REQUEST FOR PROPOSALS (RFP)
FACILITIES JANITORIAL SERVICES

Deadline for submissions:

November 12, 2026

Time: 3:00 p.m.

City of San Dimas

Parks & Recreation Department

245 E Bonita Ave, San Dimas, CA 91773

parksrecreation@sandimasca.gov

909-394-6230

The City of San Dimas

The City of San Dimas is home to approximately 33,789 residents, who enjoy its beautiful open spaces and small-town charm. The City is a short commute to Los Angeles and other business centers in Southern California. It is a suburban City with planned business and shopping districts.

INTRODUCTION

The City of San Dimas ("City") is seeking proposals from qualified firms to provide Facilities Janitorial Services. The initial term of the contract will be January 1, 2027 to June 30, 2030, or forty-two months with the conditions of two (2) additional one (1) year extensions. The required services and performance conditions are described in the Scope of Work. Proposals from qualified firms will be due by 3:00 p.m. on Thursday, November 12, 2026.

1. ATTACHMENTS

The attachments below are included with this Request for Proposals (RFP) for your review and submittal (see asterisk):
Attachment A – Proposer's Information Form*
Attachment B – Scope of Work
Attachment C – Scope of Work Details and Frequencies
Attachment D – Cost Proposal Form*
Attachment E – Extra Work "A la carte" pricing*
Attachment F – Buildings Description and Pictures
Attachment G – Performance Deficiency Notice

The items identified with an asterisk (*) shall be filled out, signed by the authorized representative of the company and returned with submittal.

2. INSTRUCTIONS TO PROPOSERS

2.1 Mandatory Pre-Proposal Job-Walk – Monday, October 26, 2026 @ 1:30 pm
The purpose of this meeting is to establish an understanding of the scope of work, review specifications and tour facilities. Not all facilities will be toured, and it is the proposer's responsibility to visit each site prior to submitting their proposal. The meeting will be conducted in City Hall located at 245 E. Bonita Avenue, San Dimas, CA, on ***Monday, October 26, 2026, at 1:30 pm.*** Please contact Daniel Ford, Facilities Maintenance Manager, via email at dford@sandimasca.gov if you have any questions.
***** Only proposals from attendees on the mandatory job-walk will be considered. *****

2.2 Examination of Proposal Documents
The submission of a proposal shall be deemed a representation and certification by Proposer that they:

2.2.1 Have carefully read and fully understand the information that was provided by the City to serve as the basis for submission of this proposal.

2.2.2 Have the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.

2.2.3 Represent that all information contained in the proposal is true and correct.

2.2.4 Did not, in any way, collude; conspire to agree, directly or indirectly, with any person, firm, corporation or other Proposer regarding the amount, terms or conditions of this.

2.2.5 Acknowledge that the City has the right to make any inquiry it deems appropriate to substantiate or supplement information supplied by Proposer, and Proposer hereby grants the City permission to make these inquiries, and to provide all related documentation in a timely manner.

2.2.6 The RFP cannot identify every specific task or activity that may be required to successfully and completely implement the Project. Proposers are responsible for thoroughly reviewing and understanding the general requirements and areas identified in the Scope of Work and for including in their proposals all materials, equipment, tasks and subtasks, personnel, man-hours, labor, and all direct and indirect costs necessary to fully perform and complete the services described herein.
Proposers shall not rely upon, take advantage of, or otherwise benefit from any errors or omissions contained in this RFP or any of its associated documents. If the City identifies any errors, omissions, inconsistencies, or clarifications requiring correction, the City will provide appropriate instructions or revisions through a formal addendum to the RFP.

2.2.7 No request for modification of the proposal shall be considered after its submission on grounds that Proposer was not fully informed to any fact or condition.

2.3 Questions/Clarifications (RFI) – Wednesday, October 28, 2026

Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, questions or comments regarding this RFP must be put in writing and emailed to dford@sandimasca.gov no later than ***Wednesday, October 28, 2026***.

Responses from the City will be communicated in writing to all recipients of this RFP. Inquiries received after the date stated will not be accepted and will be returned to senders without response.

2.4 Submission of Proposals – Thursday, November 12, 2026

All proposals shall be submitted to: City of San Dimas City Clerk's Office, 245 E. Bonita Ave., San Dimas, CA 91773. Proposals must be delivered no later than ***3:00 p.m. on Thursday, November 12, 2026***. All proposals received after that time will be returned to the Proposer unopened.

All proposals shall be submitted in a sealed envelope and bear the Proposer's name and address clearly marked, "RFP Facilities Janitorial Services".

2.5 Withdrawal of Proposals

A Proposer may withdraw its proposal at any time before the expiration of the time for submission of proposals as provided in the RFP by delivering a written request for withdrawal signed by, or on behalf of the Proposer.

2.6 Rights of the City of San Dimas

This RFP does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. The City reserves the right to:

- Make the selection based on its sole discretion;
- Reject any and all proposals;
- Issue subsequent Requests for Proposals;
- Postpone opening for its own convenience;
- Remedy technical errors in the Request for Proposals process;
- Negotiate with any, all or none of the Proposers;
- Accept other than the lowest offer;
- Waive informalities and irregularities in the Proposals and/or
- Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the City.

An agreement shall not be binding or valid with the City unless and until it is executed by authorized representatives of the City and of the Proposer.

3. PROPOSED TENTATIVE TIMELINE

The tentative RFP timeline is as follows:

RFP Publish	October 15, 2026
Pre-Proposal Job-Walk Meeting	October 26, 2026 @ 1:30 pm (Mandatory)
RFI/Questions Due	October 28, 2026
Responses/Addendum Issued	November 3, 2026
Proposals Due	November 12, 2026
Anticipated Contract Award	December 8, 2026
Contract Start Date	January 1, 2027

4. INFORMATION TO BE SUBMITTED

These instructions outline the guidelines governing the format and content of the proposal and the approach to be used in its development and presentation. The intent of the RFP is to encourage responses that clearly communicate the Proposer's understanding of the City's requirements and its approach to successfully provide the products and/or services on time and within budget. Only that information which is essential to an understanding and evaluation of the proposal should be submitted. Items not specifically and explicitly related to the RFP and proposal, e.g. brochures, marketing material, etc. will not be considered in the evaluation.

a. Completed Proposer's Information Form (Attachment A)
b. Cost Proposal Form (Attachment D)
c. "A la carte" Pricing (Attachment E)
d. Deficient Performance Notice (Attachment G)
e. Department of Industrial Relations Janitorial Service Provider Registration
f. 6-month schedule of non-daily services
g. List of locations and number of personnel designated to perform services
h. Insurance Provider Proof of Insurance Letter

The fee information is relevant to a determination of whether the fee is fair and reasonable in light of the services to be provided. Provision of this information assists the City in determining the firm's understanding of the project, and provides staff with tools to negotiate the cost, provided in table (See Table, Attachment D). Include any other cost and price information that would be contained in a potential agreement with the City.

Attachment A - Proposer's Information Form

*TO BE COMPLETED AND RETURNED BY 3:00 P.M. NOVEMBER 12, 2026

PROPOSER INFORMATION

Business Name: _____ Phone: _____

Address: _____ FAX: _____

Contact person Name & Title: _____

Phone:_____ Email: _____

If selected, Proposer intends to carry on the business as (check one):

Individual ☐ Joint Venture☐ Limited Liability Company ☐

Partnership ☐ Corporation ☐ Other ☐

PROPOSER SIGNATURE

No proposal shall be accepted which has not been signed in ink in the appropriate space below: By signing below, the submission of a proposal shall be deemed a representation and certification by the Proposer that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and they have read and understand the RFP.

1. If Proposer is INDIVIDUAL, sign here:

   Proposer's Signature : _____

   _____ _____

   Proposer's Name and Title Date

2. If Proposer is PARTNERSHIP or JOINT VENTURE; at least two (2) Partners shall sign here:

   _____ _____

   Member of the Partnership or Joint Venture Name Date

   _____ _____

   Member of the Partnership or Joint Venture Name Date

3. If Proposer is a CORPORATION, the duly authorized officer shall sign as follows:

   Signature: _____

   _____ _____

   Printed Name and Title Date

REFERENCES

Provide relevant client references.

1) Client/Organization Name: _____

   Contact Person and Title: _____

   Phone:_____ Email:_____

   Project or Services Provided:_____

   _____

   _____

2) Client/Organization Name: _____

   Contact Person and Title: _____

   Phone:_____ Email:_____

   Project or Services Provided:_____

   _____

   _____

3) Client/Organization Name: _____

   Contact Person and Title: _____

   Phone:_____ Email:_____

   Project or Services Provided:_____

   _____

   _____

4) Client/Organization Name: _____

   Contact Person and Title: _____

   Phone:_____ Email:_____

   Project or Services Provided:_____

   _____

   _____

Attachment B - Scope of Work

PROJECT DESCRIPTION

The City of San Dimas is requesting qualified Service Providers to submit proposals including a pricing schedule and a summary of qualifications for providing Janitorial Services according to the City's specifications and all other terms and conditions. The requested services consist of furnishing all labor, materials, supplies and equipment to perform Facilities Janitorial Services in the City of San Dimas, in accordance with the specifications and conditions specified in the Request for Proposal issued by the City of San Dimas. Request for Proposal documents are available at San Dimas City Hall- Parks and Recreation Department, located at 245 E Bonita Ave., San Dimas, California or on www.sandimasca.gov.
Sealed proposals shall be received in the City of San Dimas City Clerk's Office at the above indicated address on or before 3:00 P.M., Thursday, November 12, 2026.

SCOPE OF WORK

The work will consist of providing janitorial services according to the details and frequencies for eight (8) City buildings and six (6) park restrooms; a daytime janitor who works on-site during business hours; support at up to 6 City special events per year; and regular deeper cleaning such as floor waxing, carpet cleaning, window washing, or commercial kitchen cleaning. See Attachment C for full task list.

LOCATION OF THE WORK

Notice is hereby given that the City of San Dimas, "City", Los Angeles County, California will receive proposals for the furnishing of Janitorial Services, "Service Provider", for all City Facilities as listed below. The proposal is for service and supplies. Following is a list of each building location to be included in this Request for Proposal and Qualifications:

Facility:	**Address:**
City Hall	245 E. Bonita Ave.
Community Building	245 E. Bonita Ave.
Senior Center	201 E. Bonita Ave.
San Dimas Recreation Center	990 W. Covina Blvd.
Walker House	121 N. San Dimas Ave.
Martin House	246 E. Bonita Ave.
Marchant Park Recreation Building	425 Juanita Ave.
Ladera Serra Park Recreation Building	975 Calle Serra
Park Restrooms:	
Pioneer Park	225 S. Cataract Ave.
Lone Hill Park	500 N. Shellman Ave.
Via Verde Park	1010 Puente St.
Marchant Park	425 Juanita Ave.
Horsethief Canyon Park	301 Horsethief Canyon Rd.
Sports Plex	763 Cypress Ave.

WORK SCHEDULE

The Service Provider employees shall complete all the work required under the Request for Proposal documents as specified in the contract documents.

The Service Provider must include with their proposal a running 6-month schedule of all non-daily tasks such as floor waxing, carpet cleaning, partition glass cleaning etc. Updates to the schedule must be submitted for review by the 1st of every month thereafter. Service Provider shall include a daily schedule (seven (7) day per week schedule), no later than the Thursday prior to the start of the week, of manpower and assignments to be completed in San Dimas. This schedule shall serve as the minimum manpower requirement to adequately service the contract and should be reflected in the Information to be Submitted.

The term daily refers to all days that the Service Provider is required to clean. For security purposes, all personnel shall follow an approved work schedule specifying the exact work hours and number of personnel permitted in each building at any given time. Employees should wear company uniforms and identification badges.

A Holiday will be considered a non-working day and shall be deducted from the monthly invoice accordingly. **EXCEPT** for Park Restrooms that require year-round service, the following holidays will be observed:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

Failure to perform and or provide scheduled work, sufficient manpower, updated schedules, proposed changes, or any cause of loss to the City may result in penalties or deficiencies according to details prescribed herein.

TASKS

1. Tasks that are to be performed **DAILY** shall be performed during non-operational hours and must be completed before 6am.

2. Tasks that are to be performed **WEEKLY** shall be performed during non-operational hours and must be completed before Friday morning at 6am.

3. Tasks that are to be completed **MONTHLY** shall be performed during the **third** week of every month, during non-operational hours and must be completed before Friday morning at 6am.

4. Tasks that are to be performed **BI-MONTHLY** shall be performed during the **second** week of the month, during non-operational hours, and must be completed before Friday morning at 6:00 a.m. The months are scheduled below:
    a. January
    b. March
    c. May
    d. July
    e. September
    f. November

5. Tasks that are to be performed **QUARTERLY** shall be performed during the **second** week of the month, during non-operational hours and must be completed before Friday morning at 6:00 a.m. The months are scheduled below:
    a. March
    b. June
    c. September
    d. December

6. Tasks that are to be performed **ANNUALLY** shall be performed during the **second** week of the month, during non-operational hours and must be completed before Friday morning at 6:00 a.m. The months are scheduled below:
    a. January

NOTES

Task specific items may be scheduled outside of non-operational hours by approval only.

PERSONNEL

All employees must be at least eighteen (18) years of age and thoroughly trained and qualified in the work assigned to them. Service Provider shall provide performance improvement methods should an employee's performance be noted deficient. The City may require the Service Provider to remove any employee from work on City facilities, and the Service Provider shall do so promptly. Employees, whether assigned to any one facility or as part of a crew serving any number of facilities, shall include at least one individual who speaks the English language proficiently. Employees must also be physically capable of the duties assigned to them, including lifting/moving heavy items, climbing ladders, etc.

Employee Roster and Designations: The Service Provider shall submit and maintain an up-to-date roster of all employees assigned to or engaged in the performance of services under this Contract, including each employee's name, job title/designation, and assigned duties. The roster shall be submitted to the Contracting Authority upon commencement of the Contract and updated promptly whenever changes occur in personnel or their designations. The Contractor shall ensure that the roster remains accurate and current throughout the Contract term.

Only authorized employees of the Service Provider may perform any services. In the event of the absence of an employee, for any reason, only an authorized employee of the Service Provider may act as a substitute. All paperwork, documents, magnetic media, and any other media at City offices are confidential and privileged. Service Provider's employees are not authorized to read or make use of any paperwork on or in any desks or offices.

The City reserves the right to conduct background checks for each contract employee for criminal offenses. Service Provider shall require each of their employees to utilize uniforms depicting the company logo and name tags or badges while conducting City business. Failure to meet this requirement will result in a monetary penalty according to the Deficient Performance section.

EMPLOYEE BACKGROUND SCREENING AND CERTIFICATION

The Service Provider shall, at its sole cost and expense, ensure that all employees and other personnel assigned to perform janitorial services under this Contract undergo a comprehensive background screening conducted by a licensed and qualified background screening company, in accordance with applicable federal, state, and local laws.

At a minimum, the screening shall include verification of identity, employment history, and a criminal history background check, to the extent permitted by applicable law. Screening shall be appropriate to the nature of the janitorial services, including access to City facilities, offices, equipment, and potentially sensitive or restricted areas.

Prior to an individual's first shift or assignment under this Contract, the Service Provider shall provide the City with written certification confirming that the required background screening has been completed and that the individual has met the Service Provider's established, job-related screening standards. No individual shall be permitted to perform services under this Contract until the required screening has been completed and the written certification has been submitted to the City.

The Service Provider shall maintain accurate records of completed screenings and certifications and provide confirmation of compliance with the City upon request, subject to applicable privacy and confidentiality laws. All replacement personnel and newly assigned personnel shall satisfy these requirements before beginning work under this Contract.

The Service Provider shall be solely responsible for all costs associated with background screenings, verifications, certifications, and compliance with this provision. If an individual does not meet the Service Provider's established screening standards or is otherwise determined to be unsuitable for the assigned duties, the Service Provider shall not assign that individual to perform services under this Contract and shall provide a qualified replacement at no additional cost to the City.

The Service Provider shall ensure that all screening procedures are conducted consistently, professionally, and in compliance with applicable laws governing background checks, employment decisions, and the handling of personal information.

SUPERVISION

All work shall be performed by employees directly employed and supervised by the Service Provider. The Service Provider shall perform management and technical supervision required to complete the work according to the specifications provided by the City. Employee(s) assigned to supervise the work shall be readily available, responsive to the City's representative(s) and capable of speaking and understanding the English language and have the authority to make decisions related to the management of the activities performed by the Service Provider's employees.

The Service Provider shall be available by telephone during business hours, Monday through Friday, from 6:00 a.m. to 5:00 p.m. Failure to respond to a City representative within 30 minutes of a call will result in a monetary penalty under the Deficient Performance section.

During contract service hours, the Service Provider shall remain available and respond immediately to correct any missed or substandard service resulting from negligence that may cause a loss to the City. Any resulting loss shall be subject to a monetary penalty equal to the amount of the loss or assessed in accordance with the Deficient Performance section.

SUPPLIES

The Service provider shall furnish, as part of this agreement, all necessary cleaning supplies and equipment to clean and maintain the use of the facility, including but not limited to carts, containers, baskets, vacuum cleaners, dust and damp mops, brushes, etc. to perform the specifications identified herein. All supplies shall be of commercial quality and not designated for residential use. The Service Provider shall maintain Janitor Closet and equipment in a safe and clean condition. The City shall furnish the following products: toilet paper, paper hand towels, seat protectors, soap products, enzyme solution, and trash liners, urinal screens, and air fresheners as necessary for the public to utilize the facilities in a proper manner. The Service provider will provide two separate supply lists of needed City-provided supplies for the Janitorial closet inventory, one for Civic Buildings and one for Park Restrooms, to the assigned City representative(s).

Service Provider shall abide by and enforce all Cal/OSHA chemical labeling practices for all cleaning products and/or materials used on-site. Violations will be cited according to the deficient performance clause. A submittal of all products shall be submitted for review, and the City shall have final approval.

EXTRA WORK

Extra Work must be authorized by the City and shall be billed as a separate invoice submitted to the City. The invoice for Extra Work shall show the name of the project or special event, including the name and location of the facility and the event. The invoice shall include any supplies used with their unit price and total cost, the amount of time required to do the job and the cost for labor.

1. Additional work will be of two types: the pre-scheduled annual events described below in paragraph two, and unscheduled special needs as described in paragraph three.

2. Some Janitorial work will be required outside of normal working hours and at sites other than normally assigned City facilities.

During these events, restrooms shall be monitored during and cleaned after special events listed, and any other non-scheduled special events as requested by the City. Staff are required to report to the City representative at the beginning and end of shift. The cost of the labor and supplies for events are to be included in the proposer's quote as provided in the Proposal.

The pre-scheduled work may include up to six special events (no more than 8 hours per event) included but not limited to the list below:

a. Family Festival – Typically between mid-March and mid-April. The Family Festival event will require a minimum of 1 custodian, both male and female, typically between the hours of 9AM to 1PM, primarily for trash and litter removal and restroom servicing.

b. City Birthday – This event is held in August each year, requiring a minimum of 2 custodians per shift (one male and one female), typically between the hours of 11AM to 10PM primarily for trash and litter removal and restroom cleaning.

c. Halloween Spooktacular – This event is held in October each year requiring one custodian, usually from 5PM to 10P, primarily for trash and litter removal and restroom cleaning.

d. Holiday Extravaganza – This event is held the first weekend in December, usually from 1PM to 10PM, primarily for trash and litter removal and restroom cleaning.

3. There may be requirements for additional Janitorial services above and beyond the routine daily service levels. Although it is not anticipated this will be requested very often, additional services as listed in Attachment E are to be quoted in Proposal Pricing Form.

4. The City reserves the right to order any, all, or none of the work as described in this section.

5. The additional work listed in EXTRA WORK shall not be considered in calculating the regular monthly billing but shall be billed separately.

INSPECTIONS & REPORTS

All required reports shall be submitted with the monthly invoice, no later than the 5th of each month and will be reviewed for accuracy to meet the contract. All reports must be submitted in a format approved by the City. All reports shall include site location, service description with specific area as needed, dates, times, staff, equipment used, service completion date, and correlate with the 6-month schedule of service.

1. Monthly task report
2. Bi-monthly task report
3. Quarterly task report
4. Annual task report
5. Day porter report shall include staff name, dates and hours worked for each month being billed
6. 6-month schedule of services

Service Provider shall provide a supervisor to inspect work performed on a weekly basis and report to Facilities Maintenance Manager. In addition, all the Service Areas will be inspected regularly by the City. Service Provider shall meet monthly, or more if needed, with a City representative to review practices, concerns, and upcoming events. The City may require the Service Provider, or the local authorized representative, to accompany City staff during inspections, if the City is not satisfied with the Service Provider's work. The Service Provider or the local authorized representative is expected to be capable of understanding the deficiencies and authorized to take remedial action in a manner consistent with the contract requirements and specifications.

Service Provider shall be capable of utilizing the City's work order software program. The software allows for positive communication, photographs, and updates, all in which the Service Provider shall respond within 24 hours of any request being submitted.

It is at the City's discretion to require the Service Provider to implement a checklist report, in a format approved by the City, if services are not completed satisfactorily.

DEFICIENT PERFORMANCE

The Service Provider shall be notified verbally or in writing each time performance is unsatisfactory and corrective action is necessary. The Service Provider shall complete corrective action within the expected time frames given by Facilities Maintenance Manager depending on the severity of the deficiency, but in all cases within 24 hours of notice served.
Failure to comply with conditions, specifications, schedules and directives from the City Representative or Facilities Maintenance Manager, will result in a deficiency deduction of Two Hundred Fifty Dollars ($250) per instance, the equivalent of the service missed, or according to the "a la carte" pricing chart from Attachment E.

DELIVERABLES REQUIRED OF SUCCESSFUL SERVICE PROVIDER

The successful Service Provider(s) shall submit the following items to the City no later than 10 business days before the Contract Start Date:

1. Complete 6-month work schedule for all non-daily services for all facilities.
2. Employee roster and designations
3. Organization chart identifying management structure, key personnel, roles, and responsibilities.
4. Copies of the current Material Safety Data Sheets (MSDS) for all materials, chemicals, cleaning agents, waxes, polishes, etc. that will be used in the performance of the contract.
5. Background clearance of all personnel assigned to perform work at the City under the contract.
6. Identification badges for Service Provider staff.

CITY DELIVERABLES TO SUCCESSFUL SERVICE PROVIDER

The City shall provide the successful Service Provider with the following items no later than 10 business days before the Contract Start Date:

1. Contract administrator and site administrator information.
2. All hard keys and key code necessary for access to perform the work identified in the contract. Service Provider shall be responsible for the cost of key replacement and/or rekeying if needed.
3. Any necessary identification badges and Alarm codes.
4. After-hours contact information.

SUBCONTRACTORS

The Service Provider shall not engage any subcontractor to perform services under this Contract without the prior written approval of the Contracting Authority. The Contractor shall identify all proposed subcontractors, including their names, qualifications, scope of work, and assigned responsibilities, before engaging their services. The Contractor shall remain fully responsible and liable for the performance, acts, omissions, and compliance of all approved subcontractors with the terms and conditions of this Contract. All subcontractors shall comply with applicable laws, regulations, confidentiality requirements, and other contractual obligations relevant to the services performed. The Contractor shall promptly notify the Contracting Authority of any proposed changes to subcontractors and obtain written approval before implementing such changes. Approval of any subcontractor shall not relieve the Contractor of any obligations or responsibilities under this Contract.

Mandatory Subcontracting Due to Unsatisfactory Performance: If the Contract Representative determines that the Contractor has failed to adequately perform a specific task, function, or service in accordance with the requirements and performance standards of this Contract, the Contract Representative may require the Contractor to subcontract the affected task, function, or service to a qualified subcontractor approved by the Contracting Authority. The Contract Representative shall provide written notice identifying the deficient performance and the work required to be subcontracted. The Contractor shall promptly take corrective action and, within the timeframe specified in the notice, submit a proposed subcontracting plan for review and approval. The Contractor shall remain responsible for overall contract performance, coordination, quality assurance, and compliance with all contractual requirements. Any costs associated with the required subcontracting shall be borne by the Contractor unless otherwise authorized in writing by the Contracting Authority. The requirement to subcontract any portion of the work shall not relieve the Contractor of its obligations under this Contract.

SUSPENSION AND/OR CANCELLATION OF CONTRACT

1. By reason of Service Provider's default:

   (a) If the Service Provider should be adjudged bankrupt, or it should make a general assignment for the benefit of its creditors, or a receiver should be appointed on account of insolvency, then in any such case the City may suspend or cancel the contract.

   (b) If the Service Provider is not properly carrying out the provisions of the contract at any time and should neglect or refuse to provide means for satisfactory compliance, the City may suspend the operations of the contract in whole or in part. Upon receiving such suspension notice, the Service Provider shall discontinue work on parts specified in the notice and shall be discounted from the payment schedule.

2. Notification - Notice of suspension or cancellation of the contract for any reason shall be given in writing. Notice shall be given by either party 90 days prior to cancellation, by registered mail.

COMPENSATION & INVOICING

The unit prices called for in the proposal shall be full compensation for all labor, equipment, and materials necessary to complete the specified work. Payments to the Service Provider will be on a monthly basis upon presentation of a monthly invoice to the City, itemizing the work by location and performed during the preceding month as agreed upon in advance by the City and the Service Provider. Service Provider shall be required to submit invoices monthly. Invoice format shall be determined and agreed upon by Service Provider and City. All monetary deficiencies shall be indicated on the monthly invoice identifying location and deficiency for which they are issued. All required reports shall be submitted before any invoices are processed and approved for payment.

LEGAL REQUIREMENTS

Proposer shall abide by all requirements imposed by the State of California and Los Angeles County in regard to Janitorial Services. The Service Provider shall be bound by and comply with all applicable provisions of the Labor Code of the State of California and shall keep informed of and comply with, and cause all of his agents and employees to observe and comply with, all Federal, State, and local laws which in any way affect the conduct of the work of the contract.

CONTRACT TERM AND RENEWAL

The term of the contract shall be 42 months, starting January 1, 2027, and continue through June 30, 2030 ("Initial Term"), with a renewal option for an additional (2) two one-year terms by mutual agreement between the City and the Service Provider. If City desires to exercise its renewal option, City shall advise Service Provider in writing of its intent to extend the Agreement by not later than March 1st of the term then expiring. If Service Provider desires to adjust the rates in accordance with the Consumer Price Index ("CPI") as set forth in the then current Schedule of Rates for such extension period, Service Provider shall give City written notice of such adjustment by April 30th of the term then expiring. The increase shall be by an amount not to exceed the CPI for the previous year. The amount of the increase shall be determined by the increase in the CPI published in March. CPI shall mean the consumer Price Index for All Urban Consumers for the Los Angeles-Long Beach-Anaheim, CA region published by the United States Department of Labor, Bureau of Labor Statistics.

INSURANCE

Before execution of the contract, during the entire period of the contract, and for periods after the end of the contract as indicated below, the Service Provider must have in place all the insurance coverage required in this section. The Service Provider's insurance shall comply with all items specified by the contract. Any subcontractors shall be subject to all the requirements of this section, and the Service Provider shall be responsible for obtaining evidence of insurance from each subcontractor.

Insurer Requirements
All insurance policies used to satisfy these requirements shall be issued by insurers authorized to do business in the State of California. Insurers shall have a current A.M. Best's rating of not less than A: VII unless otherwise approved by the City.

Coverages, Limits and Policy Requirements
Service Provider shall maintain the types of coverages and limits indicated below:

Commercial General Liability Insurance, occurrence form, including all coverages provided by and to the extent afforded by Insurance Services Office Form CG 0001 ed. 12/93 with no special limitations affecting the City. The limit for all coverages under this policy shall be no less than $2,000,000 per occurrence. The City, its employees, officials and agents shall be added as an additional insured by endorsements to the policy. The insurer shall agree to provide the City with thirty (30) days prior written notice of any cancellation, non-renewal or material change in coverage. The policy shall contain no provision that would make this policy excess over, contributory with or invalidated by the existence of any insurance, self-insurance or other risk financing program maintained by the City. In the event the policy contains such an "other insurance" clause, the policy shall be modified by endorsement to show that this policy is primary for any claim arising out of the work performed under this agreement.

Commercial Automobile Liability Insurance including all coverages provided by and to the extent afforded by Insurance Services Office Form CA 0001, ed. 12/93, including Symbol 1 (any auto) with no special limitations affecting the City. The limit for bodily injury and property damage liability shall be no less than $2,000,000 per accident. The insurer shall agree to provide the City with thirty (30) days prior written notice of any cancellation, non-renewal or material change in coverage. The policy shall contain no provision that would make this policy excess over, contributory with or invalidated by the existence of any insurance, self-insurance or other risk financing program maintained by the City. In the event the policy

contains such an "other insurance" clause, the policy shall be modified by endorsement to show that this policy is primary for any claim arising out of the work performed under this agreement.

Workers' Compensation Insurance meeting all statutory benefit requirements of the Labor Code of the State of California. Employers Liability Insurance with a minimum limit of $1,000,000 per claim. The policy shall contain or be endorsed to include a waiver of subrogation in favor of the City.

Additional Requirements

The procuring of such required policies of insurance shall be not construed to limit the Service Provider's liability hereunder nor to fulfill the indemnification provisions and requirements of this agreement. There shall be no recourse against the City for payment of premiums or other amounts with respect thereto. The City shall notify Service Provider in writing of changes in the insurance requirements. If the Service Provider does not deposit copies of acceptable insurance policies with the City incorporating such changes within sixty (60) days of receipt of such notice, the Service Provider shall be deemed in default hereunder.

Any deductibles or self-insured retentions must be declared to and approved by the City. Any deductible exceeding an amount acceptable to the City shall be subject to the following changes: either the insurer shall either reduce or eliminate such deductibles or self-insured retentions with respect to the City and its officials, employees and agents (with additional premium, if any to be paid by Service Provider); or the Service Provider shall provide satisfactory financial guarantee for payment of losses and related investigations, claim administration and defense expenses.

Verification of Compliance

The Service Provider shall furnish the City with original endorsements affecting coverage required by this clause. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. All endorsements are to be received and approved by the City before work commences. Not less than fifteen (15) days prior to the expiration date of any policy of insurance required by this section, the Service Provider shall deliver to the City a binder or certificate of insurance with respect to each renewal policy, bearing a notation evidencing payment of the premium therefor, or accompanied by other proof of payment satisfactory to the City.

END OF SCOPE OF WORK CONDITIONS

Attachment C – Scope of Work: Details and Frequency

Frequency →	**D-Daily W-Weekly M-Monthly Q-Quarterly BA-Bi-Annual**							
Location →	City Hall	Marchant	SDRC	CB	SCCC	Ladera Serra	Martin House	Walker House
Days →	***Mon-Fri***	***Mon-Fri***	***Mon-Sat***	***Mon-Sun***	***Mon-Sun***	***Mon-Sun***	***M W F***	***M Th***
Work schedule for service provided	11pm-5am	10pm-5am	11pm-5am	**Mon-Fri** 10pm-5am **Sat-Sun** 2am-6am	**Mon-Fri** 10pm-5am **Sat-Sun** 2am-6am	11pm-6am	9pm-11pm	9pm-11pm
GENERAL CLEANING								
Clean lobby entrance door(s), lobby counters and glass	D	D	D	D	D	D	D	
Empty trash and recycling containers, replace liners, clean outside of containers, empty compost & dispose into compost cans	D	D	D	D	D	D	D	D
Dust desks, office furniture, cabinets. Wipe clean spots.	D	D	D	D	D	D	D	
Vacuum all carpeted areas and spot clean spills	D	D	D	D	D		D	
Vacuum all floor mats & spot clean	D	D	D	D	D	D	D	
Clean interior partition glass	M	M	M	M	M	M		
Clean, sanitize, and polish drinking fountains, free of residue	D	D	D	D	D	D		
Clean spots on carpeted areas	D	D	D	D	D		D	
Dust mop and damp mop tiled floors	D	D	D	D	D	D	D	
Pick up trash and debris	D	D	D	D	D	D	D	
Turn off lights and secure building	D	D	D	D	D	D	D	
Maintain Janitor closets	D	D	D	D	D	D	D	
Dust windowsills and other horizontal surfaces	M	M	M	M	M	M	M	M
Check and clean all kick plates	M	M	M	M	M	M	M	
Check and remove cobwebs including high areas	M	M	M	M	M	M	M	M
Clean hard to reach areas of all bookcases, cabinets, light, fixtures, shelves, etc.	M	M	M	M	M	M	M	
Wipe down furniture	M	M	M	M	M	M	M	
Wipe all doors, clean door jams	M	M	M	M	M	M	M	
Remove marks from doors and light switches	D	D	D	D	D	D	D	
Light dust window blinds	M	M	M		M		M	
Clean baseboards	M	M	M	M	M	M	M	
Clean air vents (Vacuum, wipe clean)	M	M	M	M	M	M	M	
Clean all windows interior and exterior	M	M	M	M	M	M	M	

Strip and wax all VCT floors and all finished flooring (CB)	BA		BA	Q	BA(Art Room, Kitchenette)	Q		
Monthly buff/polish VCT floors and all finished flooring (CB)	M		M	M	M(Art Room, Kitchenette)	M		
Machine Scrub all tiled floor surfaces	M	M	M	M	M (MPR)	M		
Very Low Moisture Carpet Care	Q	Q	Q		Q		Q	
Clean carpets and interior floor mats (Hot water extraction, VLM)	A		A		A		A	
AFTER EVENTS: Remove & replace furniture, clean & reset room, auto scrub floors				D	D	W (Fri-Sun)		
LUNCHROOMS & KITCHEN CLEANING								
Damp wipe chairs and tables	D		D (Student Union)	D	D		D	
Sanitize, clean countertops, sinks, backsplash, garbage disposals, water faucets, floor drains and food traps	D	D		D	D	D	D	
Replace/refill paper towels and soap dispensers	D	D		D	D	D	D	
Remove calcium deposits on and around faucets and drains, polish SS & chrome	D	W		D	D	D	W	
Clean microwave ovens interior and exterior			D	D	D		D	
Wipe clean the exterior of ovens & stove tops				D	D	D		
Clean appliances surfaces				W	W	W		
Wipe outside of cabinet doors	D	D		D	D	D	D	
Clean refrigerator interior surfaces, crevices, jambs, gaskets, seals	M			M	M	M	M	
Clean refrigerator exterior air-vent grates	M			M	M	M	M	
Deep clean interior and exterior of ovens & stoves				M	M	M		
RESTROOMS CLEANING								
Deep clean, scrub walls, tile surfaces, grout, FRP	Q	Q	Q	Q	Q	Q	Q	Q
Clean mirrors	D	D	D	D	D	D	D	D
Clean and sanitize toilet seats, bowls and urinals	D	D	D	D	D	D	D	D
Replace/refill paper towel, toilet paper, seat cover and soap dispensers	D	D	D	D	D	D	D	D
Clean spots on walls, partitions and backsplashes	D	D	D	D	D	D	D	D

Clean and sanitize counters, sinks and faucets	D	D	D	D	D	D	D	D
Empty sanitary napkin receptacles	D	D	D	D	D	D		
Dry mop or sweep to remove hairs and debris	D	D	D	D	D	D	D	D
Damp mop floors	D	D	D	D	D	D	D	D
Clean light switches and wall around light switches	D	D	D	D	D	D	D	D
Clean toilets in detail (bottom and behind)	M	M	M	M	M	M	M	M
Polish, remove calcium deposits faucets, drains, valves, countertops	M	M	M	M	M	M	M	M
Install urinal screens in all urinals, date	M	M	M	M	M	M		
SPECIFIC LOCATION CLEANING - Walker House								
Vacuum all carpet areas, stairs, elevator & floor mats; spot clean carpets								D
Dust/Clean windowsills, stairs, banisters, baseboards, casings and doors								D
Check & remove cobwebs including high areas								D
Clean tables in conference room								D
Empty trash and replace trash liners								D
Clean small kitchenette (sink, counter and fixtures)								D
Dust elevator walls and ceiling								D
Detail dust and clean light fixtures								M
Maintain janitor closet								D
Turn off all lights and secure all areas of the building, set alarms								D
SPECIFIC LOCATION CLEANING - SDRC (Recreation Center)								
Clean front Reception windows			D					
Clean and disinfect sauna rooms			D					
Clean all mirrors in the Aerobics room and in the Weight room			W					
Sweep and wet mop disinfect Spa room floor			D					
Remove floor mats, clean tile & grout & floor mats, women's & men's showers, floors & walls, steam rooms			W					
SPECIFIC LOCATION DAY PORTER – Senior Center/Civic Center					***Mon-Fri 10am-3pm***			
Service restrooms, reset rooms, general housekeeping, office detail					D			

PARK RESTROOMS CLEANING	

	Mon-Sun
Horsethief, SPLEX, Lone Hill, Marchant → **Pioneer, Via Verde →**	10pm-7am Sunset-7am
Clean and sanitize toilet seats, bowls and urinals. Clean sinks (and space under sinks), urinals and toilets completely, then with disinfectant solution	D
Spray enzyme solution around urinals	D
Replace/refill paper towel, toilet paper, soap dispensers	D
Clean spots on walls, partitions and backsplashes	D
Clean and sanitize counters, sinks & faucets; polish chrome & stainless	D
Empty sanitary napkin receptacles	D
Dry mop or sweep to remove hairs and debris	D
Damp mop floors	D
Clean interior and exterior light lenses	W
Clean toilets in detail (bottom and behind)	M
Polish, remove calcium deposits on & around faucets, fixtures, flush valves, drains	M
Police immediate area outside of restroom for litter	D
Wash and deep clean interior	W
Pressure-wash entrances & surrounding area with minimum 3000 psi equipment 500 sq. ft.	M
Open restrooms daily. Restrooms must be open and accessible by 7am. Schedule approved by City	D

SERVICE DETAIL

1. Windows (all interior and exterior)
    a) All windows shall be washed and cleaned to achieve a spot free finish, including removal of any hard water stains or deposits
    b) Techniques and procedures to be approved by the City
    c) The use of ladders needed as appropriate

2. Carpet and Floor Mat Cleaning
    a) All designated areas shall be cleared of all furniture, equipment, or appliances, and shall be returned upon completion of service.
    b) Proper blending techniques shall be used to maximize results and appearance.
    c) Proper air flow and drying techniques shall be used to prevent odors from developing.
    d) Services to be in accordance with CRI 204 Commercial Carpet Standard for Maintenance and Cleaning.
    e) Spot treatment and shampooing

3. Floors
    a) All VCT/Wax finish flooring shall be properly prepared scrubbed or stripped, cleaned, swept free of debris in accordance of industry standards
    b) Proper application methods shall be used when applying finish to provide a smooth and debris free finish. Materials should follow ASTM D2800 standards for slip resistance after floor cleaning/waxing
    c) During all floor services proper protection and care to baseboards to prevent backsplash, discoloring, staining, wax build up etc. shall be provided
    d) Proper drying and ventilation methods shall be used while performing this service.
    e) When buffing/burnishing floors proper protection shall be provided for sensitive items within the area such as printers, desks, coffee machines, furniture etc. Wiping/dusting these items following this service shall be done when necessary.

4. Kitchen Areas
    a) All kitchen cleaning methods shall be in conformance of Los Angeles County Health Department
    b) All cleaning products shall be EPA-registered sanitizers/disinfectants approved for food-contact surfaces, used per label and LA County Department of Public Health requirements and SDS records maintained.
    c) Utilize approved cleaning agents designated for commercial kitchen equipment such as but limited to ovens or stoves

5. Minimum Cleaning Standards All areas shall be maintained so they are:
    a) Free of visible dust, dirt, soil, debris, cobwebs, and loose particles
    b) Free of excessive fingerprints, smudges, stains, and streaks
    c) Free of unpleasant or persistent odors attributable to inadequate cleaning
    d) Free of accumulated trash and waste
    e) Free of excessive soap scum, mineral deposits, and water spots
    f) Free of spills and other slip hazards

6. Park Restrooms, WEEKLY Wash and deep clean interior
    a) Washing, scrubbing, deep cleaning walls, partitions, fixtures, all interior areas of restroom facility.
    b) This service shall be completed by performing the duties at one location, one day at a time until completed. Alternative schedule upon approval only.

Attachment D - Cost Proposal Form

*TO BE COMPLETED AND RETURNED BY 3:00 P.M. NOVEMBER 12, 2026

YEAR ONE (January 1, 2027 – June 30, 2028)

Location	Monthly Service Cost	Total Annual Cost
City Hall		
Marchant Park Recreation Building		
San Dimas Recreation Center (SDRC)		
Community Building (CB)		
Senior Center (SCCC)		
Ladera Serra Recreation Building		
Martin House		
Walker House		
Park Restrooms		
Civic Center Day Porter	248 Days	
YEAR ONE (18 MONTHS) TOTAL		

NOTE: Pricing should include ALL daily, weekly, monthly, quarterly, and bi-annual tasks.

LOCATION: CITY HALL

Description of Service:	Monthly Price:
Window Cleaning	
Interior Glass Cleaning	
Carpet Cleaning 11,500 sq. ft.	
Strip and Wax VCT Floors 2,230 sq. ft.	
Machine Scrub Tile Floors 4,100 sq. ft.	
General Daily Services	
TOTAL	

LOCATION: MARCHANT PARK RECREATION BUILDING

Description of Service:	Monthly Price:
Window Cleaning	
Machine Scrub Tile Floors 1,842 sq. ft.	
General Daily Services	
TOTAL	

LOCATION: RECREATION CENTER

Description of Service:	Monthly Price:
Window Cleaning	
Carpet Cleaning	
Machine Scrub Tile Floors	
Shower/Steam Room Area Detail (floor mats, tile, grout, floors, and walls.	
Clean and Disinfect Sauna Rooms	
General Daily Services	
TOTAL	

LOCATION: COMMUNITY BUILDING

Description of Service:	Monthly Price:
Window Cleaning	
Strip/Wax/Buff Polish Floors 5,475 sq. ft.	
Machine Scrub Tile Floors 2,045 sq. ft.	
Kitchen Cleaning	
Appliance Cleaning	
General Daily Services	
TOTAL	

LOCATION: SENIOR CENTER

Description of Service:	Monthly Price:
Window Cleaning	
Interior Glass Cleaning	
Carpet Cleaning 5,100 sq. ft.	
Strip and Wax VCT Floors 820 sq. ft.	
Machine Scrub Tile Floors 2,900 sq. ft.	
Clean and Vacuum Office Chairs	
Kitchen Cleaning	
Appliance Cleaning	
General Daily Services	
TOTAL	

LOCATION: LADERA SERRA RECREATION BUILDING

Description of Service:	Monthly Price:
Window Cleaning	
Strip and Wax VCT Floors	
General Daily Services	
TOTAL	

LOCATION: MARTIN HOUSE

Description of Service:	Monthly Price:
Window Cleaning	
Carpet Cleaning	
General Daily Services	
TOTAL	

LOCATION: WALKER HOUSE

Description of Service:	Monthly Price:
General Daily Services	
TOTAL	

Attachment E – EXTRA WORK: "A la carte" pricing

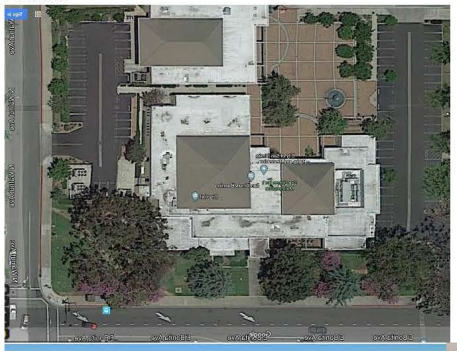
Description of Service:	**Price per sq ft or unit:**
Carpet Cleaning Hot Water Extraction w/ Spot Treatment	
Carpet Cleaning Very Low Moisture	
Exterior Window Cleaning	
Interior Window Cleaning	
Machine Scrub Floors	
Strip and wax VCT Floors	
Buff and Polish Floors	
Clean windows (Interior & Exterior)	
Tile and Grout Cleaning	
Wall Cleaning	
Upholstery Deep Cleaning	
Day Porter Hourly Rate	
Special Event Hourly Rate	
Pressure Washing	

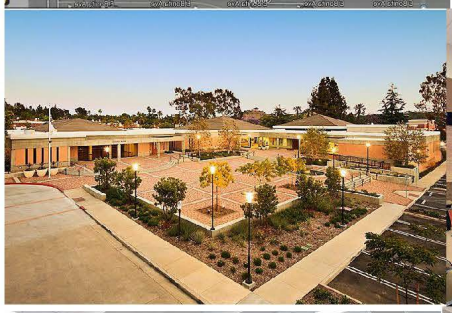
NOTE: This pricing is for reference ONLY, is not a notice to proceed.

Attachment F – Building Description and Pictures

City Hall & Community Building
245 E Bonita Ave

Photos













Description:

City Hall

- ~20,000sqft
- Flooring: VCT, Tile, & Carpet
- (6) restrooms
- (25) Offices
- (32) Cubicles
- (7) Conference Rooms
- (1) Council Chamber
- (1) Break Room
- (1) Kitchenette
- (2) Lobbies

Community Building

- ~12,000sqft
- Flooring: VCT, Tile, & Wood
- (3) Restrooms
- (1) Commercial Kitchen
- (1) Banquet Hall
- (1) Stage
- (1) Lobby

Marchant Park
425 Juanita Ave

Photos





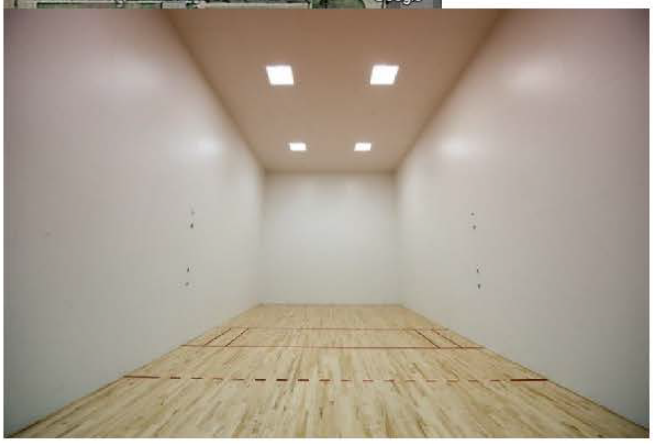
Description:

- ~2000sqft
- Flooring: VCT & Tile
- (2) Restrooms
- (1) Office
- (1) Common Room

Recreation Center
990 W Covina Blvd

Photos





Description:

- ~14,000sqft
- Flooring: VCT, Tile, Epoxy, Wood & Carpet
- (4) restrooms
- (2) Locker Rooms/Restrooms
- (3) Offices
- (1) Conference Room (Loft)
- (1) Teen Activity Room
- (3) Racquetball Courts
- (1) Weight Room
- (1) Aerobic Room
- (3) Hallways
- (1) Spa Room
- (2) Steam Rooms
- (2) Sauna's

Senior Center
201 E Bonita Ave

Photos









Description:

- ~12,000sqft
- Flooring: VCT, Tile, & Carpet
- (4) restrooms
- (14) Rooms/Offices
- (1) Commercial Kitchen
- (1) Kitchenette
- (1) Banquet Hall
- (2) Hallways
- (2) Lobbies

Ladera Serra Park
975 Calle Serra

Photos





Description:

- ~1000sqft
- VCT Flooring
- (2) Restrooms
- (1) Office
- (1) Kitchenette
- (1) Hallway

Martin House
246 E Bonita Ave

Photos





Description

- ~2,500sqft
- (2) Levels
- Flooring: VCT & Carpet
- (2) restrooms
- (1) Kitchen
- (7) Rooms/Offices
- (1) Conference Room
- (2) Hallways
- (1) Lobbies

Walker House
121 N San Dimas Ave

Photos









Description:

- ~4,500sqft
- (4) Levels
- Flooring: VCT, tile & Carpet
- (2) restrooms
- (10) Rooms/Offices
- (2) Conference Room
- (3) Hallways
- (2) Staircases
- (1) Elevator

Park Restroom Buildings

Pioneer Park 225 S Cataract Ave	 	Description • ~500sqft • (2) restrooms • (1) Janitors Chase
Lone Hill Park 500 N Shellman Ave	 	Description • ~500sqft • (2) restrooms • (1) Janitors Chase
Via Verde Park 1010 Puente St	 	Description • ~500sqft • (2) restrooms • (1) Janitors Chase
Marchant Park 425 Juanita Ave	 	Description • ~500sqft • (2) restrooms • (1) Janitors Chase
Horsethief Canyon Park 301 Horsethief Canyon Rd	 	Description • ~400sqft • (2) restrooms • (1) Janitors Chase
San Dimas Sportsplex 793 Cypress St	 	Description • ~700sqft • (2) restrooms • (1) Janitors Chase

Attachment G – Deficiency Performance Notice

PERFORMANCE DEFICIENCY NOTIFICATION

Notification to:

Date: **Time:**

The following performance deficiencies have been observed and require immediate attention to correct.

Location:

Value of Deduction:

City Representative to check deficient items and comment (if applicable) below.

☐	1.	Performance deficiency up to $250 per occurrence.
☐	2.	Failure to comply with minimum City-defined manpower requirements $250 per occurrence.
☐	3.	Failure to provide adequate equipment $250 per occurrence.
☐	4.	Failure to protect Public Health and/or correct safety concerns $250 per occurrence.
☐	5.	Failure to respond within 15 minutes to after-hours emergency call/text or respond in the field within 1 hour to an after-hours emergency $250 per occurrence.
☐	6.	Failure to respond during working hours to a call/text within 15 minutes $250 per occurrence.
☐	7.	Failure to clean facilities in an approved, professional manner $250 per occurrence.
☐	8.	Failure to address cleanliness and concerns within 24 hours $250 per occurrence.
☐	9.	Failure to show when scheduled $250 per occurrence.
☐	10.	Failure to adhere to dress code $250 per occurrence.

Comments:

Please initiate the necessary corrective actions and notify the City Representative when complete for re-inspection.

Facilities Maintenance Division Inspector

Facilities Maintenance Division Manager