



## LINKING AGREEMENT FOR COOPERATIVE PURCHASE

PLAN B FACILITY SERVICES, LLC  
JANITORIAL SERVICES

This Linking Agreement for Cooperative Purchase (this “**Agreement**”) is made and entered into on **February 13**, 2025 (the “**Effective Date**”) by and between the Town of Paradise Valley, an Arizona municipal corporation (the “**Town**”), and Plan B Facility Services, LLC, an Arizona limited liability company authorized to do business in Arizona (the “**Contractor**”), whose principal place of business is located at: 9299 W. Olive Aven, Suite 208, Peoria, Arizona, 85345. The Town and Contractor are the only parties to this Agreement; they are each individually a “**Party**,” and together they are the “**Parties**.”

### RECITALS

A. On January 17, 2023, after a competitive procurement process, the City of Peoria entered into Contract No. ACON00423, with the Contractor (the “**Base Agreement**”) to purchase goods and services as described therein. A copy of the Base Agreement is attached hereto as **Exhibit A**, and the terms of the Base Agreement are incorporated herein by reference to the extent not inconsistent with this Agreement. The Base Agreement permits its cooperative use by other governmental agencies, including the Town.

B. Pursuant to A.R.S. §§ 41-2631 *et seq.* and Town of Paradise Valley Resolution Nos. 1205 and 1207, the Town has the authority to utilize cooperative purchasing contracts and engage contractors under the terms thereof.

C. The Town desires to contract for goods or services identical or nearly identical to the goods or services the Contractor is providing other units of government under the Base Agreement, and the Contractor desires to provide such goods and services as set forth in this Agreement.

### AGREEMENT

NOW, THEREFORE, the Contractor and the Town, in consideration of the foregoing Introduction and Recitals, which are incorporated herein by reference, and for the consideration hereinafter set forth, promise, covenant, and agree as follows:

1. Scope of Work; Terms, Conditions, and Specifications.

1.1. The Contractor shall provide the Town the goods and/or services, generally described as Janitorial Services, and more particularly identified in the proposal dated January 8, 2025 (the “**Scope of Work**”) attached hereto as **Exhibit B** and incorporated herein by reference.

1.2. The Contractor agrees to comply with all the terms, conditions, and specifications of the Base Agreement. Such terms, conditions, and specifications are specifically incorporated into and are an enforceable part of this Agreement, except to the extent superseded herein or otherwise provided in

**Exhibit C.** For the purposes of this Agreement, all references to the City of Peoria in the Base Agreement shall mean the Town of Paradise Valley, Arizona.

- 1.3. The Contractor shall comply with all the Town's specific requirements and/or options, as specified in **Exhibit C** attached hereto and incorporated herein by reference. **To the extent there is any conflict between Exhibit B or C and the Base Agreement, Exhibits B and C take precedence.**
- 1.4. The Contractor acknowledges and agrees that work order(s) containing unauthorized exceptions, conditions, limitations, or provisions in conflict with the terms of this Agreement (collectively, the "Unauthorized Conditions"), other than the Town's project-specific requirements, are hereby expressly declared void and shall be of no force and effect. Acceptance by the Town of any work order or invoice containing any such Unauthorized Conditions or failure to demand full compliance with the terms and conditions set forth in this Agreement or in the Base Agreement shall not alter such terms and conditions or relieve the Contractor from, nor be construed or deemed a waiver of, its requirements and obligations in the performance of this Agreement. If this Agreement is renewed pursuant to Subsection 3 and such renewal includes any Unauthorized Conditions, other than price, those terms will be null and void.
2. Payment. Payment to the Contractor for the services, materials, or equipment provided shall be made in accordance with the terms and conditions of the Base Agreement and the price list set forth in **Exhibit B**. The total compensation for the goods or services purchased under this Agreement shall not exceed \$88,308.00 annually.
3. Contract Term and Renewal.
  - 3.1. This Agreement shall be effective as of the date first set forth above and shall remain in full force and effect until January 16, 2026, unless terminated, canceled, or extended as otherwise provided in this Agreement.
  - 3.2. The Town Manager or designee may extend the term of this Agreement consistent with the extension, if any, of the Base Agreement. Extensions are not automatic and shall only occur if the Town gives the Contractor notice of its intent to extend this Agreement.
  - 3.3. Upon the expiration of the Base Agreement, including any authorized renewals thereof, the Town may, at its option, extend this Agreement on a month-to-month basis for a maximum of six months. The purpose of such month-to-month extensions, if any, shall be to allow for the Town's procurement processes in the selection of a vendor to provide the services or materials provided under this Agreement.
4. Certificates of Insurance. All insurance provisions of the Base Agreement shall apply, including, without limitation, the requirement to name the Town, its agents, representatives, officials, volunteers, officers, elected officials, and employees as additional insured. Prior to commencing work under this Agreement, the Contractor shall furnish the Town with Certificate(s) of Insurance and formal endorsements issued by the Contractor's insurer(s) as evidence that policies providing the required coverages, conditions, and limits required by this Agreement are in full force and effect.
5. E-Verify. The Contractor complies with A.R.S. § 23-214 and agrees to comply with the requirements of A.R.S. § 41-4401.
6. Boycott of Israel Prohibited. To the extent Title 35 applies to this Agreement, the Contractor warrants that it is not and will not participate in prohibited activity in contravention of A.R.S. § 35-393.01.

7. Cancellation for Conflict of Interest. This Agreement may be canceled pursuant to A.R.S. § 38-511.
8. Counterparts. This Agreement may be executed in any number of counterparts, all such counterparts shall be deemed to constitute one and the same instrument, and each of said counterparts shall be deemed original hereof.
9. Forced Labor of Ethnic Uyghurs. To the extent applicable under A.R.S. § 35-394, the Contractor warrants and certifies that it does not currently, and agrees that it will not, for the duration of this Agreement, use the forced labor, any goods or services produced by the forced labor, or any contractors, subcontractors, or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. If the Contractor becomes aware that it is not in compliance with this paragraph, it shall notify the Town of the noncompliance within five business days of becoming aware of it. If the Contractor fails to provide a written certification that it has remedied the noncompliance within 180 days after that, this Agreement shall terminate unless the termination date of this Agreement occurs before the end of the remedy, in which case this Agreement terminates on its termination date.
10. Indemnification. To the fullest extent permitted by law, the Contractor shall indemnify, defend, and hold harmless the Town and each council member, officer, employee, or agent thereof (the Town and any such person being herein called an "Indemnified Party"), for, from, and against any and all losses, claims, damages, liabilities, costs, and expenses (including, but not limited to, reasonable attorneys' fees, court costs and the costs of appellate proceedings) to which any such Indemnified Party may become subject, under any theory of liability whatsoever ("Claims") to the extent that such Claims (or actions in respect thereof) are caused by the negligent acts, recklessness or intentional misconduct of the Contractor, its officers, employees, agents, or any tier of subcontractor in connection with the Contractor's work or services in the performance of this Agreement. The amount and type of insurance coverage requirements set forth in this Agreement or the Base Agreement will in no way be construed as limiting the scope of the indemnity in this section.
11. Provisions Required by Law. Each and every provision of law and any clause required by law to be in this Agreement will be read and enforced as though it were included herein and, if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, this Agreement will promptly be physically amended to make such insertion or correction.

[SIGNATURES ON THE FOLLOWING PAGE]

IN WITNESS WHEREOF, the Parties have hereunto subscribed their names.

**TOWN OF PARADISE VALLEY,**  
an Arizona municipal corporation:

DocuSigned by:

*Andrew Ching*

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Andrew Ching, Town Manager

**PLAN B FACILITY SERVICES, LLC**  
an Arizona limited liability company:

By: *Jose Padilla*

Name: Jose Padilla

Title: VP of Sales and Operations

ATTEST:

DocuSigned by:

*Duncan Miller*

FD56FF67A95043D...

Duncan Miller, Town Clerk

APPROVED AS TO FORM:

Signed by:

*Andrew J. McGuire*

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Andrew J. McGuire, Town Attorney



**LINKING AGREEMENT  
FOR COOPERATIVE PURCHASE**

PLAN B FACILITY SERVICES, LLC  
JANITORIAL SERVICES

**EXHIBIT A  
BASE AGREEMENT**

(See attached: Janitorial Services, Contract No. ACON00423, January 17, 2023)



**City of Peoria**

**FINANCE DEPARTMENT  
MATERIALS MANAGEMENT**

## CONTRACT AUTHORIZATION AND SIGNATURE – COVER SHEET

(For City Use Only)

### CONTRACT DETAILS

<input checked="" type="checkbox"/> New Contract	<input type="checkbox"/> Amendment	<input type="checkbox"/> Extension	<input type="checkbox"/> Other: _____
Purchasing Job Number: P23-0030		Buyer Name: Drew Ashmun	
Vendor / Contractor: Plan B. Facility Services, LLC			
Contract Description: Parks and Recreation Janitorial Services			
Scope/Change Description: _____			
Start Date: 01.10.23	End Date: 01.09.25	Term Contract? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	Final Expiration: 01.09.28

### FINANCIAL DETAILS

City Department: Parks and Recreation	Department Rep: Mike Elliott
Budget Account #: _____	CIP#: _____
A. This document amount:	\$ 428,801
B. Total of all previous executed amounts for this contract:	\$ 0.00
C. Total Contract Amount:	\$ 0.00

### APPROVALS

Council Approval Required?: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes:	Council Date: _____
City Manager Signature Required? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Risk Management Approval Required? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes:	Risk Mgmt Signature: _____

### SPECIAL INSTRUCTIONS

#### CONTRACT NUMBER

ACON00423

#### MATERIALS MANAGER APPROVAL

*Christine Finney*



# City of Peoria, Arizona

## Notice of Request for Proposal



Solicitation No.:	<b>P23-0030</b>	Proposal Due Date:	<b>11.08.2022</b>
Capital Project No.:	N/A	Proposal Due Time:	5:00 P.M. AZ Time
Materials and/or Services:	<b>Parks and Recreation Janitorial Services</b>	Purchasing Agent:	<b>Drew Ashmun</b>
Contact Phone:	(623) 773-7116	Pre-Proposal Date:	10.25.2022
Contact Email:	drew.ashmun@peoriaaz.gov	Pre-Proposal Time:	9:00 AM AZ Time
		Pre-Proposal Location:	Colonnade, at the Peoria Sports Complex 16101 N. 83 <sup>rd</sup> Ave. Peoria AZ. 85382

In accordance with City of Peoria Procurement Code competitive sealed proposals for the material or services specified will be received by the City of Peoria Materials Management at the specified location until the date and time cited above. Proposals shall be in the submitted on or prior to the exact date and time indicated above. Late proposals will not be considered, except as provided in the City of Peoria Procurement Code. **Proposals shall be submitted electronically via the City's Procurement Portal (Bonfire) or in a sealed envelope with the Request for Proposal number and the offeror's name and address clearly indicated on the front of the envelope.** Offerors are strongly encouraged to carefully read the *entire* Request for Proposal Package.

### OFFER

To the City of Peoria: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with Paragraph 1 of the City of Peoria Standard Terms and Conditions (form COP 202) contained in the Request for Proposal package issued by the City.

For clarification of this offer contact:

Telephone: 623-455-8405 Fax: \_\_\_\_\_

Name: Danny Gonzales

Email: jose@planbfacilityservices.com

Plan B Facility Services, LLC

Company Name

9299 W. Olive Ave, Suite 208

Address

Peoria

City

AZ

State

85345

Zip Code

VP Sales & Operations

Title

J Padilla

Authorized Signature for Offer

Jose Padilla

Printed Name

### ACCEPTANCE OF OFFER AND CONTRACT AWARD (For City of Peoria Use Only)

Your offer is accepted by the City, subject to approval of each written exception that your proposal contained. The contract consists of the following documents: 1.) Request for Proposal issued by the City; 2.) Your offer in Response to the City's Request for Proposal; 3.) This written acceptance and contract award.

As the contractor, you are now legally bound to sell the materials and/or services listed by the attached award notice, based on the solicitation of proposals, including all terms, conditions, specifications, amendments and your offer as now accepted by the City. The Contractor shall not commence any billable work or provide any material, service or construction under this contract until the Contractor receives an executed Purchase Order or written Notice to Proceed.

Attested by:

Jill A. Boltz for  
Lori Dyckman, City Clerk



City Seal  
Copyright 2003 City of Peoria, Arizona

CC: \_\_\_\_\_

Contract Number:

ACON00423

Official File: \_\_\_\_\_

City of Peoria, Arizona. Effective Date: 1/17/23

Approved as to form:

George Mariscal for  
City Attorney

Contract Awarded Date 1/16/23

Christine Finney  
Christine Finney, Materials Manager



## SOLICITATION AMENDMENT

**Solicitation Number:** P23-0030 **Page 1 of 1**  
**Description/Service:** Parks and Recreation Janitorial Services  
**Solicitation Due Date:** 11.08.2022  
**Solicitation Due Time:** 5:00 PM (AZ Time)  
**Amendment Number:** One (1) **Issue Date:** 10.17.2022

**Materials Management  
Procurement**

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
 Peoria, AZ 85345  
 Phone: (623) 773-7115  
 Fax: (623) 773-7118

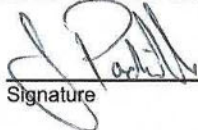
**A signed copy of this Amendment shall be submitted with the vendor's bid/proposal**

**This solicitation is amended as follows:**

The pre-submittal date has been changed to Thursday October 27, 2022 at 9:00 AM AZ Time. The location remains the same and is: Colonnade, at the Peoria Sports Complex 16101 N. 83<sup>rd</sup> Ave. Peoria AZ. 85382.

*All other provisions of this Solicitation shall remain in their entirety.*

Vendor hereby acknowledges receipt and agreement with the amendment

  
Signature

11/8/22  
Date

Jose Padilla VP of Sales & Operations  
 Printed Name Title

Plan B Facility Services, LLC  
 Company Name

**ORIGINAL SOLICITATION**



# REQUEST FOR PROPOSAL

## INSTRUCTIONS TO OFFEROR

### Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

#### 1. PREPARATION OF PROPOSAL:

- a. All proposals shall be on the forms provided in this *Request For Proposal* package. It is permissible to copy these forms if required. Telegraphic (facsimile) or mailgram proposals will not be considered.
- b. The Offer and Contract Award document (COP Form 203) shall be submitted with an original ink or digital signature by a person authorized to sign the offer.
- c. Erasures, interlineations, or other modifications in the proposal shall be initialed in original ink by the authorized person signing the Vendor Offer.
- d. If price is a consideration and in case of error in the extension of prices in the proposal, the unit price shall govern. No proposal shall be altered, amended, or withdrawn after the specified proposal due date and time.
- e. Periods of time, stated as a number of days, shall be calendar days.
- f. It is the responsibility of all Offerors to examine the entire *Request For Proposal* package and seek clarification of any item or requirement that may not be clear and to check all responses for accuracy before submitting a bid. Negligence in preparing a Proposal confers no right of withdrawal after proposal due date and time.

**2. INQUIRIES:** Any question related to the *Request For Proposal* shall be directed to the Buyer whose name appears on the front. The Offeror shall not contact or ask questions of the department for which the requirement is being procured. Questions should be submitted in writing when time permits. The Buyer may require any and all questions be submitted in writing at the Buyer's sole discretion. Any correspondence related to a *Request For Proposal* should refer to the appropriate *Request For Proposal* number, page, and paragraph number. However, the Offeror shall not place the *Request For Proposal* number on the outside of any envelope containing questions since such an envelope may be identified as a sealed proposal and may not be opened until after the official *Request For Proposal* due date and time.

**3. PROSPECTIVE OFFERORS CONFERENCE:** A prospective offerors conference may be held. If scheduled, the date and time of this conference will be indicated within this document. The purpose of this conference will be to clarify the contents of this *Request For Proposal* in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this *Request For Proposal* or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine if any action is necessary and may issue a written amendment to the *Request for Proposal*. Oral statements or instructions will not constitute an amendment to this *Request for Proposal*.

**4. LATE PROPOSALS:** Late Proposals will not be considered, except as provided by the **City of Peoria Procurement Code**. A vendor submitting a late proposal shall be so notified.

**5. WITHDRAWAL OF PROPOSAL:** At any time prior to the specified proposal due date and time, a Vendor (or designated representative) may withdraw the proposal. Telegraphic (facsimile) or mailgram proposal withdrawals will not be considered.

**6. AMENDMENT OF PROPOSAL:** Receipt of a Solicitation Amendment (COP Form 207) shall be acknowledged by signing and returning the document prior to the specified proposal due date and time.

**7. PAYMENT:** The City will make every effort to process payment for the purchase of goods or services within thirty (30) calendar days after receipt of goods or services and a correct notice of amount due, unless a good faith dispute exists as to any obligation to pay all or a portion of the account. Any proposal that requires payment in less than thirty (30) calendar days shall not be considered.

**8. NEW:** All items shall be new, unless otherwise stated in the specifications.

**9. DISCOUNTS:** Payment discount periods will be computed from the date of receipt of material/service or correct invoice, whichever is later, to the date Buyer's payment is mailed. Unless freight and other charges are itemized, any discount provided will be taken on full amount of invoice. Payment discounts of thirty (30) calendar days or more will be deducted from the proposal price in determining the low bid. However, the Buyer shall be entitled to take advantage of any payment discount offered by the Vendor provided payment is made within the discount period.

**10. TAXES:** The City of Peoria is exempt from Federal Excise Tax, including the Federal Transportation Tax. Sales tax, if any, shall be indicated as a separate item.

**11. VENDOR REGISTRATION:** After the award of a contract, the successful Vendor shall have a completed Vendor Registration Form (COP Form 200) on file with the City of Peoria Materials Management Division.

#### 12. AWARD OF CONTRACT:

- a. Unless the Offeror states otherwise, or unless provided within this *Request For Proposal*, the City reserves the right to award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the City.
- b. Notwithstanding any other provision of this *Request For Proposal*, The City expressly reserves the right to:
  - (1) Waive any immaterial defect or informality; or
  - (2) Reject any or all proposals, or portions thereof, or
  - (3) Reissue a *Request For Proposal*.
- c. A response to a *Request For Proposal* is an offer to contract with the City based upon the terms, conditions and specifications contained in the City's *Request For Proposal* and the written amendments thereto, if any. Proposals do not become contracts unless and until they are accepted by the **City Council**. A contract is formed when written notice of award(s) is provided to the successful Offeror(s). The contract has its inception in the award document, eliminating a formal signing of a separate contract. For that reason, all of the terms and conditions of the procurement contract are contained in the *Request For Proposal*; unless modified by a Solicitation Amendment (COP Form 207) or a Contract Amendment (COP Form 217).





## STANDARD TERMS AND CONDITIONS

### Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

**THE FOLLOWING TERMS AND CONDITIONS ARE AN EXPLICIT PART OF THE SOLICITATION AND ANY RESULTANT CONTRACT.**

1. **CERTIFICATION:** By signature in the Offer section of the Offer and Contract Award page (COP Form 203), the Vendor certifies:
  - a. The submission of the offer did not involve collusion or other anti-competitive practices.
  - b. The Vendor shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
  - c. The Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the vendor may be debarred.
2. **GRATUITIES:** The City may, by written notice to the Contractor, cancel this contract if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City with a view toward securing an order, securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performing of such order. In the event this contract is cancelled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity. Paying the expense of normal business meals which are generally made available to all eligible city government customers shall not be prohibited by this paragraph.
3. **APPLICABLE LAW:** In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement.

Contractor specifically understands and acknowledges the applicability to it of the Americans with Disabilities Act, including Section 508, the Immigration Reform and Control Act of 1986, and the Drug Free Workplace Act of 1989. In addition, if this agreement pertains to construction, Contractor must also comply with A.R.S. § 34-301, as amended (Employment of Aliens on Public Works Prohibited) and A.R.S. § 34-302, as amended (Residence Requirements for Employees).

Under the provisions of A.R.S. § 41-4401, Contractor hereby warrants to the City that Contractor and each of its subcontractors ("Subcontractors") will comply with, and are contractually obligated to comply with, all Federal immigration laws and regulations that relate to their employees and A.R.S. § 23-214(A) (hereinafter, "Contractor Immigration Warranty").

A breach of the Contractor Immigration Warranty shall constitute a material breach of this agreement and shall subject Contractor to penalties up to and including termination of this agreement at the sole discretion of the City. The City may, at its sole discretion, conduct random verification of the employment records of Contractor and any Subcontractors to ensure compliance with the Contractor Immigration Warranty. Contractor agrees to assist the City in regard to any random verifications performed.

Neither Contractor nor any Subcontractor shall be deemed to have materially breached the Contractor Immigration Warranty if Contractor or the Subcontractor establishes that it has complied with the employment verification provisions prescribed by §§ 274A and 274B of the Federal Immigration and Nationality Act and the E-Verify requirements prescribed by A.R.S. §23-214(A).

The provisions of this Paragraph must be included in any contract Contractor enters into with any Subcontractors who provide services under this agreement or any subcontract. "Services" is defined as furnishing labor, time or effort in the State of Arizona by a contractor or subcontractor. Services include construction or maintenance of any structure, building or transportation facility or improvement to real property.

Contractor warrants, for the term of this agreement and for six months thereafter, that it has fully complied with the requirements of the Immigration Reform and Control Act of 1986 and all related or similar legal authorities.



## STANDARD TERMS AND CONDITIONS

### Materials Management Procurement

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Fax: (623) 773-7118

This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City. This contract shall be governed by the laws of the State of Arizona and suit pertaining to this contract may be brought only in courts in the State of Arizona.

This contract is subject to the provisions of ARS §38-511; the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.

To the extent applicable, Contractor certifies to City that it is not currently engaged in and agrees for the duration of the contract not to engage in a boycott of Israel as defined in the provisions of ARS § 35-393.

Pursuant to the provisions of ARS §35-394, Contractor certifies that it will not use, during the term of the Agreement, i) the forced labor of ethnic Uyghurs in the People's Republic of China, ii) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China, or iii) any contractors, subcontractors, or suppliers that use forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. To the extent that Contractor discovers an issue for its goods or services provided to the City which is in contravention of the certification above, it will notify the City as soon as practicable and take corrective actions in order to remain consistent with its certification.

4. **LEGAL REMEDIES:** All claims and controversies shall be subject to resolution according to the terms of the City of Peoria Procurement Code.
5. **CONTRACT:** The contract between the City and the Contractor shall consist of (1) the Solicitation, including instructions, all terms and conditions, specifications, scopes of work, attachments, and any amendments thereto, and (2) the offer submitted by the Vendor in response to the solicitation. In the event of a conflict in language between the Solicitation and the Offer, the provisions and requirements in the Solicitation shall govern. However, the City reserves the right to clarify, in writing, any contractual terms with the concurrence of the Contractor, and such written contract shall govern in case of conflict with the applicable requirements stated in the Solicitation or the Vendor's offer. The Solicitation shall govern in all other matters not affected by the written contract.
6. **CONTRACT AMENDMENTS:** This contract may be modified only by a written Contract Amendment (COP Form 217) signed by persons duly authorized to enter into contracts on behalf of the City and the Contractor.
7. **CONTRACT APPLICABILITY:** The Offeror shall substantially conform to the terms, conditions, specifications and other requirements found within the text of this specific Solicitation. All previous agreements, contracts, or other documents, which have been executed between the Offeror and the City are not applicable to this Solicitation or any resultant contract.
8. **PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the contract will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the contract will forthwith be physically amended to make such insertion or correction.
9. **SEVERABILITY:** The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.
10. **RELATIONSHIP TO PARTIES:** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Contractor is advised that taxes or Social Security payments will not be withheld from any City payments issued hereunder and that the Contractor should make arrangements to directly pay such expenses, if any.
11. **INTERPRETATION-PAROL EVIDENCE:** This contract represents the entire agreement of the Parties with respect to its subject matter, and all previous agreements, whether oral or written, entered into prior to this contract are hereby revoked and superseded by this contract. No representations, warranties, inducements or oral agreements have been made by any of





## STANDARD TERMS AND CONDITIONS

### Materials Management Procurement

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the Parties except as expressly set forth herein, or in any other contemporaneous written agreement executed for the purposes of carrying out the provisions of this contract. This contract may not be changed, modified or rescinded except as provided for herein, absent a written agreement signed by both Parties. Any attempt at oral modification of this contract shall be void and of no effect.

12. **NO DELEGATION OR ASSIGNMENT:** Contractor shall not delegate any duty under this Contract, and no right or interest in this Contract shall be assigned by Contractor to any successor entity or third party, including but not limited to an affiliated successor or purchaser of Contractor or its assets, without prior written permission of the City. The City, at its option, may cancel this Contract in the event Contractor undertakes a delegation or assignment without first obtaining the City's written approval. Contractor agrees and acknowledges that it would not be unreasonable for the City to decline to approve a delegation or assignment that results in a material change to the services provided under this Contract or an increased cost to the City.
13. **SUBCONTRACTS:** No subcontract shall be entered into by the contractor with any other party to furnish any of the material, service or construction specified herein without the advance written approval of the City. The prime contractor shall itemize all sub-contractors which shall be utilized on the project. Any substitution of sub-contractors by the prime contractor shall be approved by the City and any cost savings will be reduced from the prime contractor's bid amount. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract and if the Subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not Subcontractors are used.
14. **RIGHTS AND REMEDIES:** No provision in this document or in the vendor's offer shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of contract. The failure of the City to insist upon the strict performance of any term or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the City's acceptance of and payment for materials or services, shall not release the Contractor from any responsibilities or obligations imposed by this contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of the Contract.
15. **INDEMNIFICATION:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.  
  
The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.
16. **OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the goods and services used to fulfill the Contract.
17. **FORCE MAJEURE:** Except for payment for sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force Majeure. The term "*force majeure*" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God; acts of the public enemy; war; acts of terror, hate crimes affecting public order; riots; strikes; mobilization; labor disputes; civil disorders; fire; floods; lockouts, injunctions-intervention-acts, or failures or refusals to act by government authority; events or obstacles resulting from a governmental authority's response to the foregoing; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed



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to commence when the party declaring force majeure notifies the other party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with this Contract.

Force majeure shall not include the following occurrences:

- a. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.
- b. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this Force Majeure term and Condition.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of the work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed *Certified-Return Receipt* and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with this contract.

18. **RIGHT TO ASSURANCE:** Whenever one party to this contract in good faith has reason to question the other party's intent to perform he may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of the Contract.
19. **RIGHT TO AUDIT RECORDS:** The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City. This right to audit also empowers the City to inspect the papers of any Contractor or Subcontractor employee who works on this contract to ensure that the Contractor or Subcontractor is complying with the Contractor Immigration Warranty made pursuant to Paragraph 3 above.
20. **RIGHT TO INSPECT PLANT:** The City may, at reasonable times, inspect the part of the plant or place of business of a Contractor or Subcontractor which is related to the performance of any contract as awarded or to be awarded.
21. **WARRANTIES:** Contractor warrants that all material, service or construction delivered under this contract shall conform to the specifications of this contract. Unless otherwise stated in Contractor's response, the City is responsible for selecting items, their use, and the results obtained from any other items used with the items furnished under this contract. Mere receipt of shipment of the material/service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in the solicitation.
22. **INSPECTION:** All material and/or services are subject to final inspection and acceptance by the City. Materials and/or services failing to conform to the specifications of this Contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. The City may elect to do any or all:
  - a. Waive the non-conformance.
  - b. Stop the work immediately.
  - c. Bring material into compliance.

This shall be accomplished by a written determination for the City.

23. **TITLE AND RISK OF LOSS:** The title and risk of loss of material and/or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.
24. **NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials shall fully comply with all provisions of the Contract. If a tender is made which does not fully conform, this shall constitute a breach of the Contract as a whole.



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25. **DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment of lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials or a default of any nature, at the option of the City, shall constitute a breach of the Contract as a whole.
26. **SHIPMENT UNDER RESERVATION PROHIBITED:** Contractor is not authorized to ship materials under reservation and no tender of a bill of lading will operate as a tender of the materials.
27. **LIENS:** All materials, service or construction shall be free of all liens, and if the City requests, a formal release of all liens shall be delivered to the City.
28. **LICENSES:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.
29. **PATENTS AND COPYRIGHTS:** All services, information, computer program elements, reports and other deliverables, which may be patented or copyrighted and created under this contract are the property of the City and shall not be used or released by the Contractor or any other person except with the prior written permission of the City.
30. **PREPARATION OF SPECIFICATIONS BY PERSONS OTHER THAN CITY PERSONNEL:** All specifications shall seek to promote overall economy for the purposes intended and encourage competition and not be unduly restrictive in satisfying the City's needs. No person preparing specifications shall receive any direct or indirect benefit from the utilization of specifications, other than fees paid for the preparation of specifications.
31. **COST OF BID/PROPOSAL PREPARATION:** The City shall not reimburse the cost of developing presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.
32. **PUBLIC RECORD:** All offers submitted in response to this solicitation shall become the property of the City and shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code. However, subsequent to the award of the contract, any information and documents obtained by the City during the course of an audit conducted in accordance with Paragraph 19 above for the purpose of determining compliance by Contractor or a Subcontractor with the Contractor Immigration Warranty mandated by Paragraph 3 above shall remain confidential and shall not be made available for public review or produced in response to a public records request, unless the City is ordered or otherwise directed to do so by a court of competent jurisdiction.
33. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract, without prior written consent of the City.
34. **DELIVERY ORDERS:** The City shall issue a Purchase Order for the material and/or services covered by this contract. All such documents shall reference the contract number as indicated on the Offer and Contract Award (COP Form 203).
35. **FUNDING:** Any contract entered into by the City of Peoria is subject to funding availability. Fiscal years for the City of Peoria are July 1 to June 30. The City Council approves all budget requests. If a specific funding request is not approved, the contract shall be terminated.
36. **PAYMENT:** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or services and correct invoice.
37. **PROHIBITED LOBBYING ACTIVITIES:** The Offeror, his/her agent or representative shall not contact, orally or in any written form any City elected official or any City employee other than the Materials Management Division, the procuring department, City Manager, Deputy City Manager or City Attorney's office (for legal issues only) regarding the contents of this solicitation or the solicitation process commencing from receipt of a copy of this request for proposals and ending upon submission of a staff report for placement on a City Council agenda. The Materials Manager shall disqualify an Offeror's proposal for violation of this provision. This provision shall not prohibit an Offeror from petitioning an elected official after submission of a staff report for placement on a City Council agenda or engaging in any other protected first amendment activity after submission of a staff report for placement on a City Council agenda.
38. **PROHIBITED POLITICAL CONTRIBUTIONS:** Consultant during the term of this Agreement shall not make a



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contribution reportable under Title 16, Chapter 6, Article 1, Arizona Revised Statutes to a candidate or candidate committee for any city elective office during the term of this Agreement. The City reserves the right to terminate the Agreement without penalty for any violation of this provision.



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1. **Purpose:** Pursuant to provisions of the City Procurement Code, the City of Peoria, Materials Management Division intends to establish a contract for Parks and Recreation Janitorial Services.
2. **Authority:** This Solicitation as well as any resultant contract is issued under the authority of the City. No alteration of any resultant contract may be made without the express written approval of the City Materials Manager in the form of an official contract amendment. Any attempt to alter any contract without such approval is a violation of the contract and the City Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.
3. **Offer Acceptance Period:** In order to allow for an adequate evaluation, the City requires an offer in response to this Solicitation to be valid and irrevocable for ninety (90) days after the opening time and date.
4. **Eligible Agencies:** Any contract resulting from this Solicitation shall be for the use of all City of Peoria departments, agencies and boards.
5. **Cooperative Purchasing:** While this contract is for the City of Peoria, other public agencies and political subdivisions may express interest in utilizing the contract. In addition to the City of Peoria, and with approval of the contractor, this contract may be extended for use by other eligible public agencies (i.e. municipalities, school districts, nonprofit educational institutions, public health institutions, community facilities districts, and government agencies of the State). Eligible public agencies may elect to utilize the contract through cooperative purchasing (or piggybacking) on the contract and do so at their discretion. No volume is implied or guaranteed, and the contractor must be in agreement with the cooperative transaction. The Strategic Alliance for Volume Expenditures (SAVE), a group of school districts and other public agencies, have signed an intergovernmental cooperative purchase agreement to obtain economies of scale. As a member of SAVE, the City of Peoria will act as the lead agency. Any such usage by other participating public agencies must be in accordance with the ordinance, charter and/or procurement rules and regulations of the respective public agency. Potential participating public agencies (i.e. municipalities, school districts, nonprofit educational institutions, public health institutions, community facilities districts, and government agencies of the State) recognize potential equipment, logistical and capacity limitations by the contractor may limit the contractor's ability to extend use of this contract. Any orders placed to the contractor will be placed by the specific public agency participating in this purchase, and payment for purchases made under this agreement will be the sole responsibility of each participating public agency. The City of Peoria shall not be responsible for any disputes arising out of transactions made by others.
6. **Term of Contract:** The term of any resultant contract shall commence on the effective date indicated on page 1 and shall continue for a period of two (2) years thereafter, unless terminated, cancelled or extended as otherwise provided herein.
7. **Contract Extension:** By mutual written contract amendment, any resultant contract may be extended for supplemental periods of up to a maximum of thirty-six (36) months.
8. **Proposal Opening:** Proposals shall be submitted no later than the due date and time indicated in the request for proposals. All information contained in the proposals shall be deemed as exempt from public disclosure based on the City's need to avoid disclosure of contents prejudicial to competing Offerors during the process of negotiation. The proposals shall not be open for public inspection until after contract award. **PRICES SHALL NOT BE READ.** After contract award, the successful proposal and the evaluation documentation shall be open for public inspection.
9. **Discussions:** In accordance with the City of Peoria Procurement Code, after the initial receipt of proposals, discussions may be conducted with Offerors who submit proposals determined to be reasonably susceptible of being selected for award.
10. **Interview Guidelines:** During any requested interview, which would be scheduled in the future, be prepared to discuss your firm's proposal, staff assignments, project approach and other pertinent information. The presentation shall be approximately 30 minutes, allowing 15 minutes for a question and answer session. The Consultant's Project/Team Manager shall lead the presentation team and answer questions on behalf of the Consultant. If work involves a major sub-consultant, the firms Project/Team Manager's presence may also be requested (by the City) at the interview.
11. **Price Adjustment: The City of Peoria Purchasing Office will review fully documented requests for price increases after any contract has been in effect for One (1) year. Price increase adjustments may be made each year and will be a factor in the extension review process. The City of Peoria Materials Management Division will**



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**determine whether the requested price increase or an alternate option, is in the best interest of the City. Price increases shall not exceed 7 percent each year. City Staff will need to see justification for any pricing increase.**

12. **Price Reduction:** A price reduction adjustment may be offered at any time during the term of a contract and shall become effective upon notice.
13. **Affirmative Action Report:** It is the policy of the City of Peoria that suppliers of goods or services to the City adhere to a policy of equal employment opportunity and demonstrate an affirmative effort to recruit, hire, and promote regardless of race, color, religion, gender, national origin, age or disability. The City of Peoria encourages diverse suppliers to respond to solicitations for products or services.
14. **Performance Warranty:** Contractor warrants that the services rendered in performance will conform to the requirements and to the highest professional standards of the industry.
15. **Permits and Approvals:** Contractor agrees and undertakes to obtain necessary permits and approvals from all local, state and federal authorities for the project.
16. **Inspection:** All work shall be subject to inspection, surveillance, and test by the City at reasonable times during the performance. The Contractor shall provide and maintain an inspection system which is acceptable to the City.
17. **Investigation of Conditions:** The Contractor warrants and agrees familiarity of the work that is required, is satisfied as to the conditions under which is performed and enters into this contract based upon the Contractor's own investigation.
18. **Compensation:** Compensation for services shall be based upon fees negotiated, including all approved costs and expenses incurred in connection with the project; including but not limited to, telephone and other communications, reproduction of documents, special consultants (as approved by the City) and computer costs.
19. **Acceptance:** Determination of the acceptability of work shall be completed in a responsive and professional manner and in accordance with the specifications, schedules, or plans which are incorporated in the Scope of Work.
20. **Invoices:** The Contractor shall submit invoices to the City of Peoria Accounts Payable Department, 8401 W. Monroe St, Peoria AZ 85345. Invoices may also be submitted electronically to [accountspayable@peoriaaz.gov](mailto:accountspayable@peoriaaz.gov).
21. **Payments:** The City shall pay the Contractor monthly, based upon work performed and completion to date, and upon submission of invoices. All invoices shall document and itemize all work completed to date. The invoice statement shall include a record of time expended and work performed in sufficient detail to justify payment.
22. **Insurance Requirements:** The Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of A-, or approved unlicensed in the State of Arizona with policies and forms satisfactory to the City.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted; failure to do so may, at the sole discretion of the City, constitute a material breach of this Contract.

The Contractor's insurance shall be primary insurance as respects the City, and any insurance or self-insurance maintained by the City shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the City.

The insurance policies, except Workers' Compensation, shall contain a waiver of transfer rights of recovery (subrogation) against the City, its agents, representatives, directors, officers, and employees for any claims arising out of the Contractor's acts, errors, mistakes, omissions, work or service.

The insurance policies may provide coverage which contain deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the City under such policies. The Contractor shall be solely responsible for the deductible and/or self-insured retention and the City, at its option, may require



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the Contractor to secure payment of such deductibles or self-insured retentions by a Surety Bond or an irrevocable and unconditional letter of credit.

The City reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and endorsements. The City shall not be obligated, however, to review same or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of the City's right to insist on, strict fulfillment of Contractor's obligations under this Contract.

The insurance policies, except Workers' Compensation and Professional Liability, required by this Contract, shall name the City, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

### 23. Required Insurance Coverage:

#### a. Commercial General Liability

Contractor shall maintain Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00011207 or any replacements thereof. The coverage shall not exclude X, C, U.

Such policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, nor any provision which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form B, CG 20370704, and shall include coverage for Contractor's operations and products and completed operations.

Any Contractor subletting any part of the work, services or operations awarded to the Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Contract, an Owner's and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the prosecution of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than \$1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues the Contractor's Commercial General Liability insurance.

#### b. Automobile Liability

Contractor shall maintain Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to the Contractor's any owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work. Coverage will be at least as broad as coverage code 1, "any auto", (Insurance Service Office, Inc. Policy Form CA 00010306, or any replacements thereof). Such insurance shall include coverage for loading and off loading hazards. If hazardous substances, materials or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

#### c. Workers' Compensation

The Contractor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services; and, Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

In case any work is subcontracted, the Contractor will require the Subcontractor to provide Workers' Compensation and Employer's Liability to at least the same extent as required of the Contractor.

#### d. Professional Liability





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The Contractor retained by the City to provide the work or service required by this Contract will maintain Professional Liability insurance covering acts, errors, mistakes and omissions arising out of the work or services performed by the Contractor, or any person employed by the Contractor, with a limit of not less than \$1,000,000 each claim.

24. **Certificates of Insurance:** Prior to commencing work or services under this Contract, Contractor shall furnish the City with Certificates of Insurance, and formal endorsements as required by the Contract, issued by Contractor's insurer(s), as evidence that policies providing the required coverages, conditions and limits required by this Contract are in full force and effect.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of the Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the City fifteen (15) days prior to the expiration date.

All Certificates of Insurance required by this Contract shall be identified with a bid or contract number and title of the project.

25. **Cancellation and Expiration Notice:** Insurance required herein shall not expire, be canceled, or materially changed without thirty (30) days prior written notice to the City.

26. **Independent Contractor:**

a. General

- i. The Contractor acknowledges that all services provided under this Agreement are being provided by him as an independent contractor, not as an employee or agent of the City Manager or the City of Peoria.
- ii. Both parties agree that this Agreement is nonexclusive and that Contractor is not prohibited from entering into other contracts nor prohibited from practicing his profession elsewhere.

b. Liability

- i. The City of Peoria shall not be liable for any acts of Contractor outside the scope of authority granted under this Agreement or as the result of Contractor's acts, errors, misconduct, negligence, omissions and intentional acts.

c. Other Benefits

The Contractor is an independent contractor, therefore, the City Manager will not provide the Contractor with health insurance, life insurance, workmen's compensation, sick leave, vacation leave, or any other fringe benefits. Further, Contractor acknowledges that he is exempt from coverage of the Comprehensive Benefit and Retirement Act (COBRA). Any such fringe benefits shall be the sole responsibility of Contractor.

27. **Key Personnel:** It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.

- a. The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to the City.
- b. If key personnel are not available for work under this contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.

28. **Confidential Information:**

- a. If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a statement advising the Materials Manager of this fact shall accompany the submission and the information shall be identified.





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- b. The information identified by the person as confidential shall not be disclosed until the Materials Manager makes a written determination.
  - c. The Materials Manager shall review the statement and information and shall determine in writing whether the information shall be withheld.
  - d. If the Materials Manager determines to disclose the information, the Materials Manager shall inform the bidder in writing of such determination.
29. **Confidentiality of Records:** The contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City or from others in carrying out its functions under the contract shall not be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the City. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of contractor as needed for the performance of duties under the contract.
30. **Multiple Awards:** In order to assure that any ensuing contracts will allow the City to fulfill current and future requirements, the City reserves the right to award contracts to multiple companies. The actual utilization of any contract will be at the sole discretion of the City. The fact that the City may make multiple awards should be taken into consideration by each potential contractor.
31. **Identity Theft Prevention:** The Contractor shall establish and maintain Identity Theft policies, procedures and controls for the purpose of assuring that "personal identifying information," as defined by A.R.S. § 13-2001(10), as amended, contained in its records or obtained from the City or from others in carrying out its responsibilities under the Contract, is protected at all times and shall not be used by or disclosed to unauthorized persons. Persons requesting such information should be referred to the City. Contractor also agrees that any "personal identifying information" shall not be disclosed other than to employees or officers of Contractor as needed for the performance of duties under the Contract. Contractor agrees to maintain reasonable policies and procedures designed to detect, prevent and mitigate the risk of identity theft. Contractor is required under this contract to review the City of Peoria's Identity Theft Program and to report to the Program Administrator any Red Flags as defined within that program. At a minimum, the contractor will have the following Identity Theft procedures in place:
- a. Solicit and retain only the "personal identifying information" minimally necessary for business purposes related to performance of the Contract.
  - b. Ensure that any website used in the performance of the contract is secure. If a website that is not secure is to be used, the City shall be notified in advance before any information is posted. The City reserves to right to restrict the use of any non-secure websites under this contract.
  - c. Ensure complete and secure destruction of any and all paper documents and computer files at the end of the contracts retention requirements.
  - d. Ensure that office computers are password protected and that computer screens lock after a set period of time.
  - e. Ensure that offices and workspaces containing customer information are secure.
  - f. Ensure that computer virus protection is up to date
32. **Billing:** All billing notices to the City shall identify the specific item(s) being billed and the purchase order number. Items are to be identified by the name, model number, and/or serial number most applicable. Any purchase/delivery order issued by the requesting agency shall refer to the contract number resulting from this solicitation.
33. **City of Peoria Business License:** Peoria City Code requires that all persons conducting business in the City of Peoria must first obtain a license. This includes businesses within the Peoria city limits, or those outside the limits who conduct business or perform services within Peoria. For business license questions or to obtain a license, please contact the City of Peoria Sales Tax & License Division at (623) 773-7160 or via email at [salestax@peoriaAZ.gov](mailto:salestax@peoriaAZ.gov).
34. **Business in Arizona:** The City will not enter contracts with foreign corporations not granted authority to transact business, or not in good standing, in the state of Arizona by the Arizona Corporation Commission. Businesses outside of Arizona may



## SPECIAL TERMS AND CONDITIONS

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file documents to obtain a business license from the Arizona Corporation Commission. Information is available on the Arizona Corporation Commission's website at <https://www.azcc.gov> for more information. Businesses are cautioned the processing time can be lengthy.

35. **Contract Termination:** Any contract entered into as a result of this Solicitation is for the convenience of the City and as such, may be terminated without default by the City by providing a written thirty (30) day notice of termination.
36. **Cancellation:** The City reserves the right to cancel the whole or any part of this contract due to failure by the contractor to carry out any obligation, term or condition of the contract. The City will issue written notice to the contractor for acting or failing to act as in any of the following:
- a. The contractor provides material that does not meet the specifications of the contract;
  - b. The contractor fails to adequately perform the services set forth in the specifications of the contract;
  - c. The contractor fails to complete the work required or to furnish the materials required within the time stipulated in the contract;
  - d. The contractor fails to make progress in the performance of the contract and/or gives the City reason to believe that the contractor will not or cannot perform to the requirements of the contract.

Upon receipt of the written notice of concern, the contractor shall have ten (10) days to provide a satisfactory response to the City. Failure on the part of the contractor to adequately address all issues of concern may result in the City resorting to any single or combination of the following remedies:

- a. Cancel any contract;
  - b. Reserve all rights or claims to damage for breach of any covenants of the contract;
  - c. Perform any test or analysis on materials for compliance with the specifications of the contract. If the results of any test or analysis find a material non-compliant with the specifications, the actual expense of testing shall be borne by the contractor;
  - d. In case of default, the City reserves the right to purchase materials, or to complete the required work in accordance with the City Procurement Code. The City may recover any actual excess costs from the contractor by:
    - i. Deduction from an unpaid balance;
    - ii. Any combination of the above or any other remedies as provided by law.
37. **Protest Policy and Procedures:** The City of Peoria protest policy and procedures are available for review at the following public websites.
- a. The City of Peoria Protest Policy and Procedures are available online at <https://www.peoriaaz.gov/government/city-law/city-code>. The policy is contained within the City of Peoria Procurement Code, Chapter 26 - Administration, section 26-121. Procurement Code Protests; Informal and Formal.
  - b. The specific protest procedures are contained in the Materials Management "Procurement Guidelines" and can be accessed at <http://www.peoriaaz.gov/procurement>.



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#### **I. INTRODUCTION**

The City of Peoria (to be referred to as "City") is seeking qualified firms for routine and event cleaning of several assets within the Parks and Recreation Department (referred to as "Department").

It is the operational philosophy of the City and the Department that the general appearance and quality of service throughout our facilities be of the highest standards, which shall be determined by and have final approval of Department staff. The facilities shall be maintained as a first-class property.

The City may award all, or a portion of the services outlined in this RFP to one or more contractors as funding allows and if determined to be in the best interest of the City and the Department.

#### **II. PEORIA SPORTS COMPLEX CUSTODIAL CLEANING**

The City is seeking qualified contractors for event cleaning at the Peoria Sports Complex (16101 N 83<sup>rd</sup> Ave, Peoria, AZ 85382) (to be referred to as "Complex"). The primary focus of this contract is to facilitate cleaning operations surrounding Spring Training Baseball Games at the Complex played from late February through late March.

It is the operating philosophy of the Peoria Sports Complex management team that the general appearance throughout the facility is of the highest standards. The management team will request and approve all services of the contractor in an effort to maintain an event-ready facility.

Contracted services would also include performing weekly housekeeping services in office spaces and interior areas of the stadium. The event cleaning/exterior and weekly housekeeping/interior scopes will be awarded as one contract.

The Sports Complex centerpiece is the 12,518 seating capacity Peoria Stadium. This includes nearly 8,000 fixed seats and an outfield grass berm capable of an additional 3,500+ in seating. Peoria Stadium also features a press box and media boxes on the club level, management offices, and 6,000 sq. ft. visiting clubhouse. The stadium also exhibits expansive concourse areas in addition to parking lots surrounding the facility available for rent by various types of events. Peoria Sports Complex grounds also boasts 12 full and 4 half baseball fields utilized for professional development of the two professional baseball team tenants, youth & adult tournaments, and festivals.

During the 2022 Spring Training season, Peoria Stadium hosted 30 games with an average announced attendance of 6,000. Spring Training games most frequently begin at 1:10pm along with early start times of 12:10pm and night games at 6:40pm. Peoria Sports Complex began a recycling program during the 2009 Spring Training season with great success. It is the City's intent to continually expand and refine this program in partnership with the awarded company throughout the term of the contract. City of Peoria's Sports Complex Personnel includes but not limited to: Sports Complex Operations Coordinator, Superintendents, and Sports Facilities Manager (to be referred as "Facility Management.")

##### **1. Communication**

- a. Contractor will provide facility management reasonable access to the contractor by furnishing: office phone numbers, cellular phone numbers, fax numbers, email addresses, and business addresses at which the contractor can be reached throughout the term of the contract. Any change in information must be provided on company letterhead within a reasonable time period.
- b. Contractor must be able to communicate with the facility management via E-Mail.
- c. Contractor will provide a list of all executive personnel including title with reasonable contact information.



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#### 2. Performance of Contracted Services

- a. The Contractor will provide: supervision and labor; cleaning products and chemicals; cleaning equipment; safety equipment, proper storage containers for gas and gas equipment; and equipment transportation vehicles to complete all services of the contract.
- b. The City will provide: trash can liners; toilet paper; toilet seat covers; paper towels; urinal guards; feminine products and can liners.
- c. Cleaning and maintenance products and equipment will be commercial/industrial grade. Facility Management must approve qualified alternate products. It is the intent of the City that the Contractor use environmentally conscious cleaning products and chemicals as a comparable alternative to standard products when applicable. All chemicals used on the premises are to be non-corrosive under OSHA guidelines.
- d. Work will be performed by the Contractor at dates and times designated through a schedule provided by the Facility Management.
- e. The Contractor must provide and present a Spring Training plan of approach to complete scope including labor management and scheduling details.
- f. The Contractor will maintain clean and organized work areas including all storage areas and janitors closets. All equipment and supplies will be neatly arranged and stored in space approved by Facility Management.

#### 3. Assessment of Work/Quality Assurance

- a. Facility Management will approve work or portions of work upon completion of scheduled duties with contractor's appointed on-site supervisor. Only at time of approval from Facility Management are the Contractor's employees to leave site.
- b. Contractor will provide a 'Quality Assurance' representative with extensive knowledge of cleaning standards and procedures to present an evaluation of the Contractor's on-site supervisors and workers job performance. This evaluation is to take place at least three (3) times a week during the Spring Training Season (late February through late March) and at least once a month during the remainder of the year or more frequently if deemed necessary. An evaluation may be requested by Facility Management in coordination with a particular event. A copy of each evaluation is to be provided to Facility Management upon completion. Evaluation reports are to offer solutions to deficiencies in job performance and analysis on improvements of previous report deficiencies.

#### 4. Return Cleaning

- a. Contractor will provide on-site service within one (1) hour of a verbal request by the Facility Management for any non-performance during a previous cleaning shift 24 hours a day, every day of the year. Labor cost for return cleaning due to non-performance will be at the Contractor's expense.

#### 5. Emergency Cleaning

- a. Contractor will provide cleaning for custodial related emergencies within one (1) hour of a verbal request by Facility Management, 24 hours a day, every day of the year. Examples of emergency cleaning include but are not limited to: rain water damage or debris clean-up from weather or natural disaster; interior water damage from broken plumbing fixtures or pipes; clean-up following unexpected usage of facility grounds or restrooms.



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#### 6. Supervision

- a. Contractor will provide at least one (1) English speaking supervisor or employee with authority to make decisions on behalf of the contractor, on site at all times when cleaning is taking place and other workers are on site.

#### 7. Personnel-Conduct

- a. Contractor employees will conduct themselves in a professional and courteous manner at all times while on site. Inappropriate language and or actions will not be tolerated and any employee displaying these behaviors will be asked to leave the premises and not return to the site.
- b. Smoking is not permitted in City buildings, within 25 feet of City building doors, and while in the confines of the Stadium. Smoking is only permitted in designated smoking areas.
- c. Open radios or stereos will not be permitted while performing services. Personal radios with headphones are permitted except when operating a motor vehicle or golf cart on site.
- d. Employees are not permitted to utilize any City owned electronic equipment including but not limited to: computers; fax machines; copiers; calculators unless written or verbal authorization has been provided by the City. Employees will not utilize any personal items found in individual offices, work stations, or reception areas.
- e. Prior to working on site, Contractor will train its employee's on protocols for medical emergencies, accidents, property damage, and facility emergencies while working on site. Contractor or on-site supervisor will notify Facility Management of any emergencies or accidents immediately. Contractor will assist in the completion of a City Accident/Incident Report.
- f. For purposes of mobility around complex grounds and transporting trash and recyclables, the contractor must purchase or rent their own golf cart. Golf Cart may be stored on Complex grounds when not in use. Repair and maintenance will be the responsibility of the contractor. Contractor may use wash bay located at the Complex Field Maintenance Office to clean golf cart. If contractor's cart becomes broken or inoperable it is the responsibility of the contractor to fix or replace the golf cart within one week (7 days) time or prove parts were ordered.
- g. Employees working on site may encounter item(s) left behind by patrons during and event. All lost and found items are to be brought to the Administration Office and left with a note describing where and when item(s) were found.

#### 8. Personnel-Identification & Uniform

- a. Contractor and the Contractor's employees are to wear a form of identification which displays the company logo and/or name, and the employee's name while on duty at the site. This identification may be in the form of a shirt or identification badge, but must be shown visibly on their person at all times and easily recognizable.
- b. Any employee working on site without displaying proper identification may be asked to produce said identification at any time. If proper identification is not produced, the employee may be asked to leave the work site until proper identification is obtained.
- c. Contractor shall be responsible for providing its employees with uniforms approved by Facility Management consisting of proper identification and shirts with company name while working on City property. Torn, ragged, oversized clothing, or styles deemed inappropriate in the opinion Facility Management will not be permitted. Employees who do not comply with appropriate clothing standards will be asked to leave the work site until proper clothing is obtained.





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- d. Employees may wear company issued hats (front facing only) only while working events on-site. Work style shoes or tennis shoes may be worn. Sandals, flip-flops or similar footwear will not be permitted.

#### 9. Building Security & Emergencies

- a. Contractor employees will immediately report to Facility Management or City of Peoria Police Department any: hazardous or dangerous conditions found at the Site during the course of their work, such as but not limited to fire; water leaks; vandalism; graffiti; broken windows or mechanical, plumbing, electrical, and structural deficiencies.
- b. Contractor employees will immediately report to Facility Management or the City of Peoria Police Department any suspicious activity observed in, or around City Property. Employees shall not allow any person into the facility who is not an authorized agent of the Contractor's company at any time.
- c. If the facility fire alarm system is activated during the course of work, the Contractor employees will: exit building, call 911 at an alternate location, wait for emergency services to arrive, contact Facility Management immediately.
- d. Contractor employees shall not enter the Site other than to engage in the service of the contract.
- e. Contractor employees are to ensure the entry and exit points are secure while performing services of the contract. Employees are to ensure that the facility is secure including all gates and doors. Upon completion of work contractor must alarm security system where applicable.
- f. Keys to the facility will be signed out by on-site supervisors from the Facility Management in the Sports Complex Operations Office for assigned work as necessary. This supervisor should be the only contractor employee to possess the keys. Contractor will not copy keys. If Sports Complex keys are lost, contractor will assume all cost associated replacing keys and/or re-keying of entire facility lock system if deemed necessary. All issued keys will be returned to Facility Management at the completion of assigned work.
- g. Security system will be alarmed every night after business hours (8:00am-5:00pm) unless of an event. It is contractor's responsibility to ensure building is unalarmed when entering and alarmed when leaving.

#### 10. Safety

- a. Contractor will provide all employees with all personal safety equipment and training necessary to accomplish duties in a safe and healthy manner while observing all local, state, and federal OSHA safety regulations.
- b. During and after performing duties, Contractor employees will store all tools and chemical products in a designated location to prevent the possibility of these items being handled by the public and users of the building.
- c. Contractor will not use any City owned equipment including cleaning equipment to completed assigned duties. Contractor may use building power outlets and lighting solely to complete assigned duties.
- d. Contractor will provide a Material Safety Data Sheet (MSDS) book to the Facility Management office for all cleaning products used by Contractor throughout the term of the contract and shall be updated if cleaning products used are modified. Additional copies of this book shall be made available in designated employee areas for personnel to obtain in Peoria Stadium.
- e. All flammable materials such as gasoline or gasoline/oil mix for small engines will be stored in an outdoor cabinet designated for such materials provided by the Contractor. Contractor will be responsible for secure handling and storage of all flammable materials. Contractor will provide all of its own gasoline. Contractor is not permitted to utilize the City's on-site gasoline tank resource or gas containers located on-site for Contractor-owned equipment. Facility Management will demonstrate to Contractor's employees the proper procedures to fill City's golf carts with gasoline when applicable.



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#### 11. Cleaning Performance Standards

- a. These performance standards stated below are minimum recommendations and do not replace or supersede the latest industry standards or material and equipment manufacturer's recommendations. A listing of all complex areas can be found in APPENDIX A. A map of the Peoria Sports Complex grounds can be found in APPENDIX B.

#### 12. Restrooms

- a. Restroom areas include one (1) in Operations Office, two (2) Administrative Offices, one (1) in First Aid Room, ten (10) high-volume stadium restrooms, two (2) family restrooms, two (2) club level, two (2) press box, seven (7) located in the visiting clubhouse, and six (6) located on the Complex practice fields.
- b. Remove and dispose of trash from floors and lined receptacles. Clean inside of receptacle as needed. Replace can liner.
- c. Remove trash and waxed can liner from feminine hygiene receptacles. Clean inside of receptacle as needed. Replace waxed can liner. Replenish feminine hygiene product dispensers in women's restrooms. Money collected from product dispensers are to be turned into Facility Management.
- d. Clean sinks including basin, top shelf, underneath. Check soap supply; replenish soap supply when necessary.
- e. Clean mirrors with glass cleaner. Dust top of mirrors.
- f. Clean and disinfect baby changing stations where applicable. Replenish paper towel supply in changing station compartment.
- g. Replenish paper towel supply where applicable.
- h. Wipe down and disinfect hand dryers.
- i. Clean and disinfect toilets and urinals including plumbing fixtures. Utilize stainless steel cleaners to brighten metal finish.
- j. Clean and disinfect stall partitions, grab bars, door handles/locks, and toilet paper dispensers.
- k. Replace urinal screens as urinal block becomes depleted.
- l. Replace empty or near empty toilet paper dispensers with new rolls.
- m. Replace empty or near empty toilet seat cover dispensers
- n. Sweep floors. Damp mop floors with a proper level of hot/warm water and disinfectant solution. Mop solution should be discarded and re-created after solution is used on multiple surfaces and appears dirty.
- o. Spot clean all doors, door handles, and walls. Dust cob webs as needed.

#### 13. Trash, Waste, & Recyclable Materials Removal

- a. Contractor will assist in all reasonable means to participate in the Sports Complex effort to separate and properly collect all trash/waste and recyclable material. The Sports Complex will provide an on-site compactor located on the 1<sup>st</sup> base concourse of the stadium for recyclable material and front load dumpsters located near the 1<sup>st</sup> base concourse for all other trash and waste.
- b. Recyclable material for the Sports Complex is defined as plastics #1 through #7 and paper products not tainted by food spoils or grease.
- c. While picking up loose trash materials, recyclables will be collected separately first and transported to appropriate compactor. Recyclables may be collected in bags but must be dumped independently from bags; no bags or can liners are permitted in the recycling compactor. All other trash and waste materials will be collected and disposed of in appropriate dumpster(s).
- d. Trash that cannot be collected by hand including but not limited to peanut shells, sunflower seeds, leaves are to be swept or blown, collected and disposed of in the trash receptacle or dumpster.



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- e. Trash receptacles (tan or gray) during an event are to be changed out when levels have exceeded  $\frac{3}{4}$  full. Replace trash receptacles with new can liner of the appropriate size. All trash receptacles during a post-event clean are to be changed; however, it is reasonable to leave a receptacle with minimal trash to avoid trash liner waste. At no point during an event may a full trash bag be left on concourse or public areas. Full trash bags may be staged temporarily in a cart to later be transported to the appropriate dumpster.
- f. Recyclable materials placed inside a trash receptacle by the general public should be removed and gathered with other recyclable material when reasonably accessible.
- g. Recycling receptacles (blue) during an event are to be changed out when levels have exceeded  $\frac{3}{4}$  full. Recycling receptacles utilize a clear/natural color liner to differentiate from black liners for trash.
- h. Trash and recycling receptacles are to be cleaned during the Spring Training pre-clean and at least once a week during the Spring Training preferably with a pressure washer. During the remainder of the year, receptacles are to be cleaned as needed or when directed by Facility Management.
- i. Liquid waste residues on Stadium concourse, seats, steps, or bathroom floors are to be spot mopped or removed during a pressure washing procedure. Liquids on interior carpet areas are to be carefully cleaned and extracted. Advise Facility Management if a carpet cleaning via machine is required.
- j. Trash located in Peoria Stadium's outfield grass berm areas is to be picked or raked of all debris including but not limited to bulk trash items, peanut shells, and sunflower seeds.
- k. Ash urns are to be completely emptied of butts and debris during events when full and during all post-event cleans.
- l. All cigarette butts are to be swept or picked up from Peoria Stadium premises including the gravel areas on the backside of the outfield grass berms.

### Area Descriptions – Event Cleaning and Exterior Spaces

#### 14. Seating Bowl, Concourse Area, Club Terrace, Colonnade and Kids Zone

- a. Most loose trash & recyclable materials, outdoor receptacles, and cleaning standards detailed in the section above will apply to these areas.
- b. Seating bowl areas include lower bowl, upper bowl, club level seating, and bleachers total around 8,000 fixed seats. Cleaning and power washing of these areas may be segregated depending on use. Seats are to be cleared of debris, dust, or liquids.
- c. Concourse areas include the 1<sup>st</sup> base concourse, home plate/breezeway area, & 3<sup>rd</sup> base concourse. Cleaning and power washing assignments of these areas can be segregated depending use.
- d. Concourse areas are a lightly-colored and highly visible aspect of Peoria Stadium. The concourse will require a machine deep-scrub during the Spring Training pre-clean and when deemed necessary by Facility Management
- e. Gum removal will be required and must be an on-going aspect of concourse cleaning. Gum shall be removed using appropriate chemicals and tools.

#### 15. Field, Dugouts & Bullpens

- a. During the Spring Training season and other baseball games, it will be expected of the contractor to clean the two (2) Peoria Stadium dugouts and the trainer's room & restroom located inside them. Dugouts are to have debris removed and trash can changed with appropriate liner. Dugouts are to be pressure washed in accordance with the Spring Training pressure washing schedule or when deemed necessary by Facility Management.





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- b. During the Spring Training season and other baseball games, debris often collects on the playing field warning track and should be picked up accordingly. Peanut shells and sunflower seeds should be picked up with a slotted shovel to avoid disposing of warning track material.
- c. Peoria Stadium playing field cleaning will only take place during on-field special events such as concerts or festivals. Contractor employees will provide a detailed pick of the playing field avoiding any damage to the surface during the event and post-event cleans.

#### 16. Parking Lots

- a. Parking lot areas are defined as the East, West, and Upper West Parking Lots. All debris including broken glass should be picked up when assigned.
- b. Parking lot areas are often used for events and cleaning assignments of these areas may be segregated depending on use.

#### 17. Practice Fields

- a. The Sports Complex has twelve (12) full-sized practice fields, four (4) half-fields, and grass common areas in between the fields that allow for baseball tournaments and the ability to host special events and festivals including the City of Peoria All-American Festival held annually on July 4th. Contractor may be asked to provide both event porters and/or post-event services for such events.
- b. Also located on the practice fields are six (6) small restrooms that will require the previously stated standards of cleaning.
- c. The practice field bleachers may require power washing at the Facility Management request.

#### Area Descriptions – Weekly Housekeeping and Interior Spaces

#### 18. Press Box/Suites/Team Store/Colonnade

- a. Press box, ten (10) media/spectator suites including 2 restrooms, team store and colonnade including 2 restrooms are to be cleaned including but not limited to: vacuuming and spot cleaning on carpeted floors; sweep and damp mopping of hard surfacing floors; counter tops, cabinets, doors & door handles are to be wiped down and dusted using appropriate disinfectant or cleaner; sinks and restrooms clean where applicable; removal of trash and recycling materials from receptacles and replace liner; cleaning of interior & exterior of windows with glass cleaner.
- b. During the Spring Training season and pre-season (January – beginning of April) the Team Store will be operated by an outside merchandiser. During this period, Contractor employees will not be permitted inside these areas without prior approval. Contractor employees will only maintain the exterior windows and doors as these areas. Throughout the rest of the year, this space is used for office and meeting areas and Contractor's employees are permitted to enter such areas to perform cleaning services.

#### 19. Administrative Offices/Elevator/Stairwells/Main Lobby/Operations Office/Conference Room

- a. Stairwells are to be kept clear of debris and vacuumed accordingly.
- b. Stairwell handrails are to be wiped down using an appropriate disinfectant cleaner.



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- c. Elevator door, walls and sidebars are to be wiped down using an appropriate disinfectant cleaner and stainless steel cleaner on metal surfaces.
- d. Main Lobby in administrative offices is to be kept clear of debris, swept and mopped accordingly. All windows are to be cleaned with glass cleaner. All door handles and tables located in this area are to be wiped down using appropriate disinfectant. Entrance mats are to be shaken out, vacuumed and periodically machined cleaned when directed by Facility Management.
- e. Conference tables and chairs to be left in an orderly fashion. Tables and window sills to be wiped down, windows to be cleaned with appropriate glass cleaner.
- f. Administrative Office Restrooms and kitchenette to be cleaned and stocked as needed.
- g. Offices are to be vacuumed and windows wipe down.
- h. Trash and recycling cans and all areas are to be changed.

#### 20. Visiting Clubhouse

- a. The 6,000 sq. ft. visiting clubhouse located in the right field corner of the stadium includes a large and a small locker rooms with showers and restrooms along with laundry room and 7 additional offices w/showers.
- b. Visiting Clubhouse areas are to be cleaned including but not limited to: vacuuming and spot cleaning of carpeted floors; sweep and damp mopping of hard surfaced floors; counter tops, cabinets, doors & door handles are to be wiped down using appropriate disinfectant; sinks, urinals, toilets, shower floor & shower walls cleaned accordingly with appropriate chemicals; removal of trash and recycling materials from receptacles and replace liner.
- c. Cleaning assignments of the clubhouse may be segregated into specific areas depending on use.

#### Pricing – Event Cleaning and Exterior

#### 21. Spring Training Detail Pre-Clean

- a. Prior to the Spring Training season it is the goal of the Facility Management to have a complete and detailed clean of all usage areas. This pre-clean is meant to exceed routine cleaning standards including but not limited to: exterior cleaning of major league clubhouses including walls, patios/decks, surrounding grounds and windows; detail clean all areas of the facility; shampoo/extract all carpeted areas; cleaning of elevated exterior windows; removal of cob-webs in elevated areas; polishing of wood lockers & banisters; detail scrub of stadium concourses.
- b. Pricing for this line item will be a flat rate, exterior and interior rates must be provided.
- c. A detailed listing of expected duties the Spring Training Pre-Clean can be found in APPENDIX C. An example time line for duties to be performed is also provided. This example should be used as a guideline but Contractor is encouraged to provide alternate scheduling methods that may fit their business practice. A formal schedule of the Pre-Spring Training must be submitted and approved by Sports Complex management prior to work beginning.

#### 22. Spring Training Game Supervisor/Porter

- a. There are two levels of per hour pricing for the Spring Training Game Porters:
  - Spring Training Game Supervisor (1 per game)
  - Spring Training Game Porter
- b. Spring Training Game Supervisors and Porters are to arrive and prepared to work 15 minutes prior gate open times, 1 hour, 45 minutes prior to game start time



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- 1:10pm Game (11:00am report time)
- 12:10pm Game (10:00am report time)
- 6:40pm Game (4:30pm report time)

- c. Billing for Spring Training Game Porters shall begin at the report time until 15 minutes following the completion of the game.
- d. It is the intent to have the Contractor's employees provide cleaning support while a Spring Training Baseball Game is taking place. The Spring Training Game Porter duties include but are not limited to: monitoring restrooms for cleanliness and sanitary products are stocked; keeping general areas free from trash; maintaining press box & suites; changing of trash and recycling receptacles when filled; responding to calls for dry or damp mop clean-ups.
- e. The Supervisor will act as direct contact to the Facility Management Staff. Spring Training Game Supervisor will carry a radio to respond to cleaning needs and delegate responsibilities to Spring Training Game Porter staff. In an effort to create consistency in job performance and development in work relationships, it is the request of the Facility Management Staff for the contractor to provide consistent scheduling of personnel acting as Spring Training Game Supervisor throughout the Spring Training season.
- f. At the completion of the Spring Training Game, it is the expectation of the Facility Management Staff that the Spring Training Game Supervisor to remain on-site until the Contractor's Post-Game Supervisor is on-site to transfer responsibility and provide notes for post-clean.
- g. The standard staffing level for a Spring Training Game will be:
  - **1 Game Supervisor, 4-8 Game Porters**
  - The Sports Complex Management Staff reserves the right to increase or decrease the number Spring Training Game Porters at a game based on attendance projections. At each game, the Game Porter crew must at least one (1) male and at least one (1) female.

### 23. Spring Training Games Post-Clean

- a. Spring Training Games Post-Clean pricing will be flat rate based on turnstile attendance.
- b. A detailed list of duties for Spring Training Game Post-Cleans can be found in APPENDIX C, the Post-Game Supervisor Checklist.
- c. It is the expectation for Post-Clean duties to begin 15 minutes following the completion of a Spring Training Game. Contractor employees are to stage in an area outside Peoria Stadium gates not prohibiting mobility of patrons.
- d. The pricing provided for Post-Cleans should include labor to pressure wash the lower seating bowl (Sections 100-124) every Post-Clean and one (1) of the following four (4) areas each Post-Clean on a rotating schedule:
  - 1<sup>st</sup> Baseline to Homeplate Upper Seating (Even Sections 200-220, 306, 308))
  - 3<sup>rd</sup> Baseline to Homeplate Upper Seating (Odd Sections 201-219, 305-319) and Terrace
  - 1<sup>st</sup> Base Concourse, Front of Stadium (West)
  - 3<sup>rd</sup> Base Concourse
- e. The pricing provided for Post-Cleans should include labor to cover the Detail Clean to be performed the day after a Post-Clean prior to that day's Spring Training Game. It is expected that a minimum of three (3) employees are to arrive at following times:
  - 1:10pm Game (9:00am report time)
  - 12:10pm Game (8:00am report time)
  - 7:10pm Game (3:00pm report time)
- f. The primary duties of the Detail Clean will include but not limited to: wipe down/dust stadium seats; completing deficiencies from previous evenings Post-Clean provided by the Facility Management. Historically, the three (3)



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employees have been that day's reporting Game Supervisor and two (2) Game Porters.

- g. In the case of inclement weather or the threat of inclement weather, the procedures will be as follows:
- If there is a threat of inclement weather prior to gates opening for a Spring Training game, the Game Supervisor may contact Facility Management for further instructions. Facility Management will contact Contractor in the event a game is cancelled. No post-clean will take place if game is cancelled prior to gates opening and the City will not be billed for any fees.
  - If gates open and a started game is subsequently cancelled, employees may cease work upon Facility Management approval and Contractor will be paid the hours work has been performed by Game Supervisor and Porters. Post-Clean duties will still need to be performed.
- h. Doubleheaders – The Spring Training schedule occasionally has doubleheaders. The contracted company will provide a flat rate price to perform all post-game cleaning duties with the exception of power washing after the completion of the first game and prior to gates opening for the second game. This will typically require additional staff as there will be less time to complete all duties assigned, approximately 1 ½ hours. When possible, crews may begin cleaning in areas approved by the facility management prior to the completion of the first game. A full post-game clean will need to be fulfilled after the completion of the second game of the day as well, the proposed pricing for post cleans by attendance will be used for this post-clean.

#### 24. Event Supervisor / Event Porter Rate

- a. The Sports Complex will seek cleaning operation support for non-Spring Training events held at the facility. Two levels of Pricing will be submitted:
  - Event Supervisor
  - Event Porter
- b. The Event Supervisor will act as direct contact to the Facility Management Staff. The Event Supervisor will check in with Facility Management staff upon arrival and receive responsibilities for the event. The Supervisor will check out keys (as needed), carry a radio to respond to cleaning needs, and delegate responsibilities to Event Porter staff. Event Supervisor will not leave site until all duties have been completed and approved by Facility Management.
- c. Event Porter will provide support in completion of cleaning duties as delegated by Event Supervisor.
- d. During non-Spring Training months, the Sports Complex holds numerous baseball tournaments on the Practice Fields. Facility Management supplements the high demand for practice field restrooms with one (1) event porter to keep conditions satisfactory for patrons attending the tournaments. The Event Porter will travel in a rotation from the Padres and Mariners practice fields throughout the shift, maintaining restrooms and trash cans throughout the practice fields. A typical shift is 6-8 hours depending on that day's tournament game schedule. In 2017, there were 71 practice field porter shifts, typically Thursdays through Sundays.

#### 25. Community Events

- a. Easter/Halloween
  - Events held throughout Peoria Stadium including concourses and Stadium Field. The Easter Event estimates between 9,000 and 12,000 attendees. During the scheduled hours of the event, Facility Management will require a minimum of one (1) Event Supervisor and three (3) Event Porters of which at least one (1) must be male and at least one (1) must be female. The Sports Complex Management Staff reserves the right to increase or decrease the number of Event Porters based on event attendance projections. The level of Event personnel



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will be decided in coordination with Facility Management in a pre-event meeting, verbal, or electronic mail communication.

- Pricing for the Post-Event Clean will be flat rate based on turnstile attendance. A detailed listing of Post-Event duties can be found in APPENDIX D. Post-Clean will require power washing but may be completed on a subsequent day after the event.
- b. All-American Festival (4<sup>th</sup> of July)
  - Event held throughout Peoria Stadium including concourses and Stadium Field and all six (6) Mariners Practice Fields & Common Areas between fields. Event will require a minimum of one (1) Event Supervisor and seven (7) Event Porters. The Sports Complex Management Staff reserves the right to increase or decrease the number of Event Porters based on event attendance projections. The level of Event personnel will be decided in coordination with Facility Management in a pre-event meeting, verbal, or electronic mail communication.
  - Pricing for the Post-Event Clean will be flat rate based on turnstile attendance. A detailed listing of Post-Event duties can be found in APPENDIX G. Post-Clean will require power washing in the stadium only but may be completed on a subsequent day after the event.
  - It should be noted when developing pricing for Post-Clean that the City's Event Staff working the All-American Festival assist in the initial clean-up efforts of Festival areas of bulk trash items.
  - Pricing provided for the All-American Festival may be used as a model for pricing of post-cleans for future practice field festival-type events to be determined in a pre-event meeting with Facility Management and the Contractor.

#### 26. Events - Concourse Only

- a. The Sports Complex occasionally holds events that encompass just the concourse areas of Peoria Stadium.
- b. During the scheduled hours of the event, Facility Management may require the use of one (1) Event Supervisor and one (1) or more Event Porters of which at least one (1) must be male and at least one (1) must be female. The Sports Complex Management Staff reserves the right to increase or decrease the use of Event Supervisors and the number of Event Porters based on event attendance projections. The level of Event personnel will be decided in coordination with Facility Management in a pre-event meeting, verbal, or electronic mail communication.
- c. Pricing for Concourse Event Post-Cleans will be flat rate based on turnstile attendance. Two levels of pricing are to be submitted:
  - Post Clean without concourse pressure wash
  - Post Clean with concourse pressure wash
- d. Post-Clean efforts would include collection of loose trash, change of trash and recycling receptacles, cleaning of restrooms utilized (up to three (3) – 1<sup>st</sup>, 3<sup>rd</sup>, & home plate), and parking lots utilized. The decision to pressure wash event area will be decided in coordination with Facility Management in a pre-event meeting, verbal, or electronic mail communication.

#### 27. Stadium Events/Concerts/Festivals

- a. The Sports Complex occasionally holds events including concerts and festivals that encompass all of Peoria Stadium including Concourses, Seating Area, and Stadium Playing Field.
- b. During the scheduled hours of the event, Facility Management may require the use of one (1) Event Supervisor and one (1) or more Event Porters of which at least one (1) must be male and at least one (1) must be female. The



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Sports Complex Management Staff reserves the right to increase or decrease the use of Event Supervisors and the number of Event Porters based on event attendance projections. The level of Event personnel will be decided in coordination with Facility Management in a pre-event meeting, verbal, or electronic mail communication.

- c. Pricing for Concourse Event Post-Cleans will be flat rate based on turnstile attendance. Two levels of pricing are to be submitted:
  - Post Clean without pressure wash
  - Post Clean with pressure wash
- d. Post-Clean efforts would include all aspects detailed in Spring Training Game Post-Clean (APPENDIX C) with event specific modifications and additional emphasis on detailed pick/sweep of Stadium Playing Field. The decision to pressure wash event area will be decided in coordination with Facility Management in a pre-event meeting, verbal, or electronic mail communication. Pressure washing for Stadium Events will include all concourse and seating areas.

#### 28. Colonnade Events

- a. The Colonnade is an elegant 3,300 square foot event space situated alongside the field in Peoria Stadium. The Colonnade has air conditioning, state-of-the-art audio/visual technology, flat screen televisions, ambiance lighting, and bar and a patio.
- b. Pricing for Colonnade Events Post and Pre Cleans will be charged at an hourly rate per event. Events can be any day of the week (Monday-Sunday) and can start as early as 6:00am and end as late as 1:00am. Cleaning will be requested the day before event (if necessary) and the day after the event if day requested does not coincide with housekeeping weekly clean.

#### 29. The Colonnade Miscellaneous Services

- a. Pressure Washing (per hour)

#### 30. Pricing – Weekly Housekeeping and Interior Spaces

- a. Weekly Housekeeping
  - General housekeeping duties of areas provided by Sports Complex Management to be completed three (2-3) days a week (days can be discussed for most efficiency) estimated five (5) hours each day, totaling 10-15 hours a week. Potential areas covered by the weekly housekeeping will be various combinations of duties detailed in APPENDIX A. A sample breakdown of a week of housekeeping are shown in APPENDIX H.
  - The two-three (2-3) housekeeping days may be adjusted based on event schedule or holidays.
  - Housekeeping duties in office areas are to be completed by 7:30am of the assigned day. Contractor has the flexibility perform work on the previous evening/overnight.
  - Facility Management will have the ability to adjust the distribution of the 10-15 weekly hours between the three (2-3) days based on needs.
  - Weekly Housekeeping will adjust during the Spring Training Season (Late February – Early April). The colonnade will be the responsibility of Spring Training Event Cleaning Crew daily.
  - Housekeeping will be billed at flat rate for every day work is performed.
  - Facility Management will have the ability to request additional hours on a particular day for housekeeping duties based on needs. Contractor will bill for additional hours at the same provided rate.



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- In an effort to create consistency in job performance and development in work relationships, it is the request of the Sports Complex Management Staff for the Contractor to provide consistent scheduling of personnel to perform weekly housekeeping duties.

b. Miscellaneous Services (if offered)

- Carpet Extract/Shampoo (per square foot)
- Ceramic Tile Floor Refinishing (per square foot)
- Concrete Floor Resealing (per square foot)

### III. OTHER LOCATIONS AND CLEANING SCHEDULES

The areas that require services, their locations, and an overview of their cleaning schedules are outlined below. Cleaning schedules for the specified locations are found in Attachment A. These schedules may be modified by the City as needs change. The City of Peoria shall approve the contractor's proposed schedule for accomplishing the required services. For level of service and details regarding expectations for the Neighborhood Parks, Rio Vista, Community Parks, and Community Pools see Section IV. Minimum Service Requirements. Cleaning Schedules (frequencies) for Rio Vista, Neighborhood Parks, Community Parks, and Community Pools will be found in Appendix K, L, M, and N.

1. Neighborhood Parks

- The custodial work for the neighborhood parks are located throughout the City:
- Alta Vista Park – 10631 W. Williams Road, Peoria, Arizona 85383 **(DOG PARK)**
- Apache Park – 8633 W. John Cabot Road, Peoria, Arizona 85382
- Braewood Park – 8742 W. Mercer Avenue, Peoria, Arizona 85345
- Calbrisa Park – 8957 W. Tumblewood Drive, Peoria, Arizona 85382
- Camino A Lago Park - 21109 N. 98<sup>th</sup> Avenue, Peoria, Arizona 85382
- Country Meadows Park – 11098 W. Butler Drive, Peoria, Arizona 85345
- Deer Village Park – 21217 N. 88<sup>th</sup> Lane, Peoria, Arizona 85382
- Fletcher Heights Park – 8135 W. Lone Cactus Drive, Peoria, Arizona 85382
- Hayes Park – 9845 N. 75<sup>th</sup> Avenue, Peoria, Arizona 85345
- Ira Murphy Park – 7230 W. Cheryl Drive, Peoria, 85345
- Kiwanis Park – 12687 N. 78<sup>th</sup> Drive, Peoria, Arizona 85345
- Liberty Park – 9700 W. Williams Road, Peoria, Arizona 85383
- Monroe Park – 8820 W. Monroe Street, Peoria, Arizona 85345
- Osuna Park– 10510 N. 83<sup>rd</sup> Avenue, Peoria, Arizona 85345
- Palo Verde Park – 26200 N. 73<sup>rd</sup> Drive, Peoria, Arizona 85383
- Parkridge Park – 9734 W. Beardsley Road, Peoria, Arizona 85382 **(DOG PARK)**
- Paseo Verde Park – 7665 W. Greenway Road, Peoria, Arizona 85381
- Scotland Yard Park – 9251 W. Scotland Avenue, Peoria, Arizona 85345 **(DOG PARK)**
- Sonoran Mountain Ranch Park – 7098 W. Miner Trail, Peoria, Arizona 85383
- Sundance Park – 11091 N. 71<sup>st</sup> Avenue, Peoria, Arizona 85345
- Sunnyslope Park – 9180 N. 71<sup>st</sup> Avenue, Peoria, Arizona 85345 **(DOG PARK)**
- Sunset Park – 29698 N. Sunrise Point, Peoria, Arizona 85383
- Sweetwater Park – 7460 W. Sweetwater Avenue, Peoria, Arizona 85382
- Terramar Park – 6900 W. Happy Valley Road, Peoria, Arizona 85383
- Varney Park – 11730 N. 81<sup>st</sup> Avenue, Peoria, Arizona 85345
- Westgreen Park – 855 N. 87<sup>th</sup> Avenue, Peoria, Arizona 85345



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- Westland Park – 31565 N. Westland Road, Peoria, Arizona 85383
- Westwing Park – 27100 N. Westwing Parkway, Peoria, Arizona 85383
- Windrose Park – 12859 N. 83<sup>rd</sup> Lane, Peoria, Arizona 85381

Cleaning Schedule: Daily, including holidays. Services shall be performed between the hours of 10:00 PM and 6:00 AM.

### 2. Community Parks

#### Locations

- Paloma Community Park – 29799 N. Lake Pleasant Parkway, Peoria, Arizona 85383
- Pioneer Community Park – 8755 N. 83<sup>rd</sup> Avenue, Peoria, Arizona 85345
- Rio Vista Community Park - 8866 W. Thunderbird Road, Peoria, Arizona 85381

Cleaning Schedule: Daily, including holidays. Services shall be performed between the hours of 5:00 AM and 10:00 AM.

### 3. Community Pools

#### Locations

- Centennial Pool – 8081 W. Acoma Drive, Peoria AZ. 85381
- Peoria Pool – 8501 W. Cholla Street, Peoria, Arizona 85345
- Sunrise Pool – 21321 N. 86<sup>th</sup> Drive, Peoria, Arizona 85382

Cleaning Schedule: The Community Pools shall be cleaned three times a week during the pool season (April – November) and two times a week during the pool offseason (November – April).

### 4. Rio Vista Recreation Center – located at 8866 W. Thunderbird Road, Peoria, Arizona 85381

Consists of offices, restrooms, multipurpose rooms, racquetball courts, basketball courts, service kitchen, classrooms, and aerobic rooms.

Cleaning Schedule: Daily, excluding holidays. Services shall be performed throughout the day.

## IV. MINIMUM SERVICE REQUIREMENTS

### 1. Equipment & Supplies

The contractor shall furnish all necessary labor, tools, equipment and supplies (as indicated), and other accessories and services to perform the cleaning services outlined herein. Contractor shall not use the City's supplies for cleaning such as restroom hand towels, soaps, etc.

### 2. Drug Screening

All contractor's employees who provide on-site services under this contract shall have passed the U.S. Department of Transportation 5 Panel Drug Screen with negative results within the previous 30 days prior to performing services under this contract and annually thereafter. Testing results shall be submitted to the City by the contractor for the





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contractor's employees who perform services under this contract.

#### 3. Contractor Personnel & Staffing

It is the contractor's responsibility to notify the City when changes occur to key personnel and to the staffing plan. Contractor employees shall be required to sign in and out of each facility using a log which will be kept onsite

#### 4. General Procedures

The following general procedures will be followed by all contractor janitorial personnel:

- a. The contractor shall be responsible for providing its staff with uniforms approved by City consisting of proper identification, shirts with company name. Outlandish styles, torn or ragged clothing, will not be acceptable uniform attire. Work style shoes or tennis shoes will be worn. Opened toed shoes, sandals or flip-flops are not acceptable.
- b. Contractor's employees shall turn off all lights, if applicable, after they clean each restroom.
- c. Contractor's employees shall maintain all janitors' closets, slop sinks and storerooms in a safe and clean condition at all times.
- d. Smoking, eating, reading, using telephones, radios, television sets or business machines in any work area shall not be permitted.

#### 5. Building Security

- a. All contractor personnel are to ensure that all lockable and card access only doors in their area are locked at all times, including the area, which is being cleaned at that time.
- b. Should a contractor employee encounter any suspicious activity he or she is to immediately report it to their supervisor.
- c. Contractor shall report any damage to the City immediately.

#### 6. Contractor Communication

- a. It is important that ALL the contractor's personnel who are assigned to the City's account be sufficiently proficient in the English language to effectively communicate with City staff at each location.
- b. Key personnel shall have a phone, pager or cellular phone number where they can be contacted and shall respond no later than thirty (30) minutes from original contact by the City staff.
- c. The contractor shall notify the City, in writing, when changes occur to key personnel assignments. Upon new personnel assignments, a new organizational chart with contact telephone numbers will be required.
- d. Contractor will notify the City of potential or existing problems associated with the property and his/her equipment as soon as possible. Contractor will immediately report to the City any abnormalities found during the course of work, such as vandalism, graffiti, plumbing problems, electrical problems, etc.
- e. Contractor will report in writing to the City any property damage and/or personnel injury sustained by its employees or others.

#### 7. Contract Performance, Monitoring & Reporting

- a. Because the contractor will be coordinating with multiple Parks and Recreation divisions, whose facilities are spread over multiple locations throughout the City, it is important that the contractor communicate with and maintain a high level of customer service with each and every Parks and Recreation division.



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- b. Each Parks and Recreation division will designate a contract representative who will communicate the needs of and provide oversight to their designated area. The department representatives will coordinate and document requests for service, such as scheduling services, stoppage of service, deficiencies, and approving pay advices. Contractor shall meet with each division's designated representative, at least monthly to discuss any outstanding issues.
- c. Contractor shall keep a checklist of all tasks that are performed in accordance with the contract service requirements on a daily, weekly or monthly basis (as applicable) for *each* facility. The City will provide a checklist if the Contractor does not. Checklist is to be submitted to the City along with each monthly invoice and will be approved by the department representative.
- d. If the Divisional Representative is unable to resolve issues or concerns with the contractor such as nonperformance under the contract or deficiencies, the issue will be escalated to the Materials Management Department for resolution. Materials Management will document the contract and notify the contractor of the concern. Materials Management may require the contractor to provide a written plan of action to correct any deficiencies. If the written plan of action does not satisfactorily address the concern, the City may exercise its dispute remedies under the contract. The contractor's satisfactory response to and correction of discrepancies will be a factor for consideration at the time of contract renewal.

#### 8. Cleaning Chemicals

Contractor shall use only the safest chemicals with the least harmful ingredients. Chemicals shall be approved for use by the City prior to bringing them on City property. All chemicals need to be approved by the City, and a copy of all MSDS will be kept at each site. Any oils or fuel spills/leaks must be cleaned with degreaser immediately.

#### 9. Storage Area Upkeep

Any storage area provided to the contractor, for use in the accomplishment of contract work, shall be properly maintained as to provide maximum safety.

#### 10. Recycling

The contractor will be responsible for recycling per the city guidelines.

#### 11. Extra Work

- a. Extra Work may be requested by the City for unique events or situations that are not part of the listed areas to be cleaned such as detailing or unscheduled days. Extra work includes, but may not limited to the following:
  - Porter Services may be requested by the City for special community events. The City will make requests for porter services forty-eight (48) hours in advance. The contractor shall be compensated for porter services at the hourly rate indicated on the price sheet.
  - Power Washing Services – may be requested by the City. The City will make requests for power washing services forty-eight (48) hours in advance. The contractor shall be compensated for power washing services at the hourly rate indicated on the price sheet.
- b. If, after consultation with City staff, it is mutually agreed that the requested services can be performed by the contractor, the contractor shall submit a firm price quotation for the project using the specific rate indicated on the price sheet. Additional Services shall be completed by the contractor within forty-eight (48) hours of the City's request and acceptance of the contractor's quotation.
- c. The contractor shall not perform any Extra Work until authorization is obtained from the City, in writing. This authorization will be in the form of a written authorization (e-mail). Extra work performed without written authorization by the City shall not be paid.



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- d. Contractor shall bill for Extra Work with a separate invoice.
- e. The contractor is not guaranteed full or exclusive right to perform extra work that may be required. The City reserves the right to obtain competitive quotations or otherwise select the most appropriate Contractor for performing extra work.



## APPENDIX LIST

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- Appendix A - Peoria Sports Complex Event Cleaning Area Detail
- Appendix B - Peoria Sports Complex Map
- Appendix C - Spring Training Detail Pre-Clean Duties
- Appendix D - Spring Training Game Post-Clean: Supervisor Checklist
- Appendix E - Community Event Post-Clean Duties: All-American Festival (4<sup>th</sup> of July)
- Appendix F - Community Events Post-Clean Duties: Easter & Halloween
- Appendix G - Peoria Sports Complex Proposed 2023 Spring Training Schedule
- Appendix H - Weekly Housekeeping Sample Schedule
- Appendix I - Rio Vista Recreation Center Floorplan
- Appendix J - Sample Neighborhood Park Restroom Layout
- Appendix K - Rio Vista Cleaning Schedule (Frequency)
- Appendix L - Neighborhood Parks Cleaning Schedule (Frequency)
- Appendix M - Community Parks Cleaning Schedule (Frequency)
- Appendix N - Community Pools Cleaning Schedule (Frequency)

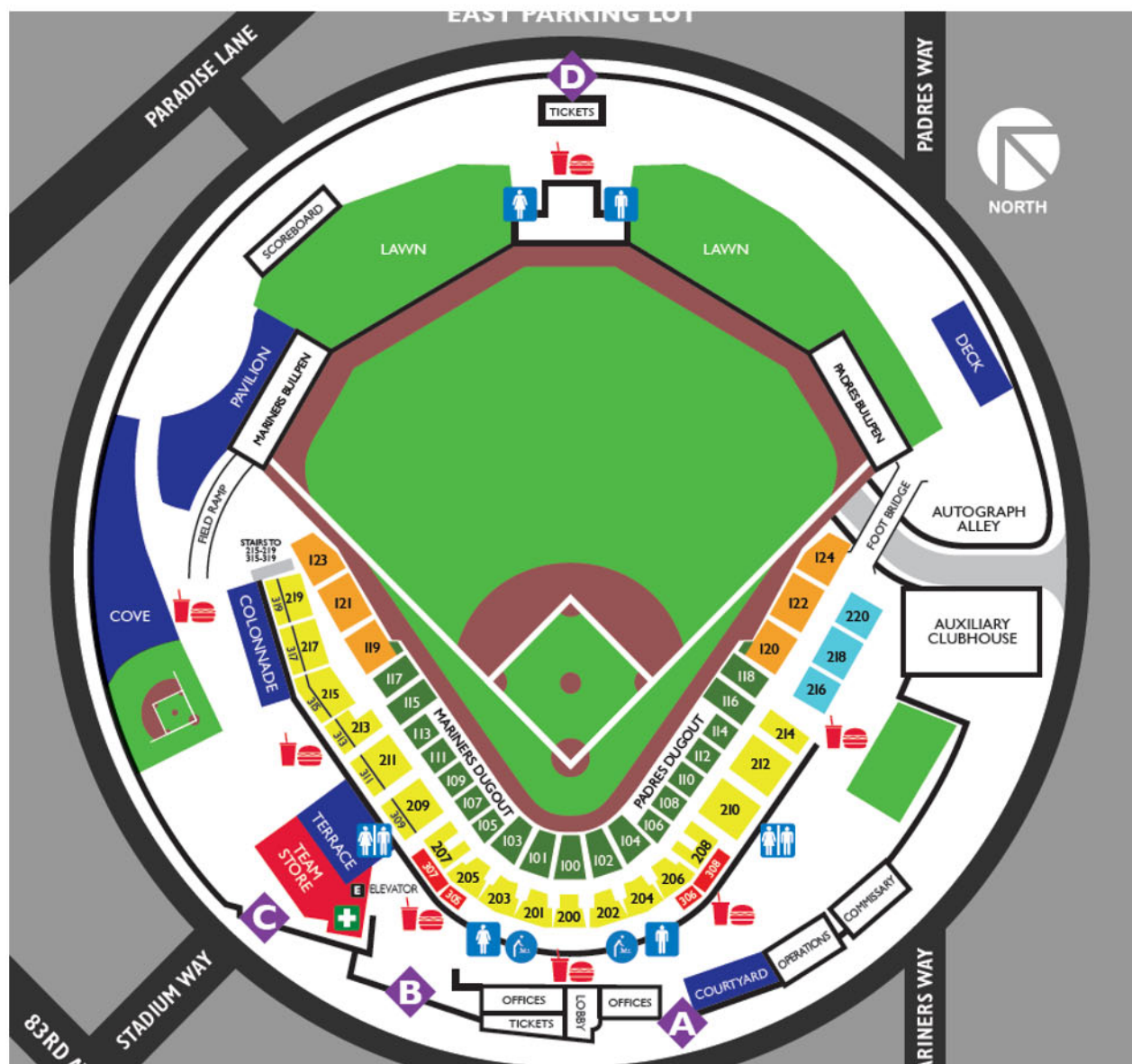


# APPENDIX A

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## Materials Management Procurement

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APPENDIX B

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## APPENDIX C

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#### Spring Training Detail Pre-Clean Duties

#### Spring Training 2018

	1/21/2018 Sunday	1/27/2018 Saturday	2/9/2018 Friday	2/10/2018 Saturday	2/17/2018 Saturday	2/18/2018 Sunday	2/19/2018 Monday	2/20/2018 Tuesday	2/21/2018 Wednesday	2/22/2018 Thursday
<b>Mariners MAJOR LEAGUE CLUBHOUSE</b>										
Pressure Wash/Clean Back Patio Area										
Pressure Wash Exterior Walls/Remove Water Staining										
Clear Surrounding Grounds of Trash/Litter										
Clean/Sweep All 2nd Floor Office Decks										
Clean All Exterior Windows										
<b>Padres MAJOR LEAGUE CLUBHOUSE</b>										
Pressure Wash/Clean Back Patio Area										
Pressure Wash Exterior Walls/Remove Water Staining										
Clear Surrounding Grounds of Trash/Litter										
Clean/Sweep All 2nd Floor Office Decks										
Clean All Exterior Windows										
<b>PRACTICE FIELDS:</b>										
Pressure Wash Practice Field Bleachers										
Pressure Wash Practice Field Restrooms										
Detail Clean Practice Field Restrooms										
<b>STADIUM FIELD:</b>										
Hand Wash Stadium Field Padding										
Pressure Stadium Dugouts										
Detail Clean Stadium Dugout Restrooms & Training Rooms										
<b>VISITING CLUBHOUSE:</b>										
Detail Clean Visiting Clubhouse										
Polish Wood Lockers										
Shampoo/Extract Carpets										
<b>TICKET OFFICES:</b>										
Detail Clean Main, Gate C, & Gate D Ticket Office										
Shampoo/Extract Clean Carpet in Main Ticket Office										
<b>PRESS/CLUB LEVEL, PRESS BOX, &amp; MEDIA BOXES</b>										
Detail Clean Press Box & Media Boxes										
Detail Clean Press Level Interior Restrooms & Exterior Club Level Restrooms										
Shampoo/Extract Carpets										
Clean Press Level Windows (Exterior & Interior - Need Ladders)										
<b>STADIUM LOBBY</b>										
Detail Clean Lobby Floors 1 & 2 including Stairwell										
Remove Cob Webs (Will need extensions for high ceiling)										
Detail Clean Lobby Restrooms (2)										
Shampoo/Extract Lobby Floors 1 & 2 including Stairwell										
Detail Clean Elevator										
Clean Lobby Windows (Including 2 Floor Exterior/Interior - Need Ladders or Extensions)										
<b>STADIUM BUILDINGS</b>										
Detail Clean Souvenir Stands (2)										
Detail Clean First Aid Room										
Detail Clean Diamond Club Offices										
Detail Clean Operations Office										
<b>STADIUM CONCOURSE &amp; RESTROOMS</b>										
Detail Clean Stadium Restrooms (Homeplate, Family Restrooms, 1st, 3rd, Gate D)										
Remove Cob Webs from Concourse Overhang & Light Fixtures, & Restroom Entrances										
Remove all Gum from Concourse Areas										
Pressure Wash Concessions Awnings										
Detail Scrub/Pressure Wash 1st Base, Homeplate, & 3rd Base Concourses										
Detail Scrub/Pressure Wash Exterior Sidewalks Outside Stadium Gates A & B										
Pressure Wash Bridge										
Pressure Wash Berm Pavillion, Walkway, Terrace & Gate D Concrete Pad										
Pressure Wash LF Pavillion										
Pressure wash shaded area in RF										
Pressure Wash Compactor Area										
<b>Team Store</b>										
Detail Clean Team Store										
Buff/Wax Floors										
Clean all windows										
<b>Colonnade</b>										
Detail Clean Colonnade										
Detail Clean Bathrooms										
Clean all Windows										
<b>STADIUM SEATING BOWL</b>										
Pressure Wash Seating Area										
Pressure Wash Dugout Tops										
Pressure Wash Seating Area Walls/Remove Water Staining										
<b>TOUCH-UPS</b>										
Pressure Wash 3rd Base Concourse after Vendor Move-In to remove tire tracks										
Touch-up clean any deficient areas										





## APPENDIX D

Solicitation Number: **P22-0030**

### Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

#### Spring Training Game Post-Clean - Supervisor Checklist

<b>SEATING BOWL</b>		<b>GROUND LEVEL CONCOURSE</b>	
Loose trash picked	Init.	Loose trash picked	Init.
Ground blown, mopped and/or pressure	Init.	Blown and/or pressure washed	Init.
Trash & recycle bins emptied	Init.	Trash & recycle bins emptied & wiped	Init.
Trash & recycle bin lids wiped	Init.	Phone & ATM booths & water fountains wiped	Init.
Seats cleaned & wiped	Init.	Picnic tables wiped	Init.
Railings wiped	Init.	Ash urns emptied	Init.
<b>3RD BASE CONCOURSE EATING AREAS</b>		<b>WIFFLEBALL FIELD</b>	
Loose trash picked & tables wiped	Init.	Loose trash picked	Init.
<b>HOME PLATE, 1ST BASE &amp; THIRD BASE RESTROOMS</b>		<b>GATE ENTRANCES</b>	
Loose trash picked	Init.	Railings wiped	Init.
Trash bins emptied & wiped	Init.	<b>1ST AID ROOM</b>	
Sinks, mirrors & toilets wiped	Init.	Trash & recycle bins emptied & wiped	Init.
Soap, toilet paper, napkins, seat covers	Init.	Floor mopped	Init.
<b>Terrace/ALL YOU CAN EAT DECK</b>		Restroom cleaned & stocked	Init.
Loose trash picked	Init.	Counter wiped	Init.
Trash & recycle bins emptied & wiped	Init.	<b>STADIUM EXTERIOR</b>	
Tables & chairs wiped	Init.	Ground blown, mopped and/or pressure	Init.
Floor vacuumed	Init.	Loose trash picked	Init.
<b>OUTFIELD LAWN</b>		Gate A landscape area cleaned	Init.
Loose trash picked	Init.	Trash & recycle bins emptied & wiped	Init.
Trash & recycle bins emptied & wiped	Init.	<b>GATE D TICKET OFFICE</b>	
Ash urns emptied	Init.	Trash & recycle bins emptied & wiped	Init.
Phone & ATM booths & water fountains wiped	Init.	Counters wiped	Init.
<b>CLUB LEVEL CONCOURSE &amp; TERRACE</b>		Floors mopped	Init.
Loose trash picked	Init.	Windows wiped	Init.
Blown and/or pressure washed	Init.	Trash outside Gate D emptied	Init.
Trash & recycle bins emptied & wiped	Init.	<b>CENTERFIELD RESTROOMS</b>	
Picnic Tables straightened out	Init.	Loose trash picked	Init.
Ash urn emptied	Init.	Trash bins emptied & wiped	Init.
<b>WEST PARKING LOT</b>		Sinks, mirrors & toilets wiped	Init.
Loose trash picked	Init.	Soap, toilet paper, napkins, seat covers	Init.
<b>STADIUM DUGOUTS</b>		<b>AUTOGRAPH ALLEY</b>	
Loose trash picked	Init.	Loose trash picked	Init.
Trash bins emptied & wiped	Init.	Trash bin emptied & wiped	Init.
Floor swept & mopped	Init.	Benches wiped	Init.
Water fountains & shelves wiped	Init.	Ground mopped and/or pressure washed	Init.
Benches & folding chairs wiped	Init.	<b>TERRACE &amp; CLUB LEVEL RESTROOMS</b>	
Restrooms cleaned & stocked	Init.	Trash bins emptied & wiped	Init.
Trainer's rooms cleaned	Init.	Sinks, mirrors & toilets wiped	Init.
<b>GROUP PAVILION</b>		Soap, toilet paper, napkins, seat covers	Init.
Loose trash picked	Init.	<b>EAST PARKING LOT</b>	
Trash & recycle bins emptied & wiped	Init.	Loose trash and trash cans picked	Init.
Tables, counters & chairs wiped	Init.	<b>COLONNADE</b>	
<b>TEAM PARKING LOT ENTRANCES (outside practice)</b>		Trash & recycle bins emptied & wiped	Init.
Loose trash picked	Init.	Tables, counters & chairs wiped	Init.
Trash bin emptied	Init.	Inside floors swept	Init.
<b>STADIUM FIELD, BULLPENS &amp; LEFT FIELD ADA RAMP</b>		Inside trash & recycle bins emptied & wiped	Init.
Loose trash picked	Init.	<b>PEORIA COVE KIDS ZONE</b>	
Trash bins emptied & wiped	Init.	Trash & recycle bins emptied & wiped	Init.
<b>PEORIA COVE KIDS ZONE</b>		Trash in splash pad/playground picked up	Init.
Trash & recycle bins emptied & wiped	Init.	Tables, counters & chairs wiped	Init.



# APPENDIX E

Solicitation Number: **P22-0030**

## Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

## July 4th Pre & Post-Clean

<b>SEATING BOWL</b> Loose trash picked Ground blown, mopped Trash & recycle bins emptied Trash & recycle bin lids wiped Seats cleaned & wiped Railings wiped	<b>GROUND LEVEL CONCOURSE</b> Loose trash picked Blown Trash & recycle bins emptied & wiped Phone & ATM booths & water fountains wiped Picnic tables wiped Ash urns emptied	<b>STADIUM DUGOUTS</b> Loose trash picked Trash bins emptied & wiped Floor swept & mopped Water fountains & shelves wiped Benches & folding chairs wiped Restrooms cleaned & stocked Trainer's rooms cleaned
<b>3RD BASE CONCOURSE EATING AREAS</b> Loose trash picked & tables wiped	<b>WIFFLEBALL FIELD</b> Drink rails wiped down Loose trash picked	<b>Ticket Office</b> Floors Swept Roll up windows and wipe down counters wipe down outside counters
<b>HOME PLATE, 1ST BASE &amp; THIRD BASE RESTROOMS</b> Loose trash picked Trash bins emptied & wiped Sinks, mirrors & toilets wiped Soap, toilet paper, napkins, seat covers stocked	<b>GATE ENTRANCES</b> Railings wiped	<b>Berm</b> Pick up lose trash All cans have liners Check all smoking urns
<b>Terrace</b> Loose trash picked Trash & recycle bins emptied & wiped Tables & chairs wiped Floor pressure washed	<b>STADIUM EXTERIOR</b> Ground blown, mopped and/or pressure washed Loose trash picked Gate A landscape area cleaned Trash & recycle bins emptied & wiped	<b>FIRST AID ROOM</b> Trash & recycle bins emptied & wiped Floor mopped Restroom cleaned & stocked Counter wiped
<b>TERRACE &amp; CLUB LEVEL RESTROOMS</b> Trash bins emptied & wiped Sinks, mirrors & toilets wiped Soap, toilet paper, napkins, seat covers stocked	<b>EAST PARKING LOT</b> Loose trash and trash cans picked	<b>ADMINISTRATIVE OFFICES</b> Trash & recycle bins emptied & wiped Door wiped Windows wiped Floor vacuumed
<b>WEST PARKING LOT</b> Loose trash picked	<b>COLONNADE</b> Trash & recycle bins emptied & wiped Tables, counters & chairs wiped Inside floors swept Inside trash & recycle bins emptied & wiped	<b>Mariners Practice fields</b> Trash Clean underneath bleachers Clean Bathrooms Sweep out Tower
<b>PEORIA COVE KIDS ZONE</b> Trash & recycle bins emptied & wiped Trash in splash pad/playground picked up Tables, counters & chairs wiped	<b>Center Field Ticket Office</b> Floors Swept Roll up windows and wipe down counters wipe down outside counters	
<b>VISITOR'S CLUBHOUSE</b> Trash & recycle bins emptied & wiped Floors vacuumed Restrooms cleaned & stocked Showers cleaned	<b>STADIUM FIELD, BULLPENS &amp; LEFT FIELD ADA RAMP</b> Loose trash picked Trash bins emptied & wiped	



# APPENDIX F

Solicitation Number: **P22-0030**

## Materials Management Procurement

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Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

## Easter Pre and Post Clean

### SEATING BOWL

Loose trash picked  
Ground blown, mopped  
Trash & recycle bins emptied  
Trash & recycle bin lids wiped  
Seats cleaned & wiped  
Railings wiped

### 3RD BASE CONCOURSE EATING AREAS

Loose trash picked & tables wiped

### HOME PLATE, 1ST BASE & THIRD BASE RESTROOMS

Loose trash picked  
Trash bins emptied & wiped  
Sinks, mirrors & toilets wiped  
Soap, toilet paper, napkins, seat covers stocked

### Terrace

Loose trash picked  
Trash & recycle bins emptied & wiped  
Tables & chairs wiped  
Floor pressure washed

### TERRACE & CLUB LEVEL RESTROOMS

Trash bins emptied & wiped  
Sinks, mirrors & toilets wiped  
Soap, toilet paper, napkins, seat covers stocked

### WEST PARKING LOT

Loose trash picked

### PEORIA COVE KIDS ZONE

Trash & recycle bins emptied & wiped  
Trash in splash pad/playground picked up  
Tables, counters & chairs wiped

### VISITOR'S CLUBHOUSE

Trash & recycle bins emptied & wiped  
Floors vacuumed  
Restrooms cleaned & stocked  
Showers cleaned

### GROUND LEVEL CONCOURSE

Loose trash picked  
Blown  
Trash & recycle bins emptied & wiped  
Phone & ATM booths & water fountains wiped  
Picnic tables wiped  
Ash urns emptied

### WIFFLEBALL FIELD

Drink rails wiped down  
Loose trash picked

### GATE ENTRANCES

Railings wiped

### STADIUM EXTERIOR

Ground blown, mopped and/or pressure washed  
Loose trash picked  
Gate A landscape area cleaned  
Trash & recycle bins emptied & wiped

### EAST PARKING LOT

Loose trash and trash cans picked

### COLONNADE

Trash & recycle bins emptied & wiped  
Tables, counters & chairs wiped  
Inside floors swept  
Inside trash & recycle bins emptied & wiped

### Center Field Ticket Office

Floors Swept  
Roll up windows and wipe down counters  
wipe down outside counters

### STADIUM FIELD, BULLPENS & LEFT FIELD ADA RAMP

Loose trash picked  
Trash bins emptied & wiped

### STADIUM DUGOUTS

Loose trash picked  
Trash bins emptied & wiped  
Floor swept & mopped  
Water fountains & shelves wiped  
Benches & folding chairs wiped  
Restrooms cleaned & stocked  
Trainer's rooms cleaned

### Ticket Office

Floors Swept  
Roll up windows and wipe down counters  
wipe down outside counters

### Berm

Pick up lose trash  
All cans have liners  
Check all smoking urns

### FIRST AID ROOM

Trash & recycle bins emptied & wiped  
Floor mopped  
Restroom cleaned & stocked  
Counter wiped

### ADMINISTRATIVE OFFICES

Trash & recycle bins emptied & wiped  
Door wiped  
Windows wiped  
Floor vacuumed



## APPENDIX F

Solicitation Number: **P22-0030**

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Phone: (623) 773-7115  
Fax: (623) 773-7118

## Halloween Pre and Post Clean

### SEATING BOWL

Loose trash picked  
Ground blown, mopped  
Trash & recycle bins emptied  
Trash & recycle bin lids wiped  
Seats cleaned & wiped  
Railings wiped

### 3RD BASE CONCOURSE EATING AREAS

Loose trash picked & tables wiped

### HOME PLATE, 1ST BASE & THIRD BASE RESTROOMS

Loose trash picked  
Trash bins emptied & wiped  
Sinks, mirrors & toilets wiped  
Soap, toilet paper, napkins, seat covers stocked

### Terrace

Loose trash picked  
Trash & recycle bins emptied & wiped  
Tables & chairs wiped  
Floor pressure washed

### TERRACE & CLUB LEVEL RESTROOMS

Trash bins emptied & wiped  
Sinks, mirrors & toilets wiped  
Soap, toilet paper, napkins, seat covers stocked

### WEST PARKING LOT

Loose trash picked

### PEORIA COVE KIDS ZONE

Trash & recycle bins emptied & wiped  
Trash in splash pad/playground picked up  
Tables, counters & chairs wiped

### VISITOR'S CLUBHOUSE

Trash & recycle bins emptied & wiped  
Floors vacuumed  
Restrooms cleaned & stocked  
Showers cleaned

### GROUND LEVEL CONCOURSE

Loose trash picked  
Blown  
Trash & recycle bins emptied & wiped  
Phone & ATM booths & water fountains wiped  
Picnic tables wiped  
Ash urns emptied

### WIFFLEBALL FIELD

Drink rails wiped down  
Loose trash picked

### GATE ENTRANCES

Railings wiped

### STADIUM EXTERIOR

Ground blown, mopped and/or pressure washed  
Loose trash picked  
Gate A landscape area cleaned  
Trash & recycle bins emptied & wiped

### EAST PARKING LOT

Loose trash and trash cans picked

### COLONNADE

Trash & recycle bins emptied & wiped  
Tables, counters & chairs wiped  
Inside floors swept  
Inside trash & recycle bins emptied & wiped

### Center Field Ticket Office

Floors Swept  
Roll up windows and wipe down counters  
wipe down outside counters

### STADIUM FIELD, BULLPENS & LEFT FIELD ADA RAMP

Loose trash picked  
Trash bins emptied & wiped

### STADIUM DUGOUTS

Loose trash picked  
Trash bins emptied & wiped  
Floor swept & mopped  
Water fountains & shelves wiped  
Benches & folding chairs wiped  
Restrooms cleaned & stocked  
Trainer's rooms cleaned

### Ticket Office

Floors Swept  
Roll up windows and wipe down counters  
wipe down outside counters

### Berm

Pick up lose trash  
All cans have liners  
Check all smoking urns

### FIRST AID ROOM

Trash & recycle bins emptied & wiped  
Floor mopped  
Restroom cleaned & stocked  
Counter wiped

### ADMINISTRATIVE OFFICES

Trash & recycle bins emptied & wiped  
Door wiped  
Windows wiped  
Floor vacuumed





## APPENDIX G

Solicitation Number: **P22-0030**

### Materials Management Procurement

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Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

#### SPRING TRAINING 2023

#### FEBRUARY

SUN	MON	TUES	WED	THU	FRI	SAT
19	20	21	22	23	24 SEA 1:10 PM	25 LAA 1:10 PM
26 ARI 1:10 PM	27 LAD 1:10 PM					

#### MARCH

SUN	MON	TUES	WED	THU	FRI	SAT
		28 CLE 1:10 PM	1 TEX 1:10 PM	2 SD 1:10 PM	3 CHC 6:40 PM	4 COL 1:10 PM
5 OAK 1:10 PM	6 CHC 1:10 PM	7 LAA 1:10 PM	8 CIN 1:10 PM	9 WBC 1:10 PM	10 CIN 6:40 PM	11 CWS 1:10 PM
12 TEX 1:10 PM	13 SF 1:10 PM	14 KC 1:10 PM	15 CLE 6:40 PM	16 SF 6:40 PM	17 SEA 6:40 PM	18 MIL 1:10 PM
19 CWS 1:10 PM	20 MIL 1:10 PM	21 COL 6:40 PM	22 LAD 6:40 PM	23 KC 1:10 PM	24 OAK 6:40 PM	25 ARI 1:10 PM
26 SEA 1:10 PM	27 SD 12:10 PM	28	29	30	31	

**PADRES**

**MARINERS**

*Rev 8/18/22*

*Split Squad: 3/23*

*Split Squad: 3/19 and 3/25*



## APPENDIX H

Solicitation Number: **P22-0030**

### Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

Tuesday	
<input type="checkbox"/> <b>Administrative Offices</b>	<input type="checkbox"/> <b>Facility Operations Office</b>
<input type="checkbox"/> Empty the trash	<input type="checkbox"/> Empty the trash
<input type="checkbox"/> Sweep/Mop the floor	<input type="checkbox"/> Sweep the floor
<input type="checkbox"/> Vacuum the stairs	<input type="checkbox"/> Mop the floor
<input type="checkbox"/> Clean the bathrooms	<input type="checkbox"/> Clean the bathroom
<input type="checkbox"/> Add more toilet paper and paper towels	<input type="checkbox"/> Add more toilet paper and paper towels
<input type="checkbox"/> Clean the windows and glass doors	<input type="checkbox"/> Clean the windows and glass door
<input type="checkbox"/> Clean the elevator doors	<input type="checkbox"/> Leave extra paper supplies on shelf.
<input type="checkbox"/> Clean the water fountain	
<input type="checkbox"/> Clean kitchenette sink, counters	
<input type="checkbox"/> <b>Conference Room</b>	<input type="checkbox"/> <b>Maintenance Shop</b>
<input type="checkbox"/> Vacuum all the floors	<input type="checkbox"/> Empty the trash
<input type="checkbox"/> Clean the windows and glass doors	<input type="checkbox"/> Mop the floors
<input type="checkbox"/> Empty the trash	<input type="checkbox"/> Clean the bathroom
	<input type="checkbox"/> Add more toilet paper and paper towels
	<input type="checkbox"/> Clean lunch room
<input type="checkbox"/> <b>Diamond Club Office</b>	<input type="checkbox"/> <b>Parking Lot Trash Cans</b>
<input type="checkbox"/> Empty the trash	<input type="checkbox"/> Check all trash cans in the parking lots (Mariners and Padres)
<input type="checkbox"/> Vacuum all the floors	<input type="checkbox"/> Check parking lot for debris
<input type="checkbox"/> Clean the windows and glass doors	
<input type="checkbox"/> <b>Ticket Office</b>	
<input type="checkbox"/> Empty the trash	
<input type="checkbox"/> Vacuum the floor	
<input type="checkbox"/> Clean the windows	
<input type="checkbox"/> Wipe down counters	
<b>Friday</b>	
<input type="checkbox"/> <b>Facility Operations Office</b>	<input type="checkbox"/> <b>Maintenance Shop</b>
<input type="checkbox"/> Empty the trash	<input type="checkbox"/> Empty the trash
<input type="checkbox"/> Sweep the floor	<input type="checkbox"/> Mop the floors
<input type="checkbox"/> Mop the floor	<input type="checkbox"/> Clean the bathroom
<input type="checkbox"/> Clean the bathroom	<input type="checkbox"/> Add more toilet paper and paper towels
<input type="checkbox"/> Add more toilet paper and paper towels	<input type="checkbox"/> Clean lunch room
<input type="checkbox"/> Clean the windows and glass door	
<input type="checkbox"/> Leave extra paper supplies on shelf.	
<input type="checkbox"/> <b>Administrative Offices</b>	<input type="checkbox"/> <b>First Aid Room</b>
<input type="checkbox"/> Empty the trash	<input type="checkbox"/> Empty the trash
<input type="checkbox"/> Sweep/Mop the floor	<input type="checkbox"/> Sweep the floor
<input type="checkbox"/> Vacuum the stairs	<input type="checkbox"/> Mop the floor
<input type="checkbox"/> Clean the bathrooms	<input type="checkbox"/> Clean the bathroom
<input type="checkbox"/> Add more toilet paper and paper towels	<input type="checkbox"/> Add more toilet paper and paper towels
<input type="checkbox"/> Clean the windows and glass doors	<input type="checkbox"/> <b>Parking Lot Trash Cans</b>
<input type="checkbox"/> Clean the elevator doors	<input type="checkbox"/> Check all trash cans in the parking lots (Mariners and Padres)
<input type="checkbox"/> Clean the water fountain	<input type="checkbox"/> Check parking lot for debris
<input type="checkbox"/> Clean kitchenette sink, counters	
<input type="checkbox"/> <b>Diamond Club Office</b>	<input type="checkbox"/> <b>Ticket Office</b>
<input type="checkbox"/> Empty the trash	<input type="checkbox"/> Empty the trash
<input type="checkbox"/> Vacuum all the floors	<input type="checkbox"/> Vacuum the floor
<input type="checkbox"/> Clean the windows and glass doors	<input type="checkbox"/> Clean the windows
<input type="checkbox"/> <b>Conference Room</b>	<input type="checkbox"/> Wipe down counters
<input type="checkbox"/> Vacuum all the floors	
<input type="checkbox"/> Clean the windows and glass doors	
<input type="checkbox"/> Empty the trash	



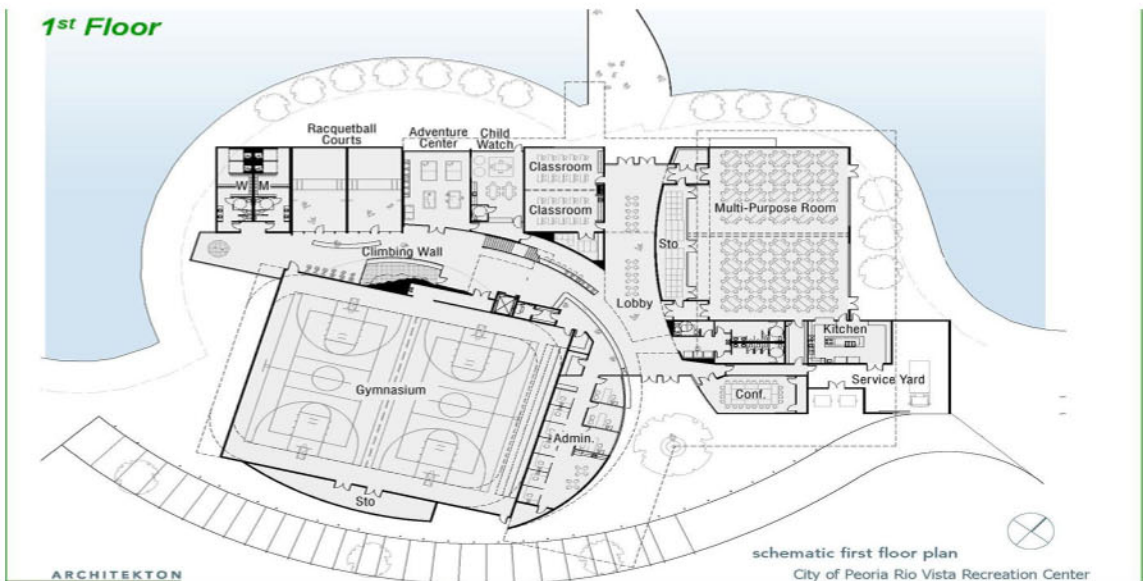
# APPENDIX I

Solicitation Number: **P22-0030**

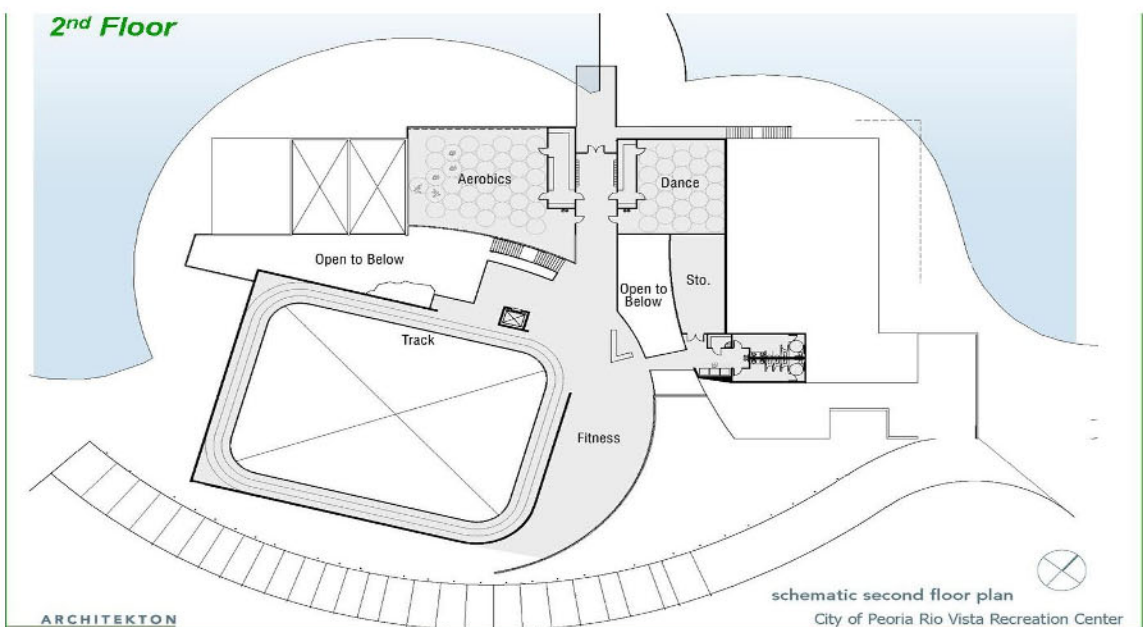
## Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

### 1<sup>st</sup> Floor



### 2<sup>nd</sup> Floor





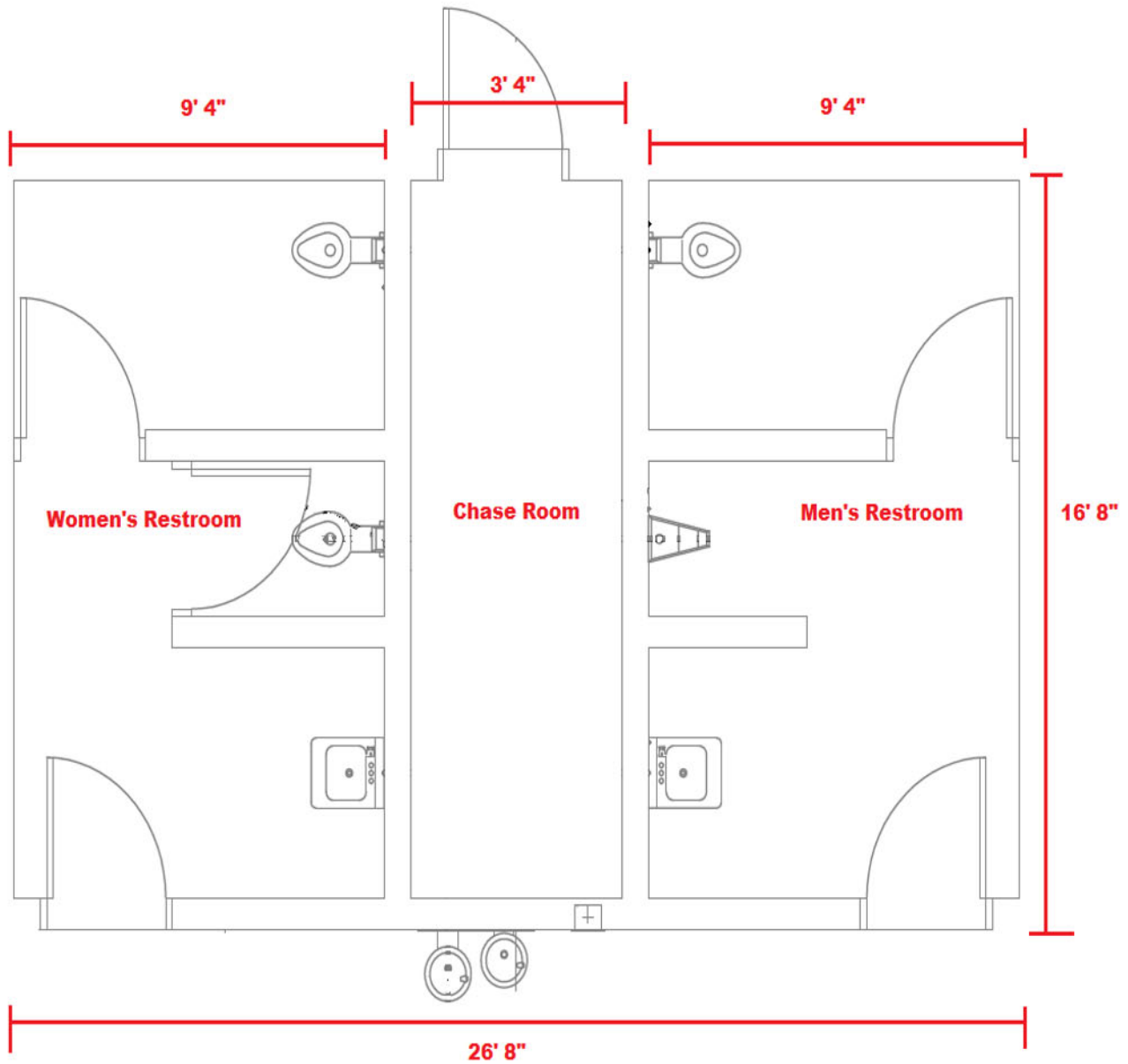


## APPENDIX J

Solicitation Number: **P22-0030**

### Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
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Fax: (623) 773-7118





## APPENDIX K

Solicitation Number: **P22-0030**

### Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

#### Rio Vista Cleaning Schedule (Frequency)

<b>Legend:</b> ASN = As Needed D = Daily W = Weekly	<i>Restrooms</i>	<i>Classrooms</i>	<i>Offices</i>	<i>Multipurpose Rooms</i>	<i>Aerobic Rooms</i>	<i>Fitness Areas</i>	<i>Basketball/ Racquetball Court</i>	<i>Lobby</i>	<i>Catering Kitchen</i>
All dispensers stock, clean, and sanitize	D					D			
Sinks- clean and sanitize	D								W
Sanitize toilets - clean top and bottom of seats	D								
Clean around the outside of bowl and behind toilets	D								
Sanitize urinals - clean around the outside	D								
Change urinal screens	W								
Clean mirrors	D			D					
Clean and polish all stainless steel and fixtures	D			W	W	W			W
Trash receptacles - empty, clean and replace liners	D	D	D	D	D	D	D	D	D
Flush floor drains	ASN								
Change liners	ASN	ASN	ASN	ASN	ASN	ASN	ASN	ASN	ASN
Sweep and mop floors	D	D			D	D	W	D	D
Drinking fountains - sanitize, clean, and polish	D					D	D	D	
Clean doors and frames	W							D	
Dust vents and remove cobwebs	W	W		W	W	W	W	W	W
Spot clean walls and dust partitions	W			W				ASN	
Sanitize showers	W								
Carpet/Mats vacuumed	D		W	W				D	
Clean glass doors and windows	ASN							W	
Empty recyclables	W	W	W	W	ASN	W	W	W	
Furniture dusted and polished		W	ASN	W		W		D	
Dust mop	D			W	W	W	D		ASN
Clean microwaves and refrigerators		ASN	ASN						ASN



## APPENDIX L

Solicitation Number: **P22-0030**

### Materials Management Procurement

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Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

#### Neighborhood Parks Cleaning Schedule (Frequency)

<b>Legend:</b> ASN = As Needed D = Daily W = Weekly	<i>Restrooms</i>	<i>Ramadas</i>	<i>Chase Room</i>	<i>Dog Parks</i>
All dispensers stock, clean, and sanitize	D			
Sinks- clean and sanitize	D			
Sanitize toilets - clean top and bottom of seats	D			
Clean around the outside of bowl and behind toilets	D			
Sanitize urinals - clean around the outside	D			
Change urinal screens	W			
Clean mirrors	D			
Clean and polish all stainless steel and fixtures	D			
Trash receptacles - empty, clean and replace liners	D			
Flush floor drains	ASN			
Clean grate to remove mildew and other stains	ASN			
Change liners	ASN	ASN		ASN
Sweep and mop floors	D		ASN	
Drinking fountains - sanitize, clean, and polish	D			
Spot clean walls and partitions	D			
Dust vents, lights, and remove cobwebs	W		ASN	
Power wash ramadas		W		
Remove debris, litter, mud, and bird droppings	W			



## APPENDIX M

Solicitation Number: **P22-0030**

### Materials Management Procurement

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Phone: (623) 773-7115  
Fax: (623) 773-7118

#### Community Parks Cleaning Schedule (Frequency)

<b>Legend:</b> ASN = As Needed D = Daily W = Weekly	<i>Restrooms</i>	<i>Ramadas</i>	<i>Maintenance Shops</i>
All dispensers stock, clean, and sanitize	D		W
Sinks- clean and sanitize	D		W
Sanitize toilets - clean top and bottom of seats	D		W
Clean around the outside of bowl and behind toilets	D		W
Sanitize urinals - clean around the outside	D		W
Change urinal screens	W		W
Clean mirrors	D		W
Clean and polish all stainless steel and fixtures	D		W
Trash receptacles - empty, clean and replace liners	D		W
Flush floor drains	ASN		W
Clean grate to remove mildew and other stains	ASN		W
Change liners	ASN	ASN	W
Sweep and mop floors	D		W
Drinking fountains - sanitize, clean, and polish	D		W
Spot clean walls and partitions	D		W
Dust vents, lights, and remove cobwebs	W		W
Power wash ramadas		W	
Remove debris, litter, mud, and bird droppings	W		



## APPENDIX N

Solicitation Number: **P22-0030**

### Materials Management Procurement

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Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

#### Community Pools Cleaning Schedule (Frequency)

Legend: ASN = As Needed D = Daily W = Weekly	<i>Restrooms</i>	<i>Lifeguard Offices</i>
All dispensers stock, clean, and sanitize	D	
Sinks- clean and sanitize	D	
Sanitize toilets - clean top and bottom of seats	D	
Clean around the outside of bowl and behind toilets	D	
Sanitize urinals - clean around the outside	D	
Change urinal screens	W	
Clean mirrors	D	
Clean and polish all stainless steel and fixtures	D	
Trash receptacles - empty, clean and replace liners	D	
Flush floor drains	ASN	
Clean grate to remove mildew and other stains	ASN	
Change liners	ASN	ASN
Sweep and mop floors	D	
Drinking fountains - sanitize, clean, and polish	D	
Spot clean walls and partitions	D	
Dust vents, lights, and remove cobwebs	W	
Power wash ramadas		W
Remove debris, litter, mud, and bird droppings	W	
Carpet/Mats vacuumed		W
Clean glass doors and windows		W
Furniture dusted and polished		W



## SUBMITTAL REQUIREMENTS

Solicitation Number: **P22-0030**

### Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

**I. PRE-SUBMITTAL MEETING:** A Pre-submittal meeting will be held at the Colonnade at the Peoria Sports Complex

**ADDRESS:** 16101 N. 83<sup>rd</sup> Ave.  
Peoria, Arizona 85382  
Colonnade Conference Room

**DATE:** **10.25.2022**

**TIME:** **9:00 AM, Arizona Time**

All interested parties are urged to attend the pre-submittal Conference. Since the City staff will not be available to respond to individual inquiries regarding the project scope outside of this pre-submittal meeting, it is strongly recommended that interested firms send a representative.

**I. QUESTIONS:**

All questions regarding the solicitation should be sent in writing to the designated purchasing agent via email or through Messages/Opportunity Q&A on the City of Peoria's Purchasing Portal (Bonfire).

The designated purchasing agent for this solicitation is:

Drew Ashmun, Contract Officer  
Phone: (623) 773-7116  
Email: drew.ashmun@peoriaaz.gov

All questions must be submitted no later than the date and time indicated on the City of Peoria's Purchasing Portal (Bonfire).

*Contact with City staff, other than the designated contact person indicated in the RFP, regarding this solicitation is strictly prohibited during the proposal process.*

**II. PROPOSAL DUE DATE:**

Proposals are due no later than **5:00 P.M.** on **11.08.2022**, unless the RFP is otherwise extended or cancelled via formal Solicitation Amendment.

**III. INSTRUCTIONS FOR PREPARING AND SUBMITTING RESPONSE:**

A. Proposals shall be submitted through the City of Peoria's Purchasing Portal (Bonfire) website at <https://peoriaaz.bonfirehub.com/portal> under the appropriate solicitation opportunity. Submissions submitted elsewhere or under the wrong solicitation will not be considered.

B. Solicitation Amendments: Any changes to the solicitation document will be in the form of a Solicitation Amendment. Amendments are posted on the City of Peoria's Purchasing Portal (Bonfire) website at <https://peoriaaz.bonfirehub.com/portal> under the appropriate solicitation opportunity. Interested parties are cautioned to check the Purchasing Portal (Bonfire) for amendments prior to submitting their proposal. The City will not be held responsible if a vendor fails to receive any amendments issued.

*The City shall not be responsible for any oral changes to the scope of work or specifications made by any employees or officer of the City and interested parties are cautioned not to rely on any such changes.*



# SUBMITTAL REQUIREMENTS

Solicitation Number: **P22-0030**

## Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

### IV. PROPOSAL CONTENT: The following items shall be addressed in the proposal:

#### A. Firm's & Staff's Capabilities and Experience

- Brief history of the firm's history and experience
- Location of the offices performing the services
- Provide firm's applicable certifications and licenses
- Number of staff, assignments and qualifications
- Include individual staff's credentials/licenses/certifications

#### B. Project Understanding and Method of Approach

- Response time and methods to respond to City's request for service.
- The method of approach should include a written narrative to demonstrate the firm's ability to satisfy the scope of work.
- The language of the written narrative should be straightforward and limited to facts, and solutions to problems and plans of proposed action.

#### C. Cost Considerations

- Offeror to complete the Price Sheets (Bonfire Bid Tables)

#### D. Similar Project Experience

- Briefly discuss similar projects your company has worked on in the past 5 years.

#### E. Conformance to RFP:

- Failure to provide all requested information may result in firm's proposal being rejected as non-responsive.
- Complete and return all City forms.
- Exceptions – Any exceptions to any part of the RFP must be clearly noted and identified.

### V. EVALUATION CRITERIA: In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.

- a. Firm's & Staff's Capabilities and Experience
- b. Project Understanding and Method of Approach
- c. Cost Considerations
- d. Similar Project Experience
- e. Conformance to Request for Proposals

The City reserves the right to consider historic information and facts, whether gained from the Offeror's proposal, questions and answer conferences, references, or other source and the views of the evaluator(s) with prior Contract or service delivery experience with any of the Offerors, while conducting the proposal evaluations.





## **References**

### **Cincinnati Reds**

3125 S. Wood Blvd, Goodyear, AZ 85338

Mike Saverino – Facilities Manager

msaverino@reds.com

623-932-6810

2010-present

Daily Janitorial for Reds clubhouse including Spring Training. Up to 6 employees.

### **City of Tempe / Diablo Stadium (LA Angels)**

2200 W Alameda Dr, Tempe, AZ 85282

Jerry Hall Jr

Jerry\_halljr@tempe.gov

480-350-5265

2016-present

Ballpark janitorial for all events including Spring Training. Up to 20 employees.

### **City of El Mirage**

10000 N El Mirage Rd, El Mirage, AZ 85374

Marc Johnson – Operations Director

mjohnson@elmirageaz.gov

623-980-1345

2017-present

Daily Janitorial for City Hall, Police, Fire, Public Works, and other city buildings.

### **Cleveland Guardians**

2601 S Wood Blvd, Goodyear, AZ 85338

Jared Jones – Facilities Manager

Jjones@cleguardians.com

812-276-6135

2019-present

Daily Janitorial for Cleveland clubhouse including Spring Training. Up to 6 employees.



# QUESTIONNAIRE

Solicitation Number: **P22-0030**

## Materials Management Procurement

9875 N. 85<sup>th</sup> Ave., 2<sup>nd</sup> Fl.  
Peoria, Arizona 85345-6560  
Phone: (623) 773-7115  
Fax: (623) 773-7118

**Offeror acknowledges that NO changes to the City's Insurance Requirements, Indemnification and Document Use requirements will be granted, and that any changes or modifications requested may result in the offeror's proposal being rejected.**

☒ Yes    ☐ No    *If no, give reason below*

**Offeror acknowledges acceptance of the City of Peoria's Standard Terms and Conditions and Special Terms and Conditions and takes no exceptions.**

☒ Yes    ☐ No    *If no, give reason below*

# **PROPOSAL SUBMITTAL**



November 8, 2022

**Drew Ashmun**

City of Peoria

16101 N 83<sup>rd</sup> Ave

Peoria, AZ 85382

**RE: Parks and Recreation Janitorial Services**

Thank you for the opportunity to submit to you our proposal for Parks and Recreational Janitorial Services.

**Plan B Facility Services** is dedicated to the concept of providing every customer with a full range of services and the highest standards available. This constitutes applying time proven methods, full supervision, and a well-educated management staff. Using this approach, we have been extraordinarily successful in cost reduction for many firms we service in the valley.

In addition to custodial cleaning service, we also provide the following services.

1. A carpet cleaning department which is fully capable of managing any size or type of job and provide the full range of carpet care needs with a broad range of carpet care needs with a broad range of cleaning methods including dry foam, rotary disc, and hot water extraction.
2. A specialty-cleaning department with the ability to respond to any emergency or unscheduled situation, which may develop i.e., fire clean-up, bursting water pipes, roof leaks, etc.
3. A window washing division capable of performing any glass cleaning requirements, including high rise exterior glass, sky lights, galleries, ceiling tiles, etc.
4. Landscaping services.

We feel that our operation/administrative staff and our physical resources give us a distinct productive management advantage over our competitors in this solicitation.



### **MANAGEMENT AND SUPERVISION**

Our intention at Plan B Facility Services is to provide a fully workable and well-supervised program, to ensure that you receive a program with adequate management and supervision. To make this intent a reality, our plan is to provide the following:

- A. In depth management and administrative support from our main office. This support will include all personnel work, work method study, regular inspections, and program review with your representative.
- B. A trained and qualified crew leader to manage day-to-day operations of the cleaning program, which will meet regularly with the designated representative to coordinate all cleaning services. The crew leader's duties will include:
  - 1. Continual supervision over the assigned work force.
  - 2. Regular quality inspections.
  - 3. Direct performance of all special requests.

The central office, account executive, and crew leader chain of command will ensure the implementation of a well management, supervised cleaning program. As in our other established programs, great emphasis is placed upon on-site management, and supervision. In cleaning supervision ultimately determines the success or failure of the cleaning program. Continued day-to-day motivation by our supervision is a key factor in attaining quality standards, and productivity.

All our personnel are personally interviewed and carefully screened for character and temperament. Only those with a satisfactory work history will be considered for employment. Our personnel will be neatly dressed while in your facility.

Plan B Facility Services believes that employee training is one of the most important ingredients in a high quality and efficient cleaning program. To achieve this, all hourly personnel will complete a training program prior to being assigned to your account. This program will function as a refresher course for those experienced personnel.

Respectfully,

Jose Padilla  
VP of Sales and Operations  
Plan B Facility Services, LLC.  
9299 W. Olive Ave, Suite 208, Peoria, AZ 85345  
[www.planbfacilityservices.com](http://www.planbfacilityservices.com)  
Office: 623-455-8405  
Cell: 602-909-7213



## **Who is Plan B Facility Services & what makes us successful in MLB Facilities?**

We have been affiliated with MLB facilities since 2010. Through the years we have developed an employee structure with clear expectations alongside effective policies & procedures.

Our intention at Plan B Facility Services is to provide a fully workable and well-supervised program, to ensure that you receive a program with adequate management and supervision. To make this intent a reality, our plan is to provide the following:

A. In depth management and administrative support from our central office. This support will include all personnel work, work method study, regular inspections, and program review with your representative.

B. A trained and qualified crew leader to oversee day-to-day operations of the cleaning program, which will meet regularly with the designated representative to coordinate all cleaning services. The crew leader's duties will include:

1. Continual supervision over the assigned work force.
2. Regular quality inspections.
3. Ensure compliance with stocking supplies
4. Direct performance of all special requests.

The central office, account executive, and crew leader chain of command will ensure the implementation of a well management, supervised cleaning program. As in our other established programs, great emphasis is placed upon on-site management, and supervision. In cleaning supervision ultimately determines the success or failure of the cleaning program. Continued day-to-day motivation by our supervision is a key factor in attaining quality standards, and productivity.

All our personnel are personally interviewed and carefully screened for character and temperament. Only those with a satisfactory work history will be considered for employment. Our personnel will be neatly dressed while in your facility.





**FIRM OVERVIEW:** Plan B Facility Services, Inc., is a locally owned and operated janitorial provider in the State of Arizona 9299 W Olive Rd – Peoria AZ; the principals actively manage the business and know the business. More than that, we are client-driven and customer driven. Our business philosophy of local service with related capabilities is the key to our success. We service many locations throughout the valley and operate both commercially and residential divisions along with services to many local city municipalities. We are a "hands-on" company, accomplishing much through a commitment to direct interaction with our clients: Our leadership team has proven itself to be strong, experienced and stable, as a locally owned and operation Janitorial Service Provider. By paying attention to our core business, we continue to bring forth a wealth of fresh ideas, processes, and experiences to strengthen Plan B Facility Services even more. Our committed leadership guides all Plan B Facility Services employees and makes us a responsive leader within the Arizona marketplace. We have a mission that is constant and unwavering: To be our customers' best vendor. **MISSION STATEMENT** Plan B Facility Services' mission is to provide dependable, courteous, and responsive commercial cleaning and facilities maintenance services - and peace of mind - to large, multi-location customers and smaller, single-location customers alike. At PBFS, our principals stand behind every job, every day. We ensure the satisfaction of our customers and promote the growth of our customers, employees and partners through active investment and the enterprising spirit of our Company. This is who we are and how we operate. We are delivering on our commitment to drive excellence into all that we do

**EXPERIENCE:** We provide customized janitorial services tailored to the needs of our clients, within budget, on time, and with an obsessive dedication to getting it right not just the first time, but every time! At Plan B Facility Services, our on-site cleaning specialists are highly trained and motivated to exceed your expectations. With over 15 years industry experience, Plan B Facility Services has been providing an ensure, bonded, and supervised service. You have peace of mind knowing you have highly trained professionals at work for you. Remember, a clean sanitary environment enhances the work experience for your employees, improving morale and increasing worker productivity. Some of the industries we provide value-added janitorial services include: ☐ Offices/Office Buildings ☐ Theaters ☐ Schools ☐ Medical Groups ☐ Banks ☐ Financial Institutions ☐ Retail Stores ☐ Religious Institutions ☐ Restaurants ☐ Factories/Industrial Buildings ☐ Sports Facilities ☐ Institutional Facilities ☐ Government Facilities ☐ Hotels ☐ Transportation Companies ☐ Country Clubs ☐ Residential Communities

**Effective Quality Control (QC)** instills employee pride in their work, improves our reputation for quality service, and promotes productivity. Our project services will be of the highest quality, consistent with best industry practices to assure timely provision of services, optimum tenant satisfaction, and adequate protection of your company's assets.





**Plan B Facility Services (PBFS) Quality Control** Program employs high-standard management and systematic quality control methods. Our QC approach consists of establishing standards of performance, determining performance measurements, measuring actual performance, comparing performance with standards, analyzing deviations, and taking corrective action. This program is dynamic and flexible to adjust to changing requirements during the performance of this contract.

The purpose of the Quality Control Plan is to assure that, on a regular and routine basis, all services are:

1. Performed in a “satisfactory” manner and on schedule;
2. Performed continuously in a manner that will improve quality levels;
3. Inspected to identify the level of service provided, and to document those findings so that the following subsequent actions can be taken:
  - Applicable employees and subcontractors are informed when the level of the work performed is considered to be “noteworthy”
  - Applicable employees and subcontractors are informed when the level of the work has diminished below previous levels, yet is performed at a “satisfactory” level;
  - A Work Request is initiated, for completion no later than the “next day,” to improve upon any task where the level has diminished below previous levels;
  - A Work Request is initiated, for completion no later than the “next day,” for correcting any task which has been rated less than ‘satisfactory.’

The Quality Control Program applies to all services provided to your company. The program is designed to secure:

1. Compliance with the requirements of the contract.
2. Quality workmanship in all areas.
3. Clear, precise, complete, and appropriate work instructions;
4. Review of maintenance/inspection records.
5. A closed-loop system to provide timely correction of identified defects and to prevent recurrence;
6. Supplies and services from vendors/subcontractors that conform to contract requirement and specifications;
7. Comprehensive quality surveillance with supporting objective quality evidence.
8. Customer satisfaction.



## **Inspection Methods**

Our Quality Control Program (QCP) incorporates specific scheduled and unscheduled monitoring of services. Monitoring is performed through methods that provide an accurate measure of the performance of a task at its completion. These monitoring methods include visual inspections, administrative inspections, a preventive maintenance system, consideration of customer complaints, employee involvement through Quality Circles, and formalized inspection sheets.

The Project Manager is responsible for the Quality Control Program and project performance. The Project Manager and the Area Managers direct specific Quality Control activities and inspections. They are responsible for establishing and maintaining a high level of performance by the project staff, independent craftspeople, and subcontractors. There are several levels of inspection in the program including self-inspections using checklists, inspections by lead personnel and shift supervisors, and inspections by the Technical Supervisor and the Project Manager.

When an inspection is conducted, deficiencies to be corrected and those corrected immediately are noted on the inspection report. These reports will be given to our QC Inspectors. When a deficiency cannot be corrected immediately, it will be noted on an Inspection Checklist and tracked until corrective action is completed.

The 100% inspection method demands a close examination of all work requirements compared against defined specifications during a pre-determined performance period. This method is especially effective when a requirement is critical and when inspection of all items is practical.

## **Periodic Inspections**

The periodic inspection method will be used when work is being performed on a frequent and/or continuous basis. This method is especially effective when evaluating repetitive work. Checklists are used to identify what to look for during the inspection, and to provide a method for determining whether the work in progress or the completed work is acceptable or unacceptable. The conclusion is based on the number of checklist items that do or do not meet the stated standards.



## **Random Sampling**

Random sampling is used as an inspection technique when the work being checked is repetitive and sufficiently voluminous to make 100% inspection impractical or unaffordable. This category includes mechanical equipment tours, service call responses, and daily cleaning. Periodic cleaning which is done less frequently may be randomly inspected or 100% inspected. The inspection approach depends on the specific performance being checked.

Both the Area Managers and the Project Manager inspect the work in their respective area in process and at completion. For the Project Manager, this includes a daily walk-through of the areas that have been cleaned that day (periodic inspection). The evening shift custodial supervisors conduct similar inspections at the end of their shifts. The inspection is well defined with checklists for each major task and area. This provides immediate assurance that the custodial work is being properly performed. Observations during the task verify that procedures are being followed; inspections upon completion verify that the desired performance was obtained.

To provide independent assurance of the performance in the operations and maintenance area, the Project Manager will conduct random inspections of your company's facilities. Corporate staff makes independent inspections during their visits as well.

Random sampling is used to inspect a representative sample of work, in lieu of performing 100% inspection. Acceptable or unacceptable performance is determined based on one or two previously defined factors for a specific inspection.

## **Processing Customer Complaints**

Receiving, evaluating, and responding to customer complaints is not, by definition, an inspection method, but it is a strong indicator of substandard performance. Each complaint will be investigated, and corrective action initiated as required. This is a valuable way to prevent subsequent deficiencies, and to effectively demonstrate PBFS's commitment to total customer satisfaction.

The Project Manager will carefully plan the procedures for obtaining and documenting customer complaints. This planning includes developing an aggressive customer complaint program.

Operating instructions outlining the customer complaint program will provide the format and content of a formal customer complaint and the action that can be expected from those assigned to the management and surveillance of contract functions.

The Project Manager will receive the customer complaint, analyze the validity of the complaint, and determine if immediate action is required. If immediate project management action is not required, a copy will be forwarded to the appropriate personnel for necessary corrective action that will include a preliminary on-site inspection of the alleged deficiency. The Project Manager will document all pertinent data in the customer complaint record and forward the complaint to the customer. The complainants will be informed of corrective action being taken. Follow-up surveillance by the Area Managers or Project Manager will be made.





## Summary of Quality Control Inspections

Visual Inspection is singularly the most important method for ensuring current and future performance, broadening the QC database, and allowing early detection of unique problems. Inspections will cover various functions within each inspected unit. The Area Managers will schedule the exact functions to be inspected and will provide the checklist to the inspector. The checklist will change periodically as we gain experience, in order to ensure that all activities, functions, and processes are included. Sufficient repetitive inspections will be made using the same checklist to identify troublesome areas requiring procedural or operational changes.

In addition to its value in spreading the inspection requirement, our scheduling scheme also presents excellent orientation and cross-training techniques for our supervision and employees, thus improving the mutual understanding of problems throughout the project organization. The Project Manager will closely monitor these inspections. Each supervisor will duplicate at least one QC inspection per week and submit checklist reports.

Administrative inspections in the form of audits and analyses of various records and reports, customer complaint files and performance indicators will be conducted by the Project Manager on a frequent but unannounced basis.

A statistical analysis method for establishing frequencies of visual and administrative inspections is a random sampling method accepted industry-wide for its capability in ensuring maximum QC coverage of massive quantities of tasks at limited staffing levels. It provides for a mathematical approach to scheduling for broad coverage and yields earlier detection of specific problems that may develop after a previous inspection. These schedules must be adjusted by the considerations of special problem areas and priorities.

Provisions for employee involvement in quality control will be made for participation in regularly-scheduled sessions. The purpose of these sessions will be to obtain viewpoints and suggestions from all levels regarding ways to improve the quality of services being provided. This will include the need for special controls, processes, and test equipment, special tools, and skills. Workers will be encouraged to actively participate in these discussions. Sufficient notice of meeting times will be given to prospective participants to allow for adequate preparation of material, drawings, sketches, data are required for constructive recommendations. Suggestions with merit relative to quality improvement

and/or cost savings will be implemented, provided the implementation will not conflict with or violate the provisions of the contract. Where a modification to the contract would be required for implementation, a fully documented proposal for contract modification and adoption of the recommended improvement will be presented.



## **Deficiency Prevention**

PBFS's Quality Control Plan is designed to emphasize the prevention and/or early detection of all possible deficiencies. The Corrective Action Plan has proven to be a highly effective tool in the of this goal. However, we do recognize that some deficiencies will occur. In each case, we will respond to an identified deficiency immediately, and completely correct the deficiency to the satisfaction of your company.

## **Identification and Correction of Deficiencies**

The execution of our Quality Control Plan ensures that all work is accomplished in a manner that meets or exceeds the performance standards of the contract. Heavy emphasis is placed on the detection of deficiencies and deficient trends and initiating corrective action BEFORE the expected performance level is affected. We accomplish this by:

- Setting performance levels above requirements;
- Incorporating every employee into the Quality Control effort.
- Using inspection methods that have proven to be effective to monitor work in progress or evaluating completed work;
- Documenting all deficiencies to include those corrected immediately.

Detailed records and reports, including all inspections, deficiencies noted, and corrective action taken, as well as a system of "active files," will complete the management data required to ensure a current and functioning Quality Control Program and to inform your company of the status of our program. All of this data will be available to your company at any time.

The Project Manager and the Area Managers will randomly sample work orders monthly. These work orders will be selected from the active work orders issued. Inspections will be conducted while work is in progress and upon its completion.

Follow-up action on those discrepancies not readily correctable at time of discovery will be the responsibility of the Project Manager. These types of discrepancies may be attributed to faulty equipment, weather, or time restrictions. Any discrepancy or deficiency not correctable within the time constraints of the work order will be immediately reported to the Project Manager and your company.

Proposed corrective actions in response to identified discrepancies will be an agenda item at each weekly staff meeting. When corrective action cannot be initiated immediately, a proposed action date will be scheduled. The Technical Supervisor will track each deficiency until all corrective actions are completed.





## **Deficiency Reports**

If immediate action cannot be taken to correct an identified deficiency, the supervisor will prepare a Deficiency Report. The report will immediately be given to the Project Manager to determine and initiate the appropriate corrective action. The effectiveness of the corrective action will be monitored until the deficiency is corrected to the satisfaction of the Project Manager and your company.

Reports will be maintained by the Project Manager and filed in a suspense file or completed actions file as appropriate. All Quality Control files will be available for review. Files to be maintained include:

1. Submittals and Warranties.
2. Action files of Deficiency Reports;
3. Engineering and Test Reports.
4. Your company's files of Quality Control Plan procedures, sample reports, inspection guides, and checklists;
5. All other correspondence or documentation pertaining to the Quality Control Program.

As indicated above, a file will be maintained of all inspections conducted and corrective actions taken. In addition, summary reports will be forwarded to your company to keep them apprised of the quality levels being obtained or of any negative trend that may be occurring. The file of all inspections conducted will be maintained in our Management Office and will be available for review upon request.

The results of all Quality Control Inspections, including deficiencies noted and corrected on the spot, will be recorded in the Daily Log by the supervisors. The supervisors will immediately identify what corrective actions are required and direct the implementation of the corrective measures.

## **Staffing Resources**

The Project Manager has the final authority and responsibility for establishing and directing the QCP. The Project Manager holds supervisory personnel responsible for an effective program. The Project Manager will be responsible for adequate planning, forceful direction and control in measuring and evaluating the effectiveness of the plan. The responsibilities of the Project Manager are as follows:

1. Ensure that quality control requirements set forth in the Quality Control Program are accomplished.
2. Formulate, administer and, when necessary, modify the QCP to deal with new or specific problems.
3. Act in an advisory capacity on all quality control matters.
4. Review instructions to be certain that the contents relating to the work to be performed are precise, clear, and complete;
5. Monitor and inspect contract records.



The responsibilities of the Area Managers are as follows:

1. Initiate and maintain lines of communication on project quality control programs and performance;
2. Maintain quality control program files and records.
3. Conduct quality inspections of all operations and maintenance activities to assure compliance with contract specifications;
4. Recommend action to correct quality defects.
5. Conduct required QC audits and submit reports to management;

### **Project Manager and Area Managers**

The Project Manager and Area Managers including our coordinator will actively participate in the Quality Control Program. They will:

1. Determine that all activities within their areas of responsibility are performed at an acceptable level, in conformity with contract specifications and effective management practices.
2. Perform QC inspections in accordance with schedules as prepared by the Project Manager and approved by your company;
3. Make immediate corrections for deficiencies identified in their respective areas of responsibility;
4. Impart the Quality Attitude to their workers.
5. Keep the Project Manager apprised of potential QC problems and other matters pertaining to quality performance.

### **Hourly Labor Force Employees**

Hourly labor force employees have the following responsibilities:

1. Work only in accordance with approved safe practices, work methods and procedures;
2. Report any improper or unsafe condition or practice immediately to a supervisor.
3. Undertake no job that is not fully understood.
4. Make suggestions for the improvement of quality and quantity of maintenance, operations and/or services provided to supervision;
5. Attend QC meetings as directed.





## **Procedures**

Well-defined and thoroughly understood work procedures are the keys to any effective Quality Control effort. In order for our maintenance personnel to provide a quality product, they must understand what is to be accomplished, how it is to be accomplished, and the standards that must be met. The quality and completeness of the information provided to them has a direct effect on the quality of the final product. PBFS possesses a thorough knowledge of effective and proven work procedures that will satisfy the full spectrum of operations, maintenance, and minor repair tasks to be performed under this contract.

PBFS will provide direction and assistance, as required, to each employee and subcontractor that we employ to ensure that their work measures up to the standards established by our company and your company. Their compliance with the guidance and/or instructions will be monitored through our Quality Control Program.

The following procedures will be utilized to ensure that all services required under the contract are provided at a satisfactory level of performance:

1. Formal inspections will be conducted by the Project Manager or Technical Supervisor to reach 100% of the building's areas during each month;
2. Formal inspections will be conducted by the Project Manager and the shift supervisors to make certain that all tasks scheduled are inspected a minimum of once a day;
3. Checklists for each area will be prepared and used by each person conducting inspections;
4. All inspections will be documented and charted to be sure that all work performed is being accomplished at a consistently elevated level, or immediately corrected to that level;
5. Perform a minimum of 20% of the inspections on an "unscheduled" basis, without notice.
6. Invite your company to participate in a "Joint Review", which would meet a minimum of every sixty (60) days for the purpose of reviewing service standards and to provide fresh direction. A copy of this inspection report will be forwarded to your company no later than two (2) days after the inspection.
7. Formal "rounds" are scheduled monthly to include the Project Manager, and other supervisors.
8. The Project Manager will conduct quality meetings on a regularly-scheduled basis, but no less than monthly, to review and discuss the results of performance, inspections, schedules and assignments for the preceding period; the goals, strategies and objectives for the upcoming period; and the potential



problems and/or obstacles that may affect the achievement of higher standards, or which may potentially contribute to diminishing quality;

9. Upcoming schedules will be reviewed and compared to preceding schedules to be certain that all services scheduled are complete, or re-scheduled if not up to desired standards, to plan and coordinate actions necessary to prevent any diminishing in quality levels, and to discuss plans and methods of improving quality and quantity of services;

10. Develop a system that can pinpoint "potential" problem areas before they become "actual" problems. Supplement this plan as necessary so that an active inspection schedule is in place monthly;

11. Maintain a file of all inspections conducted and the corrective actions taken;

12. Provide that all inspections conducted, and corrective actions taken are forwarded to your company on the completion date or no later than two (2) working days later.

A valid QCP requires clear, precise, complete and appropriate work instructions as a basis for assuring quality services. A representative listing of the instructions monitored by the QC program to facilitate attainment of this goal is:

1. Standard Operating Procedures (SOP).
2. Operations Procedures.
3. Quality Control Procedures.
4. OSHA and other government manuals and instructions.
5. Manufacturer's Operating, Maintenance and Repair Manuals.
6. Industry Standards
7. Work Orders.
8. Emergency/Service Requests.



### **Inspections for Quality**

As detailed previously, the Project Manager will schedule regular quality inspections. He will perform on-the-job inspections, make reports, and maintain records in accordance with guidelines and directives published by the Project Manager. Results of these audits will be forwarded to the supervisor concerned.

### **Correction of Conditions Adverse to Quality**

Employees will forward reports of discrepancies discovered within their areas of responsibility to the Technical Supervisor who will review the reports and will initiate corrective action.

The Project Manager will audit each area inspected. The audit is concerned with the degree of compliance to QC procedures, the overall effectiveness of the QC program in the area being audited, and the timeliness and effectiveness of corrective actions. Results of these audits are forwarded to the appropriate supervisors.

### **Quality Control Elements**

The following are general elements, which will be used in planning, managing, conducting, and evaluating our quality program for maintenance, repair, and custodial services. They will provide the means of control and verification whereby program management can assure that the quality required for safe, dependable, and economical operation will be achieved.

#### **Control of Parts and Materials**

Adequate control will be maintained over parts and materials to ensure conformance with specified requirements. Purchase orders or contracts and authorized changes thereto will be controlled to ensure incorporation of pertinent technical and quality requirements.

Potential suppliers will be evaluated to ascertain their capabilities for providing the required facilities, services or materials, and their performance will be rated with regard to the quality. Records of these evaluations will be maintained for as long as the suppliers are current or prospective procurement sources.

#### **Control of Purchased Items and Services**

Locally purchased items and services, such as bottled gas, construction materials, or parts, will be evaluated and/or assessed to ascertain conformance with the requirements of applicable standards and specifications. When required, certified test reports and/or a certification stating that all specifications have been met will accompany items. The validity of these certifications will be periodically verified by independent testing.





### **Quality Control Records**

The Project Manager will maintain records to provide evidence of the quality of facilities, services, items and activities. These records will include the results of reviews, inspections, tests, and audits, monitoring of work performance and materials analysis. Closely related data such as qualifications of personnel, procedures and equipment will also be maintained. Quality Control data from all available sources will systematically be collected, analyzed, and utilized for the prevention, detection and correction of deficiencies. The Project Manager will establish requirements for record control and retention. Your company will make Quality Control records available for review or inspection.

### **Reporting**

Quality control inspection results will be recorded on an inspection checklist after each inspection. Copies of each inspection report will be prepared for each project/area/activity inspected, with one copy to the inspected activity and one copy to the Project Manager. The Technical Supervisor and the Project Manager determine quality conformance/non-conformance; note those activities requiring corrective action, and schedule follow-up inspections. A comprehensive narrative report will be prepared for the Project Manager's review and will be submitted to your company within 15 days of quality non-conformance. This report will identify specific quality nonconformity, corrective action taken or recommended, and analysis of trends in performance to eliminate recurrence as well as provide recommended revision of one or more quality standards.

### **Corrective Action**

The Project Manager will establish and maintain a system to ensure that conditions adverse to quality are promptly identified and corrected. The cause for the adverse condition will be determined and action will be taken to minimize or prevent recurrence. The cause of the condition and corrective actions taken will be properly documented.

### **Job Training for Quality**

All employees are responsible for Quality Control at PBFS. Our training for Quality utilizes the On-The-Job method. Coaching, whereby superiors provide guidance and counsel to subordinates in the course of their regular job performance, and job rotation, or moving people through highly diversified and differentiated jobs, allow our employees to be cross-trained and exposed to a wide variety of quality expectations.



Improper work practices may take many forms: using the wrong tool, using a tool incorrectly, failure to understand a work procedure, taking shortcuts, assuming a job is completed without proper follow-up procedures, or failing to practice good housekeeping are a few examples. On-The-Job training, particularly for Quality Control, minimizes errors arising from lack of knowledge. In establishing and executing a quality control program, regular and frequent appraisal of work performance is required. Typically, our performance appraisal system requires a manager to rate each employee's performance according to pre-established performance criteria over a given period of time. In the area of Quality Control, this period is every six (6) months. Training will be initiated in areas where low performance is identified.

Effectiveness of training depends to a great degree on the ability of the instructor. This person will usually be a supervisor who can teach effectively and produce enthusiasm for quality in the work environment. In addition to a coaching method of training, PBFS utilizes Quality Circles as a method for training in Quality Control. PBFS's top management is committed to the concept of Quality Circles and gives it their unqualified support.

#### **Audits**

The Project Manager and our Corporate Office will conduct audits to verify compliance with all aspects of the Quality Control program. Audit results will be documented, and actions will be taken to satisfy audit recommendations.



### EQUIPMENT AND SUPPLIES

The correct selection of equipment and supplies used on each job location is an important part of our program. Only by constantly evaluating the equipment we use are we assured of providing the finest service available.

In the program we have designed for your facility, we will be using only the latest in equipment from the world leading manufacturers.

Through bulk purchasing, and our knowledge of the cleaning industry, we can provide substantial reductions in the cost of restroom supplies and can pass these savings on to our clients. If you would like us to provide toilet tissue, hand soap, hand towels, toilet seat covers, etc. It can be arranged at any time.

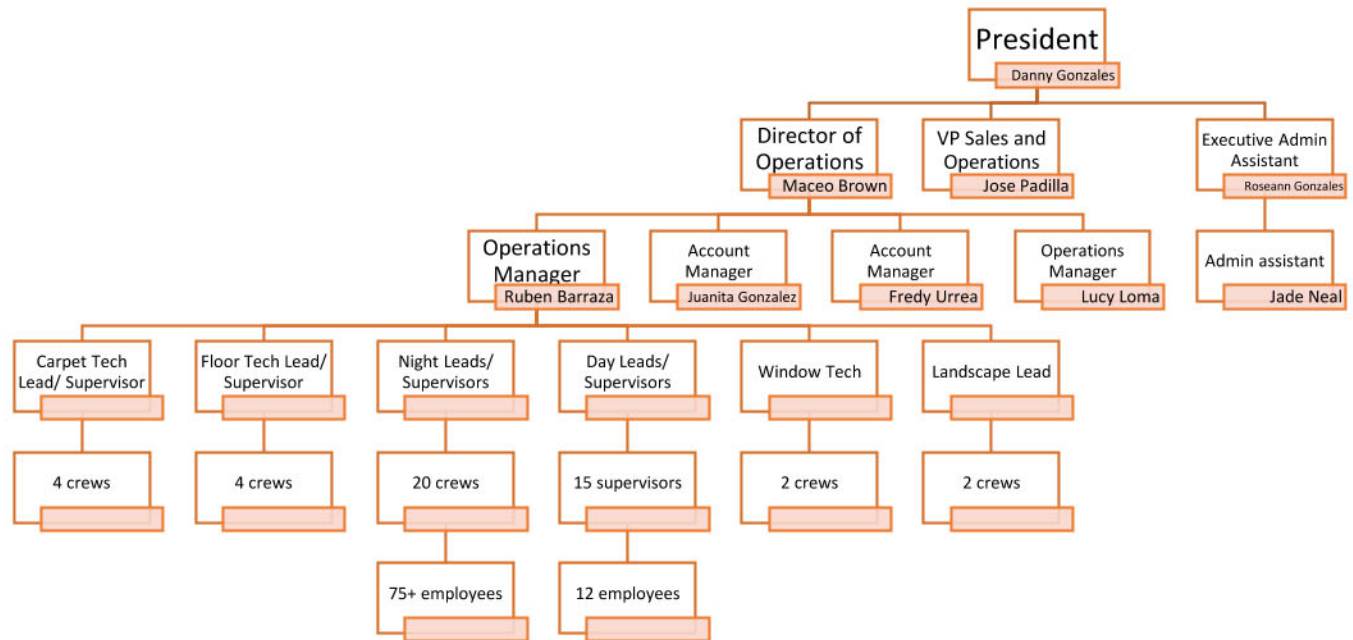
**\*Plan B Facility Services – will provide all required equipment and chemicals to include dispensing stations** where needed to ensure consistent chemical usage and meeting Green and Lead Standards – MSDS Binders and communication logs will be displayed in key areas as required and or designated – All employees in required uniforms per company standard and standard of City of Peoria w/ Company Logo and ID Lanyards. Supplies and equipment provided by Plan B include:

- mops/buckets
- brooms/dust pans/flat mops
- barrels/maids carts/tilt truck
- backpack & upright vacuums
- rags/microfibers (diverse types depending on task being done)
- hoses & foaming gun
- squeegees
- dusters & extensions
- glass cleaning kit
- floor, disinfectant, rest room products, and glass chemicals w/ metering stations
- labeled spray bottles w/ SDS





# Plan B Facility Org Chart





## **KEY PERSONNEL QUALIFICATIONS/ TEAM MEMBERS RESUME:**

### Ruben Barraza – Operations Manager

Deals directly with customer/client regarding day to year management of contract specs and schedules. Ruben manages crews and supervisors to ensure scope of services agreed to are being accomplished. Works directly with crew supervisors/leads to ensure proper game plan is being executed and prepare for any emergencies. Ruben reports directly to Maceo Brown.

### Maceo Brown – Director of Operations

Deals directly with customer/client regarding day to year management of contract specs and schedules. Maceo assist Ruben and also manages crews and supervisors to ensure scope of services agreed to are being accomplished. Maceo also works directly with crew supervisors/leads to ensure proper game plan is being executed and prepare for any emergencies. Maceo reports directly to ownership.

### Juanita Gonzalez – Account Manager

My passion is customer service with more than 20 year's successful experience in the Customer Service Industry whether in the hospitality, large event centers, Commercial Cleaning, restaurant, or the medical facility. I am excellent in working with others and have always had an unwavering commitment to building productive client relationships while solving customer challenges to win customer loyalty. What can I say, I am a people person! Outside of the office I look forward to my family! My 6 kids and 4 grandchildren! That's what I live for. I am an Arizona Native. I am fluent in Spanish

### Fredy Urrea – Account Manager

Hi My Name is a Fredy Urrea. I am now a 13-year resident of sunny AZ and prior 22 year Windy City Dweller. My experience in the building facilities and management started in a big way with my first client being US Cellular Baseball Park and moving on to Chicago Class A buildings. After being transplanted to the valley of the Sun I continue to enjoy to build relationships, problem solve, and facilitate services to clients and their tenants. I look forward to my continue career growth alongside the building development growth of Phoenix and all it surrounding cities.

### Jose Padilla – VP of Sales and Operations

Collaborate with CEO and Operations manager to set and drive organizational vision, operational strategy in sales and operations as well as hiring and general office needs. Assist Operations manager and account managers with management of crews and supervisors to ensure scope of services agreed to are being accomplished.

I have over 25 years of experience in sales, customer service, and sales operations. My passion is helping others achieve their goals. My philosophy of "do what's right, do what's fair, and do your best" has led me on a successful career path and most importantly allowed me to build strong relationships.



## TRANSITION PLAN

PBFS will deploy its transition program to deliver a smooth and worry-free janitorial transition for you and your team. We will ensure all the necessary resources, materials and management are used to mitigate any inconveniences. Action steps in our plan cover operational and business aspects to ensure a successful start-up. Typically, after the start of PBFS service, the most frequent comment by tenants is to see an improvement in cleanliness and service quality.

ID	ACTION STEP	Weeks pre/ post service start									
		4	3	2	1	0	1	2	3	4	
	Meet with customer team to establish timeline	X									
	Review work plan descriptions by employee/position		X								
	Current schedules reviewed & developed for start-up		X								
	HR onboarding process begins - Hiring				X						
	Develop action plan for first two weeks of service		X								
	Equipment, cleaning tools & supplies ordered		X								
	PBFS establishes payroll billing parameters internally				X						
	Billing meeting with customer to understand needs				X						
	Establish performance metrics & KPI's		X								
	Develop On Call list				X						
	Interview pre-screened & experienced staff				X						
	On-site introductions with customer onsite team						X				
	Screening processes completed on service & management staff				X		X				
	Temporary badging process scheduled				X						
	Develop payroll profiles & documents	X									
	Equipment cleaning tools & supplies delivered				X						
	Uniforms assigned		X								
	Begin training: Safety, Equipment & Chemical training				X						
	Establish lines of preferred communication and finalize		X								
	Meet with your management team to address any issues							X	X	X	
	Service quality and performance assessment							X			
	Begin audits after 30 days									X	
	Isolate service deficiencies daily						X	X	X	X	
	Employee morale event: pizza party within 3 days of service start						X				
	Isolate remedial training needs (cleaning, chemical use, equipment training)						X				
	Safety training review of site protocols						X				
	Adjust staffing and distribute to your management wkly for first 3 wks of service							X	X	X	

**NEGOTIATED FEE**

## Pricing Sheet 1

Status	#	Item	Quantity Required	Unit Price	Total Cost
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## Spring Training Pre-Clean

Success: All values provided	#1-1	Spring Training Pre-Clean (Exterior)	1	\$ 5,740.00	\$ 5,740.00
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## Spring Training Game Post-Clean

Success: All values provided	#2-1	Attendance less than 2,000 patrons	1	\$ 1,930.00	\$ 1,930.00
Success: All values provided	#2-2	Attendance more than 2,000 and less than 4,000 patrons	1	\$ 2,418.00	\$ 2,418.00
Success: All values provided	#2-3	Attendance more than 4,000 and less than 6,000 patrons	1	\$ 3,150.00	\$ 3,150.00
Success: All values provided	#2-4	Attendance more than 6,000 and less than 8,000 patrons	1	\$ 3,600.00	\$ 3,600.00
Success: All values provided	#2-5	Attendance of 8,000 patrons or more	1	\$ 5,118.00	\$ 5,118.00
Success: All values provided	#2-6	Double-Header "In-Between" Clean	1	\$ 1,856.00	\$ 1,856.00

## Community Event Post-Clean (Halloween/Easter Event)

Success: All values provided	#3-1	Attendance less than 2,000 patrons	1	\$ 828.00	\$ 828.00
Success: All values provided	#3-2	Attendance more than 2,000 and less than 4,000 patrons	1	\$ 1,100.00	\$ 1,100.00
Success: All values provided	#3-3	Attendance more than 4,000 and less than 6,000 patrons	1	\$ 1,380.00	\$ 1,380.00
Success: All values provided	#3-4	Attendance more than 6,000 and less than 8,000 patrons	1	\$ 1,656.00	\$ 1,656.00
Success: All values provided	#3-5	Attendance of 8,000 patrons or more	1	\$ 1,932.00	\$ 1,932.00

## Community Event Post-Clean (All-American Festival - 4th of July)

Success: All values provided	#4-1	Attendance less than 10,000 patrons	1	\$ 2,208.00	\$ 2,208.00
Success: All values provided	#4-2	Attendance more than 10,000 and less than 15,000 patrons	1	\$ 2,346.00	\$ 2,346.00
Success: All values provided	#4-3	Attendance more than 15,000 and less than 20,000 patrons	1	\$ 2,760.00	\$ 2,760.00
Success: All values provided	#4-4	Attendance more than 20,000 patrons	1	\$ 3,174.00	\$ 3,174.00

## Stadium Councourse Events Post-Clean - Stadium Councourse Events (Rate Per Event) Without Power Washing

Success: All values provided	#5-1	Attendance less than 1,000 patrons	1	\$ 345.00	\$ 345.00
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Success: All values provided	#5-2	Attendance more than 1,000 and less than 2,000 patrons	1	\$ 460.00	\$ 460.00
Success: All values provided	#5-3	Attendance more than 2,000 and less than 3,500 patrons	1	\$ 575.00	\$ 575.00
Success: All values provided	#5-4	Attendance more than 3,500 and less than 5,000 patrons	1	\$ 805.00	\$ 805.00
Success: All values provided	#5-5	Attendance of 5,000 patrons or more	1	\$ 1,035.00	\$ 1,035.00

**Stadium Concourse Events Post-Clean - Stadium Concourse Events (Rate Per Event) With Power Washing**

Success: All values provided	#6-1	Attendance less than 1,000 patrons	1	\$ 460.00	\$ 460.00
Success: All values provided	#6-2	Attendance more than 1,000 and less than 2,000 patrons	1	\$ 575.00	\$ 575.00
Success: All values provided	#6-3	Attendance more than 2,000 and less than 3,500 patrons	1	\$ 690.00	\$ 690.00
Success: All values provided	#6-4	Attendance more than 3,500 and less than 5,000 patrons	1	\$ 1,035.00	\$ 1,035.00
Success: All values provided	#6-5	Attendance of 5,000 patrons or more	1	\$ 1,265.00	\$ 1,265.00

**Stadium Events/Concerts/Festivals Post-Clean - Stadium Events Post-Clean (Rate Per Event) Without Power Washing**

Success: All values provided	#7-1	Attendance less than 1,000 patrons	1	\$ 1,104.00	\$ 1,104.00
Success: All values provided	#7-2	Attendance more than 1,000 and less than 2,500 patrons	1	\$ 1,380.00	\$ 1,380.00
Success: All values provided	#7-3	Attendance more than 2,500 and less than 5,000 patrons	1	\$ 1,656.00	\$ 1,656.00
Success: All values provided	#7-4	Attendance more than 5,000 and less than 7,500 patrons	1	\$ 2,208.00	\$ 2,208.00
Success: All values provided	#7-5	Attendance more than 7,500 and less than 10,000 patrons	1	\$ 2,484.00	\$ 2,484.00
Success: All values provided	#7-6	Attendance of 10,000 patrons or more	1	\$ 2,760.00	\$ 2,760.00

**Stadium Events/Concerts/Festivals Post-Clean - Stadium Events Post-Clean (Rate Per Event) With Power Washing**

Success: All values provided	#8-1	Attendance less than 1,000 patrons	1	\$ 1,380.00	\$ 1,380.00
Success: All values provided	#8-2	Attendance more than 1,000 and less than 2,500 patrons	1	\$ 1,656.00	\$ 1,656.00
Success: All values provided	#8-3	Attendance more than 2,500 and less than 5,000 patrons	1	\$ 2,208.00	\$ 2,208.00



Success: All values provided	#8-4	Attendance more than 5,000 and less than 7,500 patrons	1	\$ 2,484.00	\$ 2,484.00
Success: All values provided	#8-5	Attendance more than 7,500 and less than 10,000 patrons	1	\$ 2,760.00	\$ 2,760.00
Success: All values provided	#8-6	Attendance of 10,000 patrons or more	1	\$ 3,036.00	\$ 3,036.00

Spring Training Pre-Clean (Interior)

Success: All values provided	#9-1	Spring Training Pre-Clean (Interior)	1	\$ 2,812.00	\$ 2,812.00
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## Pricing Sheet 2

Status	#	Item	Quantity Required	Unit of Measure	Unit Price	Total Cost
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## Spring Training Game Supervisor/Porter

Success: All values provided	#1-1	Game Supervisor	1	Hour	\$ 24.50	\$ 24.50
Success: All values provided	#1-2	Game Porter	1	Hour	\$ 21.75	\$ 21.75

## Event Supervisor/Porter

Success: All values provided	#2-1	Event Supervisor	1	Hour	\$ 24.50	\$ 24.50
Success: All values provided	#2-2	Event Porter	1	Hour	\$ 21.75	\$ 21.75

## Weekly Housekeeping

Success: All values provided	#3-1	Weekly Housekeeping (Interior)	1	Day	\$ 115.00	\$ 115.00
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## Interior Event Porter

Success: All values provided	#4-1	Event Supervisor	1	Hour	\$ 24.50	\$ 24.50
Success: All values provided	#4-2	Event Porter	1	Hour	\$ 21.75	\$ 21.75

## Extra Work

Success: All values provided	#5-1	Porter Services - as needed	1	Hour	\$ 21.75	\$ 21.75
Success: All values provided	#5-2	Power Washing Services – as needed	1	Hour	\$ 35.00	\$ 35.00
Success: All values provided	#5-3	Carpet Extraction/Shampoo	1	Sq. Ft.	\$ 0.11	\$ 0.11
Success: All values provided	#5-4	Ceramic Tile Floor Refinishing	1	Sq. Ft.	\$ 0.15	\$ 0.15
Success: All values provided	#5-5	Concrete Floor Resealing	1	Sq. Ft.	\$ 0.30	\$ 0.30

Pricing Sheet 3

Status	#	Item	Quantity Required	Unit of Measure	Unit Price	Annual Price	Total Cost
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Other Locations Cleaning

Success: All values provided	#1-1	City of Peoria Neighborhood Parks – ( days per wk)	1	Week	\$ 5,481.00	285,021	\$ 5,481.00
Success: All values provided	#1-2	City of Peoria Community Parks - (7 days per wk)	1	Week	\$ 2,415.00	125,580	\$ 2,415.00
Success: All values provided	#1-3	City of Peoria Community Pools (3 days per wk)	1	Week	\$ 210.00	10,920	\$ 210.00
Success: All values provided	#1-4	City of Peoria Community Pools (2 days per wk)	1	Week	\$ 140.00	7,280	\$ 140.00
Success: All values provided	#1-5	Rio Vista Recreation Center (7 days per wk)	1	Week	\$ 2,000.00	104,000	\$ 2,000.00

Rio Vista Recreation Center Will not be a part of this contract.



**City of Peoria**

**FINANCE DEPARTMENT  
MATERIALS MANAGEMENT**

## CONTRACT AUTHORIZATION AND SIGNATURE – COVER SHEET

(This cover sheet is for internal City routing only and is not a part of contract)

### CONTRACT DETAILS

<input type="checkbox"/> New Contract	<input type="checkbox"/> Amendment	<input checked="" type="checkbox"/> Extension	<input type="checkbox"/> Other: _____
Purchasing Job Number: P23-0030		Buyer Name: Drew Ashmun /DG	
Vendor / Contractor: Plan B Facility Services			
Contract Title: Parks and Recreation Janitorial Services			
Description: Extension one of three.			
Contract Type: <input type="checkbox"/> One Time <input checked="" type="checkbox"/> Term		Initial Term: 5	Remaining Term: 3

### FINANCIAL DETAILS

City Department: Parks and Recreation	Department Rep: Dan Bachman
Budget Account #: _____	CIP#: _____
A. This document amount:	\$ _____
B. Total of all previous executed amounts for this contract:	\$ _____
C. Total Contract Amount:	\$ _____

### APPROVALS

Council Approval Required?: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes: Council Date: _____	
Special Instructions: Master contract and extensions can be found:  <a href="https://peoriaaz.bonfirehub.com/contracts/137518/documents">https://peoriaaz.bonfirehub.com/contracts/137518/documents</a> (Copy and Paste link)	
Department Manager: _____	Risk Manager: _____
Department Director: <u>    <i>Br. Ash</i>    </u>	City Manager: _____
Deputy City Manager: _____	City Attorney: <u>    <i>Brad K. Keogh for</i>    </u>
Materials Manager: <u>    <i>Christine Finney</i>    </u>	City Clerk: <u>    <i>Agnes Goodwine</i>    </u>

CONTRACT NUMBER: ACON00423A      REFERENCE DOCUMENT(S): \_\_\_\_\_



# CONTRACT AMENDMENT

Solicitation No: P23-0030 Page 1 of 1  
 Description: Parks and Recreation Janitorial Services  
 Amendment No: One (1) Date: 01/09/2025

**Materials Management  
Procurement**  
 9875 N. 85th Ave., 2nd Fl.  
 Peoria, AZ 85345  
 Telephone: (623) 773-7115  
 Fax: (623) 773-7118

**Buyer:** Drew Ashmun / DG

In accordance with the Contract Special Terms and Conditions, Contract Extension, the above referenced contract shall expire on **01/16/2025** and is hereby extended. **Extension One (1) of Three (3).**

The New Contract Term is: **01/17/2025 to 01/16/2026.**

A copy of the current or renewal Certificate of Insurance must be provided to [insurancecerts@peoriaaz.gov](mailto:insurancecerts@peoriaaz.gov).

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

*J Padilla*

1/23/25 09:23 MST

Jose Padilla, VP  
Sales & Operations  
Typed Name and Title

Plan B Facility Services, LLC  
Company Name

Signature

Date

9299 W. Olive Ave, Suite 208  
Address

Peoria  
City

AZ  
State

85345  
Zip

Attested by:

*Agnes Goodwine*

Agnes Goodwine, City Clerk

CC Number



City Seal  
Copyright 2003  
City of Peoria, Arizona

ACON00423A  
Contract Number

*Chris Calcaterra*

Director: Chris Calcaterra, Parks & Recreation Director

*Dan Bachman*

Department Rep: Dan Bachman, Parks & Community  
Facilities Manager

Approved as to Form:

*Brad K. Keogh for*

Emily Jurmu, City Attorney

The above referenced Contract Amendment is hereby Executed:

01/27/2025

at Peoria, Arizona

*Christine Finney*

Christine Finney, Materials Manager

**LINKING AGREEMENT  
FOR COOPERATIVE PURCHASE**

PLAN B FACILITY SERVICES, LLC  
JANITORIAL SERVICES

**EXHIBIT B**  
SCOPE OF WORK AND PRICING

See the following pages.





January 8, 2025



6401 E Lincoln Dr  
Paradise Valley, AZ 85253

RE: Proposal for nightly cleaning

Mr. Deserano, thank you for allowing us the opportunity to submit to you our proposal for the nightly cleaning.

We are an established organization that has built a successful business by supplying a closely supervised service at a reasonable price. We continually keep abreast of the latest equipment and materials necessary in performing our services.

All our dealings with you are kept in strictest confidence; all calls and correspondence from you are immediately answered, and any difficulties are rectified immediately. We carry complete insurance coverage, and all certificates will be supplied upon request.

We look forward to hearing from you so that we may begin a satisfactory relationship that will last for many years.

Respectfully,

Jackie Trevizo

**Operations Account Manager**  
**Plan B Facility Services, LLC.**  
**9299 W. Olive Ave, Suite 208, Peoria, AZ 85345**  
**[www.planbfacilityservices.com](http://www.planbfacilityservices.com)**  
**Office: 623-455-8405**  
**Cell: 602-448-1346**



In the service industry, a maintenance company has no real physical product that can be examined or measured. We are judged entirely by the standards set by our customers. Our goals are to see that our clients receive the highest level of service we can provide. We have implemented and continuously updated our training programs to assure total maximum productivity. Performance standards must not only be established and met, but also surpassed.

### **SERVICES PROVIDED**

We provide a comprehensive building maintenance service including porters and matrons; a floor maintenance program utilizing trained personnel functioning independently of the regular staff; window cleaning performed by craft employees; and other specialized services.

### **QUALITY CONTROL**

The primary reason for our success has been our concern and attention to the needs of EACH of our customers. We pioneered the concept of Area Account Managers, whereby a specific individual is assigned a limited number of accounts within a defined geographical area to oversee our performance in accordance with the following procedures:

- 1) On a pre-determined basis, our regional account manager assigned to your facility will visit with your representative to take a tour of your facilities to ascertain and maintain the quality of services at the level required by your organization.
- 2) Thereafter, this individual shall meet with our staff to review any deficiency found to exist during the tour.
- 3) A logbook is maintained on the desk of your representative upon request, for the purpose of noting any special request, need or requirement.

All necessary cleaning supplies, equipment, and labor are to be furnished by Plan B Facility Services, LLC. Unless otherwise indicated by the customer. Any condition of faulty equipment, plumbing, locks, electrical appliances, evidence of vermin or any other irregularities will be reported immediately.



## Cleaning Specifications / Scope of work

### Common Areas

- Empty all trash cans and recycle bins
- Dust all fixtures and office furniture-reposition as required
- Spot Clean windows
- Polish all wooden counters and table tops – monthly
- Wipe all wall surfaces - monthly
- Vacuum all carpeted areas
- Wipe down light switches, disinfect phones, baseboards and kick plates
- Sweep and Mop floors
- Clean Glass Entry Door interior / exterior
- Wipe down tops of door frames
- Clean water fountains
- Clean/disinfect customer service counter surfaces

### Office Cleaning

- Empty all trash cans and recycle bins
- Vacuum carpeted area
- Dust computer screens – weekly
- Low and High dusting including wall ornaments, clocks, shelves and partition tops - weekly

### Gym

- Empty all trash cans and recycle bins
- Dust mop all hard floor surface areas
- Dust all window sills – inspect walls and wipe off prints/marks/scuffs
- Clean all mirrors weekly and spot clean daily or as needed
- Clean from top to bottom Holding cells – PD Only / weekly

### Restrooms

- Empty all trash cans – wipe down as needed – place in trash in designated area
- Re-stock all soap, toilet paper, paper towels, toilet seat covers, sanitary napkin dispenser
- High dust and low dust all areas
- Clean and disinfectant all fixtures, dispensers, sinks, toilet bowls, urinals
- Sweep and Mop floors
- Clean all mirrors and wipe down all partitions – including walls, spot clean as needed
- Clean and shine all bright work with stainless steel polish.
- Remove smudges and graffiti from restroom walls and surfaces.



### Employee Breakroom

- Empty all trash cans and recycle bins
- Dust mop all hard surface areas
- Damp mop all hard surface areas
- Clean and disinfect all kitchen chairs, tables, counter tops and sinks
- Clen underneath all countertop equipment
- Wipe clean exterior of refrigerator
- Wipe clean interior/exterior of microwaves

### Pricing Schedules

Public Works – 4x per week (Mon – Thurs)	\$885.00 per month
Police Department – 5x per week (Mon – Thur & Sat)	\$2,860.00 per month
Town Hall – 5x per week (Mon – Fri)	\$2,288.00 per month
Municipal Court – 4x per week (Mon – Thur)	\$1,326.00 per month

### Work Order Authorization

#### Plan B Facility Services

9299 W Olive Ave, Suite 208  
Peoria, AZ 85345

Jose Padilla VP of Sales & Operations

2/7/25  
Date

#### Town of Paradise Valley

6401 E Lincoln Dr  
Paradise Valley, AZ 85253

Andrew Ching

Town Manager

Printed Name

Title

DocuSigned by:

5B8E4040A9944A3...

2/13/2025

Authorized Client Signature

Date

**LINKING AGREEMENT  
FOR COOPERATIVE PURCHASE**

PLAN B FACILITY SERVICES, LLC  
JANITORIAL SERVICES

**EXHIBIT C**  
SPECIFIC REQUIREMENTS/OPTIONS OF TOWN

Notices: All notices required under the Linking Agreement shall be sent to:

Isaac Chavira, Public Works Director  
Town of Paradise Valley  
6401 E. Lincoln Drive  
Paradise Valley, Arizona 85253

With mandatory copy to:

Town Attorney  
Town of Paradise Valley  
6401 E. Lincoln Drive  
Paradise Valley, Arizona 85253