bonds: 200,000 per occurrence.

Our hiring program that we consistently work on creates great individuals working with PJSI. All team members are evaluated from the start of an introduction. Before employees join the team, they are screened with a background check and prior to the prescreening they are evaluated on their past performance and any experience. Potential staff are screened through a live scan that uses fingerprint technology that views the individuals' criminal and background history through federal, state, and local agencies nationwide. Our usual prospects have at least a minimum of 3 years of experience in servicing janitorial services with-in government and commercial facilities. In addition of a hired prospect, they are required to carry a local state driver license and communicate in English. We believe in partnering with the right individuals that carry core characteristics with leadership, integrity, and determination as with the same expectations from our clients.

Not only our workforce or our satisfied customers that personify PJSI as a trustworthy service provider, but it is also our investment in our staff and equipment that is important. We continually search for the latest, efficient technology and equipment proven for our staff to service our clients best and conveniently which makes all of us benefit. From Steam Truck mounts down to the usual supplies and boots - rest assured we will provide the latest of what is necessary for your facility.

Covering Geographic Service Area –

PJSI is a locally based company, with its main office located in the Poway, CA. PJSI has custodial contracts throughout San Diego County and the locations of the *City of Oceanside - Public Works Department* falls right in the heart of our service area.

Prizm Janitorial Services, Inc., currently provides janitorial services to the following agencies and locations (additional contracts are not mentioned):

- 1) City of San Diego**
- 2) City of Vista**
- 3) City of Santee**
- 4) City of Oceanside**
- 5) City of Carlsbad, CA**
- 6) Encinitas, CA**
- 7) Metropolitan Transit System, Downtown, Chula Vista, Rancho Bernardo, San Pasqual, and Carmel Mountain**
- 8) Chula Vista, CA**
- 9) County of San Diego**
- 10) City of El Cajon**
- 11) City of La Mesa**
- 12) City of Lakeside**
- 13) City of Ramona**
- 14) Oceanside Harbor**
- 15) Helix Water District; El Cajon, Lakeside, and La Mesa**
- 16) San Diego Public Utilities**
- 17) San Diego Water Treatment Plants**
- 18) Lake Jennings; Lakeside, CA**
- 19) Frontier CNC of Santee**
- 20) Employment Development Dept.**
- 21) Encina Wastewater Facility; Carlsbad, CA**
- 22) Leucadia Wastewater Facility; Cardiff by the sea**
- 23) City of Solana Beach**
- 24) Chesapeake Property Management, Kearney Mesa**
- 25) San Diego Workforce, Imperial Ave. & Oceanside**
- 26) Sweet Water Authority**
- 27) Environmental Services; Landfill**
- 28) Rescare Workforce Services**
- 29) Emergency Office of California**
- 30) City of San Marcos**

Overview –

We at Prizm try to illustrate our custodial program by providing our potential clients with as much information about the company as can be reasonably expected in a proposal. In describing our custodial program for the *City of Oceanside - Public Works Department*, we cover various aspects of our company; such as:

- 1) *Providing an Executive Summary.*
- 2) *Making a Mission Statement.*
- 3) *Providing a General Information Summary.*
- 4) *Detailing our Experience*
- 5) *Detailing our Operation Procedures.*
- 6) *Providing an Implementation Plan.*
- 7) *Service Performance Plan.*
- 8) *Providing an Organization Chart, detailing each position and how it relates to the potential contract.*
- 9) *Providing references*
- 10) *Providing Resumes of our Managers*

After reviewing the above listed items, it is in our opinion that the *City of Oceanside - Public Works Department* will find Prizm to be a company more than capable of fulfilling the requirements of the RFP. Not only will the *City of Oceanside - Public Works Department* find Prizm to be a company more than capable of fulfilling the requirements of the RFP, it will find that Prizm can provide the required janitorial services to *City of Oceanside - Public Works Department* at a competitive rate.

Prizm's "Quality and Performance Management Plan" is contained in our *operation procedures*. The operation procedures contain our company's means of communication, quality control procedures, safety procedures, storm water management procedures and the rules employees must follow.

PJSI Operations Procedures –

Communication Procedure – with a guaranteed response time, not to exceed 10 minutes, the management of Prizm Janitorial Services, Inc. (PJSI) is never more than a phone call away. PJSI customers can reach a representative of Senior Management, 24 hours each day, 7 days each week, including all holidays.

- All members of our management team are equipped with *smart phones*, making them available to our customers 24 hours-a-day, 7 days-per-week, including all holidays. The use of *smart phones*, allow our customers to contact us instantly, either by direct call, email or text message.
- Our entire custodial/maintenance staff is equipped with cell phones, making them readily available to the PJSI management team.
- All supervisory personnel must be fluent in English.

- At every location, there must be an employee who has the ability to communicate in English.
- By putting these simple procedures into action, PJSI is able to provide prompt and accurate communication between our customers, associates and managers.

Employee Training – Training is an ongoing process at PJSI. This process begins when an employee is first hired. Before an employee is placed at a specific job, he or she must first go through a mandatory training session held at our office. At this time, quality and safety; including compliance with all CAL-OSHA requirements and SB198; are stressed.

The safe and proper use of all equipment and chemicals as well as proper cleaning techniques are topics that are addressed by the manufacturer's representatives and members of our management team. Upon completion of the training session, all new employees receive their uniforms and any required ID badges. In addition, all employees must attend monthly training courses.

Once an employee has been placed at a location, on-the-job training begins. With the aid of our on-site supervisors, initial training is now applied to the specific facility in which the employee has been placed. All employees are familiarized with all pertinent security issues and a specific evacuation place in case of any type of emergency.

To supplement the classroom training that we provide, PJSI has teamed up with Waxie Sanitary Supply to familiarize our employees with recent changes in the building service industry. The program utilizes on-site teaching techniques to ensure that employees are competent in all aspects of cleaning.

Considered one of the premier safety training resources in the United States, Building Service Contractors Associate International (BSCAI), has been dedicated to injury prevention for over 40 years. PJSI is a member of BSCAI. As a member we have access to over 500 videos available through the membership library.

Supervision - The crew members who will be performing custodial services for the *City of Oceanside - Public Works Department* will be assisted by a non-working supervisor. The Supervisor's primary responsibility is to ensure that all the requirements of the Scope of Work are fulfilled. The Supervisor will be working closely with our Quality Control Specialist (QCS) for quality assurance. At the end of each work shift, the supervisor will send an electronic report to the QCS documenting any discrepancies reported to him by the custodians. These reports will be filed using the PJSI Quality Control *software* PJSI uses. Both the supervisor and the QCS will be equipped with smart phones to visually document any discrepancies reported or discovered and record them electronically.

Supervision will occur on 3 levels – 1) non-working supervisors, 2) working supervisors and 3) lead custodians.

Quality Control Plan - Quality management in the cleaning industry relies upon defining and reporting the conditions of the facilities through the use of inspections. Quality control inspections identify deficiency trends and cleanliness and/or maintenance defects, on an item-by-item basis to allow correction before they become a major problem for the customer.

PJSI's emphasis on quality control allows us to provide our customers with a level of service which meets or exceeds the standards required in the scope of work. One way we accomplish this is through electronically documented inspections, regular visits with our site contact and a pro-active approach to issues before they arise. Eliminating corrective actions and repeat service, saves PJSI money, which is a savings we pass on to our customers through our bid price.

The quality control software we use is CLEANSMARTS, which allows us to track employee performance from the start of a contract to the end of the contract, daily with live GPS. With CLEANSMARTS capabilities, it assists with Time Tracking, Issue Tracking, Supply Management, Scheduling, Inspection and Messaging. By tracking employee performance, we are able to discover real issues and implement solutions. Automatic alerts are sent out to our quality control specialist and our supervisors when work is completed as scheduled. Equipping our quality control specialist and supervisors with smart phones and tablets allows us to document any discrepancy immediately and upload it to the inspection file. It also allows us to issue work orders electronically, which results in the discrepancy being corrected quickly.

The quality control software also allows us to track where our equipment is located and the supply usage of each location. Tracking supply usage ensures that we'll always have a sufficient number of supplies on hand. The tracking of supplies also allows us to determine which locations require more supplies and which ones require less. The software keeps track of our monthly supply budgets vs. our actual orders.

The reason we started utilizing quality control software, was to eliminate inconsistencies in our service performance and to create a more efficient process for satisfying customer requests and to successfully resolve issues – basically, we wanted the customers to feel confident that they were getting their money's worth.

A formal *quality control inspection*, followed by a written report, will be made by the Quality Control Specialist on a weekly basis. During these quality control inspections, The *City of Oceanside - Public Works Department* will have the option of receiving a copy of his written report and the follow-up reports.

In order to ensure the overall quality of the daily maintenance, the quality control inspections will be performed early in the morning or right after janitorial services are performed.

Safety Procedure – PJSI believes that safety issues are very important. PJSI's proactive approach to increase safety awareness, results in a more productive staff and a reduction in injuries.

- Training is an ongoing process at PJSI. Quality and safety; including compliance with all CAL-OSHA requirements, EPA regulations and SB198; are stressed.
- Protecting employees against exposure to blood borne pathogens such as HBV (Hepatitis B) and HIV (AIDS) isn't just a problem isolated to the healthcare environment. Janitorial maintenance personnel are within the high exposure risk occupations, therefore personal protection is provided.
- Chemical Dispensing Systems are utilized at all customer locations. This lockable, space saving cleaning station eliminates chemical contact, spills and waste. Labor efficiency and productivity are increased due to proper chemical usage.
- Since the indoor air quality is affected by the equipment and chemicals used in maintaining the property(s) for the *City of Oceanside - Public Works Department*, PJSI uses HEPA filtration type vacuum cleaners and environmentally safe products.
- Many manufacturers are constantly taking steps to reformulate their products to emit less smog-causing volatile organic compounds. With today's concern over environmental issues, PJSI continues to take a sensible approach to products that we introduce to our facilities.
- A catalog of MSDS sheets of products used in conjunction with all projects will be kept in a notebook at each job location, as well as our main office.
- Employees receive uniforms and any required ID badges, which must be worn at all times when on the job.
- Before the start of services, a complete inventory of new equipment (from the mops and brooms, to the janitor carts, pressure washers and the wet/dry vacuums) is taken before it is delivered to your facility
- Safety training records are kept at the company's main office, and are available for review at the contracting agency's request

Storm Water Management –

- PJSI's storm water management plan involves several steps. When washing down or pressure washing an area is called for, the crew carrying out these tasks will first begin by sweeping the area. Second, sandbag berms will be placed around the storm drain inlets to create a containment pool. Run-off collected in the containment pool, will be collected using the re-claim system (vacuum) on our pressure washing unit. Third, minimal amounts of water will be used to clean the area, with the crew member directing as much run-off water as possible into landscaped areas. By following the steps listed above, PJSI will be in compliance with *San Diego Municipal Code 43.03*.

Employee Rules –

Dress Code:

- All shirts must have sleeves and be buttoned in the front.
- No shorts, curlers or scarves.
- No open-toed shoes, bare or stocking feet.
- No revealing clothing.
- No sweat pants; pants shall not have any holes.
- If you are supplied with uniform, you must wear it.
- You must be neat, clean and odor free.

Other Rules:

- You are not to admit anyone to any tenant space.
- You are not allowed to use any tenant equipment.
- You are to report out-of-the-ordinary happenings, such as flooding, smoke, construction, on the job injuries immediately to your supervisor or foreman. You may use a tenant phone for such purposes only.
- If you find wallets, jewelry, money, etc., report it to your supervisor.
- You are to be polite and courteous to building tenants, their guests, customers at all times.
- If you are unable to report for work, we ask that you try to call manage the night before, but at a minimum 2 hours before your shift.
- Excessive tardiness will not be tolerated.
- If an ID badge is issued, you must wear it while at the job site.
- Harassment or discrimination for any reason is not tolerated. If you at any time believe you have been harassed or discriminated against, report it to management immediately. Your claim will be kept confidential and will be investigated without delay.

Employee Responsibilities –

- Each PJSI employee, from custodians to the quality control inspectors, will have specific responsibilities for the *City of Oceanside - Public Works Department* contract.
- Every custodian/maintenance worker will be assigned to a specific area of the facility. The employee's primary responsibility is achieving and maintaining a level of cleanliness, which is acceptable to both the *City of Oceanside - Public Works Department* and the management of PJSI. By allowing the employee to focus on a specific area, that employee will achieve a sense of pride in their specific area, and strive to maintain the desired appearance.

Contingency Plan for Providing Relief Personnel –

Should an employee call in sick, the following plan is put into effect to minimize interruption of service. If an employee becomes ill, they are encouraged to call in the night before to give management ample time to arrange a relief worker to take their place. Because employees do not always feel ill the night before, we require them to call management no later than 6:00 am in the morning. At this time, a relief worker will be brought in from another location to fulfill the contracted services. An extended workday at no cost to the *City of Oceanside - Public Works Department* be required to complete the daily services. *Members of PJSI' custodian staff will remain "on call" to fill-in as relief workers or provide additional services.*

In the event extra cleaning, including emergency services are required, the Contract Specialist can send an email to the company email address, prizmiani@att.net or contact the PJSI nonworking supervisor directly with the service request. If an email is sent requesting extra cleaning, it will register in the PJSI Quality Control program, where a work order will be generated. Once a request has been submitted, the PJSI supervisor will go about scheduling the task for completion. To minimize interruption of the normal services, additional PJSI employees will be brought in to perform the extra cleaning duties or emergency services.

Outsourced Services-

Prizm Janitorial Services, Inc. plans on outsourcing the following services, should we be awarded a contract:

No services will be outsourced.

Implementation Plan – (Technical Approach and Timeline)

The implementation procedures are developed from the viewpoint of training. Our core philosophy is to seek to be at the forefront of technologies to help our custodians clean better and more efficiently.

Prizm Janitorial Services, Inc. (PJSI) continually strives to empower its personnel with the tools, knowledge and skills necessary to meet the contract requirements. Inherent to our philosophy, PJSI continually seeks to foster an environment marked by teamwork, accountability and a sense of openness. PJSI is committed to quality and excellence in everything we do.

PJSI is successful because we provide value added services to our customers. PJSI achieves its objectives through comprehensive and thorough training. We instill confidence in our personnel by providing them with all necessary information to make full utilization of the available technology. During the phase-in period, PJSI will be developing and implementing comprehensive training plans to ensure that personnel are equipped with the knowledge and skills required to effectively do the job.

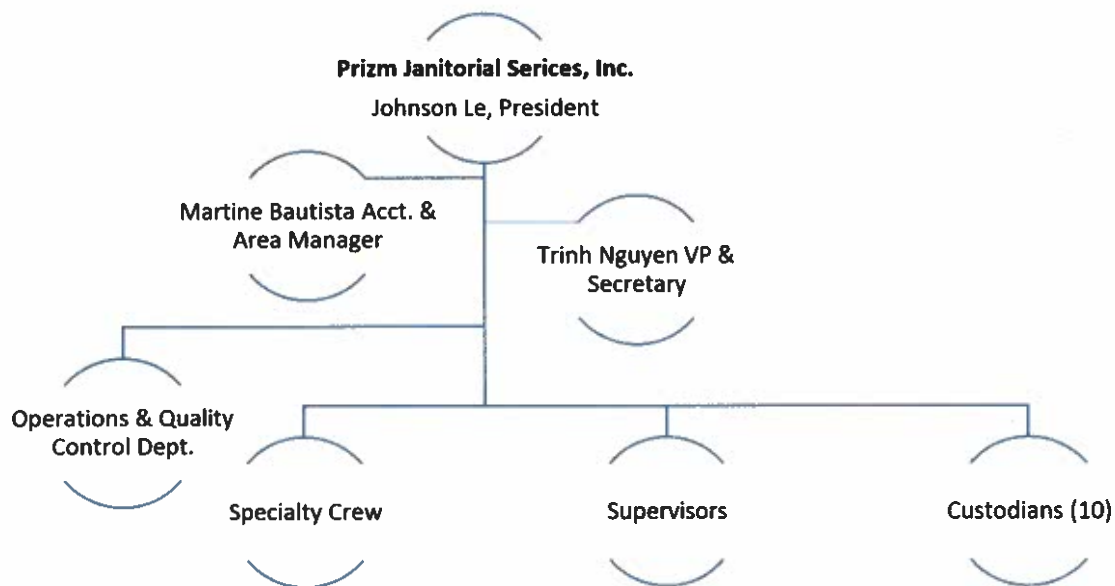
The first priority and most important element of the phase-in effort will be the placement of personnel. PJSI has identified potential personnel to fill each position required for this contract. In accordance with the "Displaced Janitor's Opportunity Act", PJSI will offer all incumbent personnel the opportunity to keep their current positions. Any position not filled with incumbent personnel, will be filled by previously interviewed prospects and if necessary supplemented by in-house staff. Our pre-award preparation for proposed staff members assures the *City of Oceanside - Public Works Department* adequate staffing from the first day of contract performance.

PJSI has developed a phase-in approach which encompasses contract planning tools to identify critical path processes and the contributing elements essential to a smooth and seamless transition. By defining a comprehensive plan with measurable results and specific task assignments to personnel, the PJSI staff can take total control of the transition process and be able to quickly understand the impacts of changes on established routines.

In order to ensure the required level of supplies are available on day one (1) of the contract an inventory of all consumable's materials, i.e., trash liners, hand soap, and paper products will be taken without any unnecessary delay to determine usage and requirements.

Please view our implementation chart below. The implementation plan will describe the complicated and technical steps Prizm will go through for the success of the contract as expected. Our implementation chart will give you a helpful and easy understanding of the plans by timeline of what we plan to do for the *City of Oceanside - Public Works Department* contract in the event if the contract is awarded to us.

Organizational Chart –



President –

Johnson Le, President. Mr. Le will be the executive in charge of the *City of Oceanside - Public Works Department Contract*. Mr. Le brings to Prizm his experience in the technical areas of building service contracting as well as his business management and training. With over 18 years of experience, Mr. Le overlooks all day-to-day operations of the entire company and handles the Human Resources. In addition, he provides the training of safety, proper use of equipment, and the appropriate use of chemicals to his team. **Hours devoted to the project – unlimited**

Vice President –

Trinh Nguyen, Vice President. Ms. Nguyen brings to Prizm her 18 years of executive experience and currently assists the president in overseeing all accounts. Ms. Nguyen's responsible for payroll and customer service. In addition, she supervises the operations that includes the general manager and manages work schedules ensuring contract responsibilities are being met. She is also authorized to make contractual decisions for the company. **Hours devoted to the project – unlimited**

Account & Area Manager –

Martine Baustiza, Account Manager. Mr. Baustiza brings to Prizm his 20 plus years of experience as an account manager in the building service industry. His responsibilities are to assist the President and Vice President in all aspects of the day to day operations. His task also includes the supervising of the quality control department, ensuring customers are satisfied with the contract obligations. Mr. Baustiza has served as a building service manager through-out his whole career and has managed large to small federal, local, commercial, and state contracts in San Diego County. **Hours devoted to the project – unlimited**

Operations Manager –

Tri La, Operation Manager. Tri La brings to Prizm 25 plus years as an operations manager in the building maintenance industry. He has managed crews with over 20 employees on a single project. His experience involves the actual work, pertaining to the special services, that includes strip/waxing, pressure washing, steam cleaning, window cleaning, and event cleaning. With his experience, as operations manager, he oversees the operations of quality control department and the custodians, ensuring all plan of operations are done accordingly to the contract. **Hours devoted to the project – unlimited**

Quality Control –

Emilo Rodriguez, Quality Control. Mr. Rodriguez brings Prizm 20 plus years in the Quality Control Department. His responsibilities as quality control consist of supervising staff members, inspecting for foreseeable deficiencies and ensuring quality services are being met. He assists with the managing, planning, and inspecting of the everyday cleaning operations. He assists all supervisors and custodians ensuring all tasks outlined in the agreement are executed then documented and communicated to clients including principals. Mr. Rodriguez credentials in the building service industry comprises of overlooking multiple crews within multiple buildings focusing on every task and the condition of the buildings, assisting staff members to the attention to detail. **Hours devoted to the project – unlimited**

Supervisors –

All supervisors carry a minimum of 5 years' experience. Our supervisors specialize in managing and overseeing operations. Their responsibilities are to assist the management by supervising the janitors and specialty crews with their scheduled special or regular janitorial duties. The Quality Control Department and management work closely with the supervisors. Supervisors ensure that the regular/specialty janitors are in compliance with safety, quality of work, and reassuring tasks are executed in accordance of the SOW. They report to our offices daily after every shift of any building or staff related items that need to be addressed. **Hours devoted to the project - unlimited**

Specialty Crews –

Specialty crews have a minimum experience of 5 years with janitorial and specialty tasks. These crews specialize in floor service, such as, waxing floors, steam cleaning carpets, steam cleaning tiles/restrooms. They are also experience in window cleaning, building repair and pressure washing. Specialty crews ensure that the periodical tasks or special requested tasks are completed in accordance to the SOW. All of our specialty members are supplied with the upmost efficient tools and equipment for delivering our customers the best quality of work for your periodical or special needs as well as making it more convenient, less stressed for our staff and reducing labor hours. **Hours devoted to the project – full/part time**

Custodians –

Custodial staff have a minimum of 3 years of experience in janitorial services. Their responsibilities are to carry out the daily services as required. They work closely with the team of supervisors for quality assurance and specialty crews for assistance. Our team of custodians are supervised daily, undergo safety & quality training consistently to meet the needs of our customers. All custodial staff demonstrate a quality of leadership, integrity, and passion in the services they provide. **Hours devoted to the project – full/part time**

Implementation Chart -

	Management	Staffing	Preparation	Materials assessment	Admin	Training procedures
30 days prior to start date.	Assess Contract	Implement Human Resources Dept.	Review Contract	Assess consumables & equipment	Prepare Administration Requirements	Safety & Site Training Reviews
20 days Prior to Start Date	Prepare Personnel	Begin Displaced Janitor Act.	Prepare Schedule	Will call order	Organize Documents	Safety & Training Awareness
10 Days Prior to Start Date	Personnel Assignments	Prescreen & Background Checks	Assign Schedule	Designate order to sites	Record Point of Contacts	Assign Safety and Site Training
5 Days Prior to Start Date	Implement Assignments	Train Qualified Staff	Schedule QC & Supervision	Proper usage and safety training	Prepare Human Resources & Finance Dept.	Staff Meeting Safety and Site Training
1st Day	Supervision & QC Engaged	Supervised Staff & Site in Operation	Management Inspections	Record material usage	Appropriate Administration Engaged	Supervised Safety and On-Site Training
Duration of Contract	Continue quality assurance	Maintain quality satisfaction	Monitor and manage For consistency	Record keeping & maintaining equipment	Consistence with administration recording & support	Frequent Safety & Site Training

RESUME

Johnson Le

EXPERIENCE

Prizm Janitorial Service, Inc.
President | 2003 – Present | Poway, CA

Citywide Building Maintenance
Contractor | 2001- 2003 | San Diego, CA

Self-Employed (Used Auto Sales)
Owner | 2000 – 2002 | San Diego, CA

EDUCATION

Southwestern College
A.A. Computer Information Systems | Graduated 2002 | Chula Vista, CA

College of Extended Studied @ San Diego State University
Certificate in Project Management | Earned in 2014 | San Diego, CA

SKILLS

Management • Communication • Leadership

- Oversee the administration of the contract on the management level
- Ensure the Quality Control Program is functioning as designed.
- Meet with the Quality Control Manager to discuss any improvements that can be made, to further improve service.
- Conduct scheduled and unscheduled quality control inspections.
- Draft proposals for any contract amendment or change orders.
- Negotiate any contract amendments or change orders.
- Monitor building service level requirements.
- Track building's supply usage.
- Oversee issuance of invoices, accounts receivable and accounts payable process.
- Oversee company payroll; determining pay rates and pay raise schedules.
- Mediate personnel and/or human resource issues.
- Oversee any Health and Welfare benefit requirements.
- Review and approve all insurance policies
- Review and approve contract budgets submitted by Corporate Administrators.
- Monitor industry trends, in order to maintain a highly productive operation.

Relevant Narrative –

Mr. Le developed the desire to start his own janitorial company after serving as a contractor. From his experience, he oversaw janitorial contracts at the County Administration Center, Polinsky Children Center, Drug Enforcement Administration, South Metro Career Center and Advance Marketing Services.

With his experience, Mr. Le was responsible for hiring new personnel, creating daily, weekly and monthly work schedules. Mr. Le also worked hand and hand with the Quality Control Specialist to ensure the level of cleaning in the facilities remained at an above average level.

Mr. Le's strong entrepreneurial spirit caused him to found Prizm Janitorial Services in 2003.

As president of Prizm, Mr. Le oversees the administration of contracts on the management level; ensuring that the contracts are in compliance and in accordance with the contract's specifications. Mr. Le is responsible for reviewing and assuring the accuracy of payroll records, personnel records and accounting records. Mr. Le also negotiates and approves all contract modifications and/or change orders. Mr. Le actively promotes the partnership between the customers, on-site staff and management, to assure contract requirements are fulfilled in a superior manner.

Since Prizm's founding, Mr. Le has developed a good reputation in the building services community.

RESUME

Trinh Nguyen

EXPERIENCE

Prizm Janitorial Service, Inc.
Vice President | 2007 – Present | Poway, CA

Jan Pro (Franchisee)
Assistant Vice President | 2005- 2007 | San Diego, CA

Paychex
Payroll Specialist | 2002 – 2005 | San Diego, CA

EDUCATION

San Diego Mesa College
Certificate for Human Resources | Certificate 2006 | San Diego, CA

College of Extended Studied @ San Diego State University
Certificate in Project Management | Earned in 2014 | San Diego, CA

SKILLS

Supervision • Human Resources • Bi-lingual

- Performs administrative duties, to ensure successful administration of the contracts.
- Process service invoices, accounts receivable and accounts payable.
- Maintain contract files.
- Process payroll and maintain payroll records.
- Point of Contact for any contract amendments or change orders.
- Oversee the corporation's human resources department.
- Oversee any required Health & Welfare requirements.
- Maintain Prizm's "Best Management Practice (BMP) program for water pollution.
- Maintain the corporation's "equal opportunity program.
- Report Quarterly and Annual taxes.
- Document maintains the records of any job-related injuries; working hand and the corporation's worker's compensation provider.
- Administer all insurance requirements: general liability, commercial auto and bonds; ensuring the coverages meet or exceed contract requirements.
- Draft and oversee contract budgets - monitoring income and expenses to ensure the contracts continue to operate in the black.
- Conduct safety training and maintain training records. Objective is instilling a safety first mindset.

Relevant Narrative –

Ms. Nguyen payroll experience comes from her time working as a *payroll specialist* for Paychex. As a *payroll specialist*, she was responsible for processing the payroll for various Paychex clients. Ms. Nguyen took the skills she learned as a *payroll specialist* to a Jan Pro Franchisee, where she served as the Assistant Vice President. As the Assistant Vice President, she handled the company's payroll and conducted employee reviews and assisted the vice president in all human resource matters. During her time with Jan Pro Franchisee, Ms. Nguyen earned a Certificate for Human Resources. Ms. Nguyen joined Prizm Janitorial Services, Inc. in 2007. Ms. Nguyen earned a Certificate in Project Management in 2014. She currently performs all the tasks listed in the **SKILLS** section above.

Service Performance Plan

Beach Restrooms / Pier Restroom per section 9 locations

Custodians –

Personnel – 2 person crew at 3 hours, per person, per visit (7-days a week) 4:00 a.m. – 7:00 a.m.

Personnel – 2 person crew at 3 hours, per person, per visit (7-days a week) 10:00 a.m. – 1:00 p.m. per section 9 Schedule; Paragraph C (Three Times a Day Schedule)

3rd Cleaning (May 1st – September 30th) – 2 person crew at 3 hours, per visit (7-days a week) 4:00 pm – 7:00 pm

Narrative –

The daily and nightly cleaning services will be performed (2) twice a day 7-days per week, by a 2-person custodial crew, spending approximately 30 minutes at each site. Upon arrival, the custodians will service the restrooms as defined in the scope of work. Before starting service, the custodians will call out an alert into the restrooms making aware if there are any patrons inside. Once clear of patrons, the custodians will then place a “closed for service” sign in front of the door. After signage is posted and sites are clear, the custodians will begin the service. Custodian 1 will service the exterior pavement (surrounding 10 ft perimeter of structure), floors, water fountains, walls, passageway areas, entrance areas, and showers by sweeping then washing down with chemically dispensing system (containing a disinfecting solution) that is connected to the hose while letting the solution dwell for 10 minutes. Thereafter, the floors, walls, showers are scrubbed with a machine motorized brush, paying attention to all corners, crevices, coves, base and hard to access areas. When wash down is complete, custodian 1 will then wipe walls, showers, and fixtures down and proceed with squeegeeing excess water down drains in addition to performing a light mop to prevent over wetness of floors. While custodian 1 is working on the above-mentioned tasks, custodian 2 simultaneously is cleaning the restrooms/sites. Custodian 2 will be responsible for the cleaning the doors, dusting, emptying trashcans, replacing liners, cleaning of the toilet commodes, urinals, sinks, fixtures, water fountains and windowsills including replenishing all restroom products as defined in the scope of work. If graffiti is found, custodian 2 will take pictures through phone and proceed with removing with a bio-degradable graffiti remover (if applicable) and/or report. Any minor toilet clogs will be monitored and cleared as applicable and reported. Soon as both custodians are complete as described above, both custodians will then take note of restrooms and/or sites for quality, any building issues, deficiencies, and distinctive findings. If any reports are found, they will be processed through the quality control software PJSI is required as part of the contract and will also be noted with supervisors for reporting to the contract administrators. Soon after the report and quality inspection of the site is completed, both custodians will check floors for dryness and will leave to the next restroom and/or site as scheduled.

The weekly services as defined in the scope of work will be completed every Sunday of the week. Custodian 2 will be responsible for the service outlined in the scope of work. Weekly services will be arranged simultaneously with the daily service as scheduled. In reference to pressure washing and machine scrubbing per the weekly requirements, custodian 2 will prepare for pressure washing by placing surrounding bags with careful consideration of water run-off per code ordinance. Once the site is prepared, the custodian will then spray a pre-treatment on all pertinent surfaces for dwelling for approximately 10 minutes. After pre-treatment solution is completed, the custodian will then use a rotary floor machine to scrub and agitate the solution and surfaces. Thereafter of the floor machine process, the pressure washing by steam will begin by carefully spraying treated surfaces with a low-pressure wash (600 PSI or lower) with heat (200 degrees) for the satisfaction of a sanitary cleanse. Upon completion of the pressure washing with steam, all water will either be extracted or squeegeed down the drain (pressure washing equipment is green certified and is equip with retaining water) ensuring dryness of floors and surfaces.

The third daily cleaning (4:00 pm – 7:00 pm, May 1st – Sept 30th) will be performed by a 3rd & 4th custodian. These custodians through this season or schedule will provide the services as outlined in the scope of work. Both custodians for the third

cleaning will service as prescribed the same as the above-mentioned service plan as the daily and twice a day service in the above 1st paragraph.

The custodians performing the services as outlined in the scope of work will be assisted by a working and/or non-working supervisor. The working or non-working supervisor's primary responsibility is to ensure that all requirements described in the scope of work are fulfilled. Working or non-working supervisors will be working closely with the quality control department, including the usage of the quality control software. At the end of each work shift, the working or non-working supervisor will send an electronic report to the QCS documenting any discrepancies reported by the custodians. These reports will be filed using the PJSI Quality Control Software PJSI utilizes. Both the QCS and the working or non-working supervisor will be equipped with smart phones to visually document any findings and record them electronically. When reports are completed, they will then be sent to the contract administrator for further review.

In the event extra cleaning, including emergency services are required, the City of Oceanside - Public Works Department Project Manager can either send an email to the company email address, prizmjani@att.net, or contact the PJSI supervisors directly with the service request, 24 hrs. 7 days of the week. All correspondence with special or emergency request will be documented and scheduled accordingly and no later than the required time as defined in the SOW. To minimize interruption of normal services, additional PJSI employees are available to be brought in to perform the extra cleaning duties or emergency services.

Service Performance Plan
Park Restrooms per section 9

Personnel – 3 person crew at 3 hours, per person, per visit (7-days a week) 4 a.m. – 7 a.m.

Personnel – 3 person crew at 3 hours, per person, per visit (7days a week) 4 p.m. – 7 p.m. per section 9; paragraph C or as authorized by the City.

Narrative –

The daily cleaning services will be performed (2) twice a day 7-days per week, by a 3-person custodial crew, spending approximately 30 minutes at each site. Upon arrival, the custodians will service the restrooms as defined in the scope of work. Before starting service, the custodians will call out an alert into the restrooms making aware if there are any patrons inside. Once clear of patrons, the custodians will then place a “closed for service” sign in front of the door. After signage is posted and sites are clear, the custodians will begin the service. The custodians will service the exterior pavement (surrounding 10 ft perimeter of structure), floors, water fountains, walls, passageway areas, entrance areas and showers by sweeping then washing down with chemically dispensing system (containing a disinfecting solution) that is connected to the hose while letting the solution dwell for 10 minutes. Thereafter, the floors, walls, showers are scrubbed with a machine motorized brush, paying attention to all corners, crevices, coves, base and hard to access areas. When wash down is complete, The custodians will then wipe walls, showers, and fixtures down and proceed with squeegeeing excess water down drains in addition to performing a light mop to prevent over wetness of floors. After the custodians is working on the above-mentioned tasks, the Custodians will then clean the doors, dust, empty trashcans, replace liners, clean the toilet commodes, urinals, sinks, fixtures, water fountains and windowsills including replenishing all restroom products as defined in the scope of work. If graffiti is found, the custodians will then take a picture through phone and proceed with removing using a bio-degradable graffiti remover (if applicable) and/or report. Any minor toilet clogs will be monitored and cleared as applicable and reported. Soon as the custodians are complete as described above, the custodians will then take note of restrooms and/or sites for quality, any building issues, deficiencies, and distinctive findings. If any reports are found, they will be processed through the quality control software PJSI is required as part of the contract and will also be noted with supervisors for reporting to the contract administrators. Soon after the report and quality inspection of the site is completed, the custodians will check floors for dryness and will leave to the next restroom and/or site as scheduled.

The weekly services as defined in the scope of work will be completed every Sunday of the week. The Custodians will be responsible for the service outlined in the scope of work. Weekly services will be arranged simultaneously with the daily service as scheduled. In reference to pressure washing and machine scrubbing per the weekly requirements, a separate floor crew member of 2 will be designated. Floor crew members will prepare for pressure washing by placing surrounding bags with careful consideration of water run-off per code ordinance. Once the site is prepared, the floor crew members will then spray a pre-treatment on all pertinent surfaces for dwelling for approximately 10 minutes. After pre-treatment solution is completed, the floor crew members will then use a rotary floor machine to scrub and agitate the solution and surfaces. Thereafter of the floor machine process, the pressure washing by steam will begin by carefully spraying treated surfaces with a low-pressure wash (600 PSI or lower) with heat (200 degrees) for the satisfaction of a sanitary cleanse. Upon completion of the pressure washing with steam, all water will either be extracted or squeegeed down the drain (pressure washing equipment is green certified and is equip with retaining water) ensuring dryness of floors and surfaces.

The twice daily cleaning, IF APPLICABLE (4:00 pm – 7:00 pm or per authorized schedule by the “City”) will be performed by a 3 custodian crew. These custodians through this season or applicable schedule will provide the services as outlined in the scope of work. All mentioned custodians for the twice cleaning will service as prescribed the same as the above-mentioned service plan as the daily service in the above 1st paragraph.

The custodians performing the services as outlined in the scope of work will be assisted by a working and/or non-working supervisor. The working or non-working supervisor's primary responsibility is to ensure that all requirements described in the scope of work are fulfilled. Working or non-working supervisors will be working closely with the quality control department, including the usage of the quality control software. At the end of each work shift, the working or non-working supervisor will send an electronic report to the QCS documenting any discrepancies reported by the custodians. These reports will be filed using a PJSI Quality Control Software PJSI utilizes. Both the QCS and the working or non-working supervisor will be equipped with smart phones to visually document any findings and record them electronically. When reports are completed, they will then be sent to the contract administrator for further review.

In the event extra cleaning, including emergency services are required, the City of Oceanside - Public Works Department Project Manager can either send an email to the company email address, prizmjani@att.net, or contact the PJSI supervisors directly with the service request, 24 hrs. 7 days of the week. All correspondence with special or emergency requests will be documented and scheduled accordingly and no later than the required time as defined in the SOW. To minimize interruption of normal services, additional PJSI employees are available to be brought in to perform the extra cleaning duties or emergency services.