

CITY OF SIGNAL HILL AGREEMENT FOR MAINTENANCE SERVICES

1. PARTIES AND DATE.

This Agreement is made and entered into this 11th day of August, 2026, by and between the City of Signal Hill, a municipal corporation, organized under the laws of the State of California, located at 2175 Cherry Avenue Signal Hill, CA 90755 ("City") and Crown Facility Solutions, a California Corporation, with its principal place of business at 3605 W. MacArthur Blvd. Ste. 701, Santa Ana, CA 92704 ("Contractor"). City and Contractor are sometimes individually referred to herein as "Party" and collectively as "Parties."

2. RECITALS.

2.1 Contractor.

Contractor desires to perform and assume responsibility for the provision of certain custodial maintenance services required by the City which shall be performance in accordance with the terms and conditions set forth in this Agreement and all plans, specifications and other contract documents attached to or incorporated into this Agreement. Contractor represents that it is experienced in providing custodial maintenance services to public clients, that it and its employees or subcontractors have all necessary licenses and permits to perform the Services in the State of California, and that it is familiar with the plans of City.

2.2 Project.

City desires to engage Contractor to render such services for the **CITYWIDE CUSTODIAL MAINTENANCE SERVICES** project ("Project") as set forth in this Agreement.

3. TERMS.

3.1 Scope of Services and Term.

3.1.1 General Scope of Services. Contractor promises and agrees to furnish to the City all labor, materials, tools, equipment, services, and incidental and customary work necessary to fully and adequately supply the custodial maintenance services necessary for the Project ("Services"). The Services are more particularly described in Exhibit "A" attached hereto and incorporated herein by reference. All Services shall be subject to, and performed in accordance with, this Agreement, the exhibits attached hereto and incorporated herein by reference, and all applicable local, state and federal laws, rules and regulations.

3.1.2 Term. The term of this Agreement shall be from September 1, 2026 to June 30, 2027, unless earlier terminated as provided herein. The City shall have the unilateral option, at its sole discretion, to renew this Agreement annually for no more than three additional one-year terms. In addition, and at City's sole discretion, the term may be extended administratively by up to 180 calendar days with the approval of the City's Director of Public Works. Contractor shall complete the Services within the term of this Agreement and shall meet any other established schedules and deadlines.

3.2 Responsibilities of Contractor.

3.2.1 Independent Contractor; Control and Payment of Subordinates. The Services shall be performed by Contractor or under its supervision. Contractor will determine the means, methods and details of performing the Services subject to the requirements of this Agreement. City retains Contractor on an independent contractor basis and not as an employee. Contractor retains the right to perform similar or different services for others during the term of this Agreement. Any additional personnel performing the Services under this Agreement on behalf of Contractor shall also not be employees of City and shall at all times be under Contractor's exclusive direction and control. Neither City, or any of its officials, officers, directors, employees or agents shall have control over the conduct of Contractor or any of Contractor's officers, employees or agents, except as set forth in this Agreement. Contractor shall pay all wages, salaries, and other amounts due such personnel in connection with their performance of Services under this Agreement and as required by law. Contractor shall be responsible for all reports and obligations respecting such additional personnel, including, but not limited to: social security taxes, income tax withholding, unemployment insurance, disability insurance, and workers' compensation insurance.

3.2.2 Schedule of Services. Contractor shall perform the Services expeditiously, within the term of this Agreement, and in accordance with the Schedule of Services set forth in Exhibit "B" attached hereto and incorporated herein by reference. Contractor represents that it has the professional and technical personnel required to perform the Services in conformance with such conditions. In order to facilitate Contractor's conformance with the Schedule, City shall respond to Contractor's submittals in a timely manner. Upon request of City, Contractor shall provide a more detailed schedule of anticipated performance to meet the Schedule of Services.

3.2.3 Conformance to Applicable Requirements. All work prepared by Contractor shall be subject to the approval of City.

3.2.4 City's Representative. The City hereby designates Margarita Beltran, Public Works Contracts Manager, or his/her designee, to act as its representative in all matters pertaining to the administration and performance of this Agreement ("City's Representative"). City's Representative shall have the power to act on behalf of the City for review and approval of all products submitted by Contractor but not the authority to enlarge the Scope of Work or change the total compensation due to Contractor under this Agreement. The City's City Manager shall be authorized to act on City's behalf and to execute all necessary documents which enlarge the Scope of Work or change the Contractor's total compensation, subject to the provisions contained in Section 3.3 of this Agreement. Contractor shall not accept direction or orders from any person other than the City Manager, City's Representative or his/her designee.

3.2.5 Contractor's Representative. Contractor hereby designates Brent Shears, President, or his or her designee, to act as its representative for the performance of this Agreement ("Contractor's Representative"). Contractor's Representative shall have full authority to represent and act on behalf of the Contractor for all purposes under this Agreement. The Contractor's Representative shall supervise and direct the Services, using his best skill and attention, and shall be responsible for all means, methods, techniques, sequences and procedures and for the satisfactory coordination of all portions of the Services under this Agreement.

3.2.6 Coordination of Services. Contractor agrees to work closely with City staff in the performance of Services and shall be available to City's staff, Contractors and other staff at all reasonable times.

3.2.7 Standard of Care; Performance of Employees. Contractor shall perform all Services under this Agreement in a skillful and competent manner, consistent with the standards generally recognized as being employed by contractors and/or professionals in the same discipline in the State of California. Contractor represents and maintains that it is skilled in the discipline necessary to perform the Services. Contractor warrants that all employees and subcontractors shall have sufficient skill and experience to perform the Services assigned to them. Finally, Contractor represents that it, its employees and subcontractors have all licenses, permits, qualifications and approvals of whatever nature that are legally required to perform the Services, and that such licenses and approvals shall be maintained throughout the term of this Agreement. As provided for in the indemnification provisions of this Agreement, Contractor shall perform, at its own cost and expense and without reimbursement from the City, any services necessary to correct errors or omissions which are caused by the Contractor's failure to comply with the standard of care provided for herein. Any employee of the Contractor or its sub-contractors who is determined by the City to be uncooperative, incompetent, a threat to the adequate or timely completion of the Project, a threat to the safety of persons or property, or any employee who fails or refuses to perform the Services in a manner acceptable to the City, shall be promptly removed from the Project by the Contractor and shall not be re-employed to perform any of the Services or to work on the Project.

3.2.8 Laws and Regulations. Contractor shall keep itself fully informed of and in compliance with all local, state and federal laws, rules and regulations in any manner affecting the performance of the Project or the Services, including all Cal/OSHA requirements, and shall give all notices required by law. Contractor shall be liable for all violations of such laws and regulations in connection with Services. If the Contractor performs any work knowing it to be contrary to such laws, rules and regulations, Contractor shall be solely responsible for all costs arising therefrom. Contractor shall defend, indemnify and hold City, its officials, directors, officers, employees and agents free and harmless, pursuant to the indemnification provisions of this Agreement, from any claim or liability arising out of any failure or alleged failure to comply with such laws, rules or regulations.

3.2.9 Safety. Contractor shall execute and maintain its work so as to avoid injury or damage to any person or property. In carrying out its Services, the Contractor shall at all times be in compliance with all applicable local, state and federal laws, rules and regulations, and shall exercise all necessary precautions for the safety of employees appropriate to the nature of the work and the conditions under which the work is to be performed. Safety precautions as applicable shall include, but shall not be limited to: (A) adequate life protection and lifesaving equipment and procedures; (B) instructions in accident prevention for all employees and subcontractors, such as safe walkways, scaffolds, fall protection ladders, bridges, gang planks, confined space procedures, trenching and shoring, equipment and other safety devices, equipment and wearing apparel as are necessary or lawfully required to prevent accidents or injuries; and (C) adequate facilities for the proper inspection and maintenance of all safety measures.

3.2.10 Labor

3.2.10.1 Prevailing Wages. Contractor is aware of the requirements of California Labor Code Section 1720, et seq., and 1770, et seq., as well as California Code of

Regulations, Title 8, Section 16000, et seq., ("Prevailing Wage Laws"), which require the payment of prevailing wage rates and the performance of other requirements on "public works" and "maintenance" projects. If the Services are being performed as part of an applicable "public works" or "maintenance" project, as defined by the Prevailing Wage Laws, and if the total compensation is \$1,000 or more, Contractor agrees to fully comply with such Prevailing Wage Laws. City shall provide Contractor with a copy of the prevailing rates of per diem wages in effect at the commencement of this Agreement. Contractor shall make copies of the prevailing rates of per diem wages for each craft, classification or type of worker needed to execute the Services available to interested parties upon request and shall post copies at the Contractor's principal place of business and at the project site. Contractor shall defend, indemnify and hold the City, its elected officials, officers, employees and agents free and harmless from any claim or liability arising out of any failure or alleged failure to comply with the Prevailing Wage Laws.

3.2.10.2 Registration. If the Services are being performed as part of an applicable "public works" or "maintenance" project, then pursuant to Labor Code sections 1725.5 and 1771.1, Contractor and all subcontractors must be registered with the Department of Industrial Relations ("DIR"). Contractor shall maintain registration for the duration of the project and require the same of any subcontractors. This project may also be subject to compliance monitoring and enforcement by the DIR. It shall be Contractor's sole responsibility to comply with all applicable registration and labor compliance requirements, including the submission of payroll records directly to the DIR. Notwithstanding the foregoing, the contractor registration requirements mandated by Labor Code Sections 1725.5 and 1771.1 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Sections 1725.5 and 1771.1.

3.2.10.3 It is the intent of the parties to effectuate the requirements of sections 1771, 1774, 1775, 1776, 1777.5, 1813, and 1815 of the Labor Code within this Agreement, and Contractor shall therefore comply with such Labor Code sections to the fullest extent required by law.

3.2.10.4 Acknowledgment of Employment Relationship. Consultant shall provide each of its employees who it assigns to provide the Services with a copy of the "ACKNOWLEDGMENT OF EMPLOYMENT RELATIONSHIP" attached hereto as Exhibit 1 ("Acknowledgment"). Each employee who provides the Services must execute the Acknowledgment before Consultant may permit the employee to provide Services for City. Consultant shall provide a copy of each executed Acknowledgment to City upon City's request.

3.2.11 Insurance. Contractor agrees to procure and maintain, at Contractor's expense all insurance specified in Exhibit "D" attached hereto and by this reference incorporated herein. Contractor shall require all subcontractors to carry the same policies and limits of insurance that the Contractor is required to maintain, unless otherwise approved in writing by the City.

3.2.12 Bonds.

3.2.12.1 Performance Bond. If specifically requested by City in Exhibit "C" attached hereto and incorporated herein by reference, Contractor shall execute and provide to City concurrently with this Agreement a Performance Bond in the amount of the total, not-to-exceed compensation indicated in this Agreement, and in a form provided or approved by the City. If such bond is required, no payment will be made to Contractor until it has been received and approved by the City.

3.2.12.2 Payment Bond. If required by law or otherwise specifically requested by City in Exhibit "C" attached hereto and incorporated herein by reference, Contractor shall execute and provide to City concurrently with this Agreement a Payment Bond in the amount of the total, not-to-exceed compensation indicated in this Agreement, and in a form provided or approved by the City. If such bond is required, no payment will be made to Contractor until it has been received and approved by the City.

3.2.12.3 Bond Provisions. Should, in City's sole opinion, any bond become insufficient or any surety be found to be unsatisfactory, Contractor shall renew or replace the affected bond within 10 days of receiving notice from City. In the event the surety or Contractor intends to reduce or cancel any required bond, at least thirty (30) days prior written notice shall be given to the City, and Contractor shall post acceptable replacement bonds at least ten (10) days prior to expiration of the original bonds. No further payments shall be deemed due or will be made under this Agreement until any replacement bonds required by this Section are accepted by the City. To the extent, if any, that the total compensation is increased in accordance with the Agreement, the Contractor shall, upon request of the City, cause the amount of the bonds to be increased accordingly and shall promptly deliver satisfactory evidence of such increase to the City. To the extent available, the bonds shall further provide that no change or alteration of the Agreement (including, without limitation, an increase in the total compensation, as referred to above), extensions of time, or modifications of the time, terms, or conditions of payment to the Contractor, will release the surety. If the Contractor fails to furnish any required bond, the City may terminate this Agreement for cause.

3.2.12.4 Surety Qualifications. Only bonds executed by an admitted surety insurer, as defined in Code of Civil Procedure Section 995.120, shall be accepted. The surety must be a California-admitted surety and satisfactory to the City. If a California-admitted surety insurer issuing bonds does not meet these requirements, the insurer will be considered qualified if it is in conformance with Section 995.660 of the California Code of Civil Procedure, and proof of such is provided to the City.

3.2.13 Water Quality Management and Compliance.

3.2.13.1 Storm Water Management. Storm, surface, ground, nuisance, or other waters may be encountered at various times during the Services. Contractor hereby acknowledges that it has investigated the risk arising from such waters, has prepared its Bid accordingly, and assumes any and all risks and liabilities arising therefrom.

3.2.13.2 Compliance with Water Quality Laws, Ordinances and Regulations. Contractor shall keep itself and all subcontractors, staff, and employees fully informed of and in compliance with all local, state and federal laws, rules and regulations that may impact, or be implicated by the performance of the Services including, without limitation, all applicable provisions of the City's ordinances regulating discharges of storm water; the Federal Water Pollution Control Act (33 U.S.C. § 1251 *et seq.*); the California Porter-Cologne Water Quality Control Act (Water Code § 13000 *et seq.*); and any and all regulations, policies, or permits issued pursuant to any such authority. Contractor shall additionally comply with the lawful requirements of the City, and any other municipality, drainage district, or other local agency with jurisdiction over the location where the Services are to be conducted, regarding discharges of storm water to separate storm drain systems or other watercourses, including applicable requirements in municipal storm water management programs.

3.2.13.3 Reserved.

3.2.13.4 Standard of Care. Contractor warrants that all employees and subcontractors shall have sufficient skill and experience to perform the work assigned to them without impacting water quality in violation of the laws, regulations and policies described in Sections 3.2.13.2 and 3.2.13.3 of this Agreement. Contractor further warrants that it, its employees and subcontractors will receive adequate training, as determined by the City, regarding the requirements of the laws, regulations and policies described in Sections 3.2.13.2 and 3.2.13.3 of this Agreement as they may relate to the Services.

3.2.13.5 Liability for Non-compliance.

(A) Indemnity: Failure to comply with laws, regulations, standards and ordinances listed in Sections 3.2.13.2, 3.2.13.3, and 3.2.13.4 of this Agreement is a violation of federal and state law. Notwithstanding any other indemnity contained in this Agreement, Contractor agrees to indemnify and hold harmless the City, its officials, officers, agents, employees and authorized volunteers from and against any and all claims, demands, losses or liabilities of any kind or nature which the City, its officials, officers, agents, employees and authorized volunteers may sustain or incur for noncompliance with the laws, regulations, and ordinances listed in Sections 3.2.13.2, 3.2.13.3, and 3.2.13.4 of this Agreement arising out of or in connection with the Services, except for liability resulting from the sole established negligence, willful misconduct or active negligence of the City, its officials, officers, agents, employees or authorized volunteers.

(B) Defense: City reserves the right to defend any enforcement action or civil action brought against the City for Contractor's failure to comply with any applicable water quality law, regulation, or policy. Contractor hereby agrees to be bound by, and to reimburse the City for the costs associated with, any settlement reached between the City and the relevant enforcement entity.

(C) Damages: City may seek damages from Contractor for delay in completing the Services caused by Contractor's failure to comply with the laws, regulations, policies and standards described in Sections 3.2.13.2, 3.2.13.3 and 3.2.13.4 of this Agreement, or any other relevant water quality law, regulation, or policy.

3.3 Fees and Payments.

3.3.1 Compensation. Contractor shall receive compensation, including authorized reimbursements, for all Services rendered under this Agreement at the rates set forth in Exhibit "C" attached hereto and incorporated herein by reference. The total compensation shall not exceed **Two Hundred Fifty-One Thousand, Eight Hundred Eleven Dollars and Twenty Cents (\$251,811.20)** without written approval of City's Public Works Director. Extra Work may be authorized, as described below, and if authorized, will be compensated at the rates and manner set forth in this Agreement.

3.3.2 Payment of Compensation. Contractor shall submit to City a monthly itemized invoice which indicates work completed and hours of Services rendered by Contractor. The invoice shall describe the amount of Services provided since the initial commencement date, or since the start of the subsequent billing periods, as appropriate, through the date of the invoice. City shall, within 30 days of receiving such invoice, review the invoice and pay all non-disputed and approved charges thereon. If the City disputes any of Contractor's fees, the City shall give written notice to Contractor within thirty (30) days of receipt of an invoice of any disputed fees set forth therein.

3.3.3 Reimbursement for Expenses. Contractor shall not be reimbursed for any expenses unless authorized in writing by City.

3.3.4 Extra Work. At any time during the term of this Agreement, City may request that Contractor perform Extra Work. As used herein, "Extra Work" means any work which is determined by City to be necessary for the proper completion of the Project, but which the parties did not reasonably anticipate would be necessary at the execution of this Agreement. Contractor shall not perform, nor be compensated for, Extra Work without written authorization from the City. Any annual increase in compensation of up to ten percent (10%) may be approved by the City's Public Works Director. Any greater increases must be approved by the City Council.

3.3.5 Rate Increases. In the event that this Agreement is renewed pursuant to Section 3.1.2, the rate set forth in Exhibit "C" may be adjusted each year at the time of renewal as set forth in Exhibit "C."

3.4 Accounting Records.

3.4.1 Maintenance and Inspection. Contractor shall maintain complete and accurate records with respect to all costs and expenses incurred under this Agreement. All such records shall be clearly identifiable. Contractor shall allow a representative of City during normal business hours to examine, audit, and make transcripts or copies of such records and any other documents created pursuant to this Agreement. Contractor shall allow inspection of all work, data, documents, proceedings, and activities related to the Agreement for a period of three (3) years from the date of final payment under this Agreement.

3.5 General Provisions.

3.5.1 Termination of Agreement.

3.5.1.1 Grounds for Termination. City may, by written notice to Contractor, terminate the whole or any part of this Agreement at any time and without cause by giving written notice to Contractor of such termination, and specifying the effective date thereof, at least seven (7) days before the effective date of such termination. Upon termination, Contractor shall be compensated only for those services which have been adequately rendered to City, and Contractor shall be entitled to no further compensation. Contractor may not terminate this Agreement except for cause.

3.5.1.2 Effect of Termination. If this Agreement is terminated as provided herein, City may require Contractor to provide all finished or unfinished Documents and Data and other information of any kind prepared by Contractor in connection with the performance of Services under this Agreement. Contractor shall be required to provide such document and other information within fifteen (15) days of the request.

3.5.1.3 Additional Services. In the event this Agreement is terminated in whole or in part as provided herein, City may procure, upon such terms and in such manner as it may determine appropriate, services similar to those terminated.

3.5.2 Delivery of Notices. All notices permitted or required under this Agreement shall be given to the respective parties at the following address, or at such other address as the respective parties may provide in writing for this purpose:

Contractor: Crown Facility Solutions, Incorporated

Crown Facility Solutions, Incorporated
605 W. MacArthur Blvd. Ste. 701,
Santa Ana, CA 92704
ATTN: Brent Shears, President

City: City of Signal Hill
2175 Cherry Avenue
Signal Hill, CA 90755
ATTN: Margarita Beltran, Public Works Contracts
Manager

Such notice shall be deemed made when personally delivered or when mailed, forty-eight (48) hours after deposit in the U.S. Mail, first class postage prepaid and addressed to the party at its applicable address. Actual notice shall be deemed adequate notice on the date actual notice occurred, regardless of the method of service.

3.5.3 Cooperation; Further Acts. The Parties shall fully cooperate with one another, and shall take any additional acts or sign any additional documents as may be necessary, appropriate or convenient to attain the purposes of this Agreement.

3.5.4 Attorney's Fees. If either party commences an action against the other party, either legal, administrative or otherwise, arising out of or in connection with this Agreement, the prevailing party in such litigation shall be entitled to have and recover from the losing party reasonable attorney's fees and all other costs of such action.

3.5.5 State License Board Notice. Contractors are required by law to be licensed and regulated by the Contractors' State License Board which has jurisdiction to investigate complaints against contractors if a complaint regarding a patent act or omission is filed within four (4) years of the date of the alleged violation. A complaint regarding a latent act or omission pertaining to structural defects must be filed within ten (10) years of the date of the alleged violation. Any questions concerning a contractor may be referred to the Registrar, Contractors' State License Board, P.O. Box 26000, Sacramento, California 95826.

3.5.6 Indemnification. To the fullest extent allowable by law, Contractor shall defend, indemnify and hold the City, its officials, officers, employees, volunteers and agents free and harmless from any and all claims, demands, causes of action, costs, expenses, liability, loss, damage or injury, in law or equity, to property or persons, including wrongful death, in any manner arising out of or incident to any alleged acts, omissions, negligence or willful misconduct of Contractor, its officials, officers, employees, agents, consultants and contractors arising out of or in connection with the performance of the Services, the Project or this Agreement, including without limitation the payment of all consequential damages and attorney's fees and other related costs and expenses. Contractor shall defend, at Contractor's own cost, expense and risk, any and all such aforesaid suits, actions or other legal proceedings of every kind that may be brought or instituted against City, its directors, officials, officers, employees, agents or volunteers. Contractor shall pay and satisfy any judgment, award or decree that may be rendered against City or its officials, officers, employees, agents or volunteers, in any such suit, action or other legal proceeding. Contractor shall reimburse City and its officials, officers, employees, agents and/or volunteers, for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided. Contractor's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by the City, its officials, officers, employees, agents or volunteers.

3.5.7 Entire Agreement. This Agreement contains the entire Agreement of the parties with respect to the subject matter hereof, and supersedes all prior negotiations, understandings or agreements. This Agreement may only be modified by a writing signed by both parties.

3.5.8 Governing Law. This Agreement shall be governed by the laws of the State of California. Venue shall be in Los Angeles County.

3.5.9 Time of Essence. Time is of the essence for each and every provision of this Agreement.

3.5.10 City's Right to Employ Other Contractors. City reserves right to employ other contractors in connection with this Project.

3.5.11 Successors and Assigns. This Agreement shall be binding on the successors and assigns of the parties.

3.5.12 Assignment or Transfer. Contractor shall not assign, hypothecate, or transfer, either directly or by operation of law, this Agreement or any interest herein without the prior written consent of the City. Any attempt to do so shall be null and void, and any assignees, hypothecates or transferees shall acquire no right or interest by reason of such attempted assignment, hypothecation or transfer.

3.5.13 Construction; References; Captions. Since the Parties or their agents have participated fully in the preparation of this Agreement, the language of this Agreement shall be construed simply, according to its fair meaning, and not strictly for or against any Party. Any term referencing time, days or period for performance shall be deemed calendar days and not work days. All references to Contractor include all personnel, employees, agents, and subcontractors of Contractor, except as otherwise specified in this Agreement. All references to City include its elected officials, officers, employees, agents, and volunteers except as otherwise specified in this Agreement. The captions of the various articles and paragraphs are for convenience and ease of reference only, and do not define, limit, augment, or describe the scope, content, or intent of this Agreement.

3.5.14 Amendment; Modification. No supplement, modification, or amendment of this Agreement shall be binding unless executed in writing and signed by both Parties.

3.5.15 Waiver. No waiver of any default shall constitute a waiver of any other default or breach, whether of the same or other covenant or condition. No waiver, benefit, privilege, or service voluntarily given or performed by a Party shall give the other Party any contractual rights by custom, estoppel, or otherwise.

3.5.16 No Third Party Beneficiaries. There are no intended third party beneficiaries of any right or obligation assumed by the Parties.

3.5.17 Invalidity; Severability. If any portion of this Agreement is declared invalid, illegal, or otherwise unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.

3.5.18 Prohibited Interests. Contractor maintains and warrants that it has not employed nor retained any company or person, other than a bona fide employee working solely for Contractor, to solicit or secure this Agreement. Further, Contractor warrants that it has not

paid nor has it agreed to pay any company or person, other than a bona fide employee working solely for Contractor, any fee, commission, percentage, brokerage fee, gift or other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation of this warranty, City shall have the right to rescind this Agreement without liability. For the term of this Agreement, no member, officer or employee of City, during the term of his or her service with City, shall have any direct interest in this Agreement, or obtain any present or anticipated material benefit arising therefrom.

3.5.19 Equal Opportunity Employment. Contractor represents that it is an equal opportunity employer and it shall not discriminate against any subcontractor, employee or applicant for employment because of race, religion, color, national origin, handicap, ancestry, sex or age. Such non-discrimination shall include, but not be limited to, all activities related to initial employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination. Contractor shall also comply with all relevant provisions of City's Minority Business Enterprise program, Affirmative Action Plan or other related programs or guidelines currently in effect or hereinafter enacted.

3.5.20 Labor Certification. By its signature hereunder, Contractor certifies that it is aware of the provisions of Section 3700 of the California Labor Code which require every employer to be insured against liability for Worker's Compensation or to undertake self-insurance in accordance with the provisions of that Code, and agrees to comply with such provisions before commencing the performance of the Services.

3.5.21 Authority to Enter Agreement. Contractor has all requisite power and authority to conduct its business and to execute, deliver, and perform the Agreement. Each Party warrants that the individuals who have signed this Agreement have the legal power, right, and authority to make this Agreement and bind each respective Party.

3.5.22 Counterparts. This Agreement may be signed in counterparts, each of which shall constitute an original.

3.6 Independent Contractors and Subcontracting.

3.6.1 Use of Contractors. Consultant is aware of statutory and case law regarding classification of workers as independent contractors, including California Labor Code Section 2750.3 and Dynamex Operations West, Inc. v. Superior Court, 4 Cal. 5th 903 (2018). To ensure that Consultant is in compliance with the California Labor Code, Consultant shall only utilize its employees to provide the Services. Consultant may not provide the services through any independent contractor, subcontractor or subconsultant ("Subcontractor(s)") unless approved by the City as set forth in Section 3.6.2 below. Consultant represents and warrants that all personnel who perform the Services on Consultant's behalf are Consultant's employees, and that Consultant complies with all applicable laws, rules and regulations governing its employees, including, but not limited to, the California Labor Code, Unemployment Insurance Code and all applicable Industrial Welfare Commission Wage Orders.

3.6.2 Prior Approval Required. Contractor shall not use any Subcontractor to provide the Services, or any portion of the work required by this Agreement, without prior written approval of City. In the event that City authorizes Consultant to use a Subcontractor, Consultant shall enter into a written agreement with the Subcontractor, which must include all applicable provisions of the Agreement, including a restriction on the Subcontractor's use of further independent contractors, subcontractors or subconsultants without the City's prior written consent.

3.7 Labor Code Compliance

3.7.1 Audit Rights. City shall have the right to audit Consultant's compliance with this Agreement and California Labor laws with respect to Consultant's personnel, including, but not limited to, Consultant's compliance with Sections 3.2.1, 3.2.10 and 3.6.2. Upon City's request, Consultant shall provide within five (5) business days documents sufficient to demonstrate its compliance with this Agreement including, but not limited to, W4s, itemized wage statements, employee handbooks, and time cards for any of Consultant's personnel who provide the Services.

CITY OF SIGNAL HILL

CROWN FACILITY SOLUTIONS, INCORPORATED

By: _____
Carlo Tomaino
City Manager

By: _____
[**INSERT PRIMARY NAME**],
[**INSERT PRIMARY TITLE**]

[If Corporation, TWO SIGNATURES,
President **OR** Vice President **AND**
Secretary **OR** Treasurer **REQUIRED**]

ATTEST:

By: _____
Joy Post
Assistant City Clerk

By: _____
[**INSERT PRIMARY NAME**],
[**INSERT PRIMARY TITLE**]

APPROVED AS TO FORM:

By: _____
Best Best & Krieger LLP
City Attorney

EXHIBIT A - SCOPE OF SERVICES

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EXHIBIT A - SCOPE OF SERVICES

1. SCOPE OF SERVICES

1.1. Overview

The Contractor shall furnish all labor, supervision, equipment, materials, tools, transportation, and incidentals necessary to provide comprehensive custodial maintenance services for City-owned buildings, parks and facilities in accordance with the requirements of this Exhibit. Services include routine custodial maintenance, periodic cleaning, on-call services, and additional work authorized by the City, as described herein.

1.2. Facilities Covered

Routine custodial maintenance services shall be provided at the following City facilities.

Table 1: Routine Services Locations	
No.	Facility
F-1	City Hall
F-2	Signal Hill Public Library
F-3	Community Center
F-4	Signal Hill Park Restrooms
F-5	Discovery Well Park Community Room and Restrooms
F-6	City Yard
F-7	Police Station
F-8	Pressure Washing at Citywide Parks
F-9	Amphitheater Exterior Hardscape

Detailed cleaning requirements and service frequencies for each facility are provided in Section 2 – Facility Specifications of this Exhibit.

1.3. As-Requested Services

In addition to the routine custodial services identified above, the City may request custodial services at the following facilities on an as-needed basis.

Table 2: As- Requested Custodial Services	
No.	Facility
F-10	Amphitheater Back of Stage and Concessions Building
F-11	Amphitheater Restrooms
F-12	Portable Restroom Trailer
F-13	Police Shooting Range

The City does not guarantee any minimum quantity of as-requested services. Services shall be performed only upon written authorization by the City's Contract Administrator and shall be compensated in accordance with the unit prices submitted in the Contractor's Bid Schedule.

1.4. Additional On-Call Services

The City may require additional custodial services outside the routine scope of work, including support for special events, emergency response, or other City-authorized activities. Additional services shall be performed only upon authorization by the City's Contract Administrator.

Example of additional services include, but are not limited to:

- Furniture shampooing
- Carpet extraction/shampooing
- Floor stripping, waxing, and buffing
- Other specialty cleaning services requested by the City

Additional on-call services shall be compensated in accordance with the Contractor's Bid Schedule.

1.5. General Service Requirements

A. General Requirements

The objective of this contract is to achieve and maintain a consistently high standard of custodial cleanliness throughout all City facilities. The specifications contained herein establish the minimum acceptable level and frequency of service. The Contractor shall schedule and perform all work necessary to meet or exceed these requirements. The City expects the Contractor to provide a comprehensive level of cleaning that results in thoroughly maintained facilities rather than surface-level cleaning. All work shall be performed in accordance with accepted commercial custodial practices and the requirements of this Agreement. During the performance of the work, the Contractor shall immediately report any observed maintenance deficiencies or facility conditions requiring repair to the City's Contract Representative.

B. Work Hours

Routine custodial services shall be performed during the hours specified for each individual facility. Facility-specific work schedules are identified in Section 2 of this Exhibit. Certain services, including but not limited to carpet extraction, floor stripping and waxing, window washing, and other periodic maintenance activities, may be required during evenings, weekends, or outside normal operating hours to minimize disruption to City operations.

The City reserves the right to inspect or audit the Contractor's payroll records, timecards, schedules, and other documentation related to services performed under this Agreement to verify staffing levels, hours worked, and contract compliance. Such inspections may occur during the Contractor's normal business hours without prior notice.

For emergency or after-hours service requests, the Contractor shall respond with an appropriate crew within two (2) hours after notification. The Contractor shall maintain and provide the City with a 24-hour emergency contact telephone number throughout the duration of the Agreement.

If a meeting, public event, or other scheduled activity extends beyond normal operating hours, the City will notify the Contractor in advance. The Contractor shall adjust its cleaning schedule as necessary to ensure the affected areas are cleaned following completion of the event.

C. Extra Work

Extra work shall consist of the following categories:

- On-call services; and
- Additional custodial services requested by the City outside the routine scope of work.

These services may include special events, emergency response, or other cleaning services requested by the City beyond the routine service schedule. Custodial services performed outside the normal work schedule or at locations other than those routinely assigned under this Agreement shall be considered extra work. The Contractor shall include the cost of labor and supplies required for specific unscheduled cleaning activities in its proposed pricing, as applicable under the bid documents. Extra work **shall not** be included in the Contractor's regular monthly service payment. Compensation for authorized extra work shall be based on the actual labor hours performed for the specific event or service and shall be invoiced during the month in which the work occurs.

1.6. Contractor Requirements

A. Code of Conduct

The Contractor shall ensure that all custodial services performed under this Agreement are completed by qualified employees who have been hired in accordance with the Contractor's personnel selection policies and trained to perform work in accordance with accepted commercial custodial practices and the requirements of this Agreement. The Contractor shall maintain a dependable workforce and make reasonable efforts to minimize employee turnover throughout the term of the Agreement.

The Contractor shall maintain an ongoing employee training program. All personnel assigned to this Agreement, including supervisory staff and replacement employees, shall successfully complete all required job-specific and safety training before performing work at City facilities. Upon request, the Contractor shall provide the City with training materials and documentation verifying employee training.

All Contractor personnel shall wear clean, matching uniforms furnished by the Contractor while performing work under this Agreement. Uniforms shall be neat in appearance, subject to City

approval, and appropriate for the services being performed. Supervisory personnel and the Contractor's Account Manager may wear company-issued identification badges in lieu of uniforms. Employees shall wear closed-toe, closed-heel shoes suitable for custodial work.

The Contractor shall ensure that all employees conduct themselves in a professional, courteous, and respectful manner while working at City facilities. Employees who are determined by the City to be incompetent, uncooperative, disorderly, under the influence of alcohol or controlled substances, unwilling or unable to satisfactorily perform the required work, or otherwise objectionable, shall be immediately removed from City facilities and replaced with qualified personnel.

Smoking is prohibited within all City facilities. Contractor personnel shall not possess or use alcohol, controlled substances, firearms, knives, or other weapons while performing work under this Agreement. Any employee who violates these requirements shall be immediately removed from the project and replaced at no additional cost to the City.

B. Background and Security Requirements

The Contractor shall ensure that all personnel assigned to perform services under this Agreement possess the experience, qualifications, and security background necessary to perform work within occupied public facilities. The Contractor shall conduct appropriate pre-employment screening of all employees assigned to this Agreement and maintain documentation of each employee's employment history and background review. Upon request, the Contractor shall provide documentation demonstrating compliance with these requirements. The Contractor shall maintain a sufficient number of approved employees to ensure uninterrupted custodial services during employee absences, vacations, illness, or turnover.

The Contractor shall provide the City with an accurate roster of all personnel assigned to this Agreement prior to any employee beginning work. The roster shall identify each employee, the facility or facilities to which they are assigned, and the estimated labor hours associated with each assignment. Any personnel additions, removals, or assignment changes shall be submitted to the City in writing within one (1) business day. Employees terminated by the Contractor shall be reported to the City on the same day whenever possible. If the termination occurs after normal business hours, notification shall be provided no later than the next business morning. Only employees of the Contractor shall perform work under this Agreement. Contractor personnel shall not be assisted or accompanied by any individual who is not an employee of the Contractor while performing work at City facilities. This prohibition includes, but is not limited to, friends, family members, children, and other non-employees.

Prior to performing work under this Agreement, all Contractor personnel assigned to City facilities shall successfully complete, at a minimum, a basic Live Scan background check in accordance with the City requirements. The Contractor shall be solely responsible for ensuring all assigned

personnel satisfy the required background screening requirements and shall bear all costs associated with the Live Scan process. The Contractor shall maintain a sufficient number of employees who have successfully completed the required background screening to ensure uninterrupted services throughout the term of the Agreement.

Personnel assigned to perform work at the Police Station and Police Shooting Range, whether as regular, temporary, or fill-in staff, shall successfully complete any additional or enhanced background screening required by the Signal Hill Police Department. No employee shall be permitted to perform work within the Police Department until the required background screening has been completed and approved by the City. Employees assigned to the Police Department shall be issued City identification badges and shall wear the badge in a visible location above the waist at all times while performing work. Contractor personnel shall present identification upon request by City staff or Police Department personnel. Any employee who fails to comply with this requirement shall immediately leave the facility until compliance has been achieved. The Contractor shall comply with all City and Police Department security procedures governing access to secured facilities and shall ensure that employees are familiar with all applicable security protocols before beginning work.

The City reserves the right to deny access to, or require the immediate removal of, any Contractor employee who, in the City's sole judgment, does not meet the City's security requirements, constitutes an unacceptable security risk, is not qualified to perform the assigned work, or otherwise poses a risk to City personnel, facilities, or operations. The Contractor shall promptly replace any such employee with qualified personnel at no additional cost to the City.

C. Access to Facilities

The City shall provide the Contractor with access to City facilities as necessary to perform the services required under this Agreement. Access may include keys, access cards, alarm codes, electronic credentials, or other security devices as determined by the City. The Contractor shall be responsible for safeguarding all keys, access devices, identification badges, alarm codes, and other security credentials issued by the City. Such items shall not be duplicated, transferred, loaned, or provided to unauthorized personnel. The Contractor shall immediately notify the City's Contract Administrator of any lost or stolen keys, access devices, or security credentials. The Contractor shall be responsible for all costs incurred by the City resulting from the loss, theft, misuse, or unauthorized duplication of keys, access devices, or security credentials, including the replacement of locks, keys, electronic access devices, or reprogramming of security systems when required.

Certain City facilities are protected by limited-access security systems, alarm systems, and lighting controls. The Contractor shall ensure that its employees become familiar with all applicable access, alarm, and lighting procedures upon City instruction. The Contractor shall make employees available for training on such systems during the City's normal business hours.

The Contractor may be charged one hundred dollars (\$100) per call-out, after two incidents, if custodial personnel misuse the security alarm system while entering or leaving a facility.

The Contractor shall ensure that all exterior doors remain secured during the performance of custodial services and shall not permit unauthorized persons to enter City facilities. Upon completion of work, the Contractor shall verify that all lights, doors, windows, alarms, and security systems are left in accordance with City procedures.

D. Confidentiality

Contractor personnel may have access to confidential information, sensitive work areas, or secured City facilities during the performance of services. Contractor personnel shall not access, inspect, copy, photograph, remove, or disclose any confidential records, documents, electronic information, or other City property encountered during the performance of the work. Contractor personnel shall immediately report any suspected security incident, unauthorized access, or loss of City property to the City's Contract Administrator. The confidentiality obligations contained herein shall survive expiration or termination of the Agreement.

E. Safety and Environmental Requirements

The Contractor shall take all reasonable steps and precautions to prevent accidents and preserve the life and health of Contractor personnel, City personnel, and the public during the performance of the work. The Contractor shall comply with all applicable federal, state, regional, and local safety and environmental regulations, including OSHA requirements and, where applicable, NPDES compliance requirements for washing down facility exteriors. Any violation of these requirements, unless promptly corrected as directed by the City, may be grounds for termination of the Agreement.

All materials, parts, equipment, and chemicals used or furnished under this Agreement shall comply with the laws and regulations of the City of Signal Hill, the State of California, OSHA, and all other applicable regulatory agencies. The Contractor shall provide the City with Safety Data Sheets (SDS), certifications, and evidence of compliance for all chemicals and materials used under this Agreement. Use of all chemicals, waxes, and other supplies shall be approved by the City prior to use. The Contractor shall maintain all SDS onsite at each City facility being maintained. The Contractor shall use "Green Seal" certified cleaning products or environmentally friendly products with similar certifications, where applicable.

The Contractor shall immediately report any accident, injury, hazardous condition, chemical spill, property damage, or other safety-related incident occurring during the performance of work to the City's Contract Administrator.

F. Tools, Equipment, Materials and Supplies

The Contractor shall furnish and maintain all equipment necessary to properly maintain City facilities. The Contractor shall maintain an equipment inventory list identifying all equipment by age and condition and shall provide the list to the City upon request. The Contractor shall furnish and keep in good working order all necessary tools, equipment, materials, and supplies, including, but not limited to, carpet cleaners, strippers and waxes, soaps, cleaners, mops, brooms, buffers, ladders, hoses, HEPA vacuum cleaners, trash liners, urinal screens, cleaning rags, and all other cleaning equipment necessary to perform the work. Equipment shall be kept onsite at City facilities as designated by the Contract Administrator and may be routinely inspected by the City. Equipment found to be in unacceptable condition shall be replaced by the Contractor at the Contractor's expense. The Contractor shall provide all transportation necessary to move employees, equipment, and supplies among City facilities.

All cleaning supplies, materials, and tools used in the performance of this Agreement shall be of good commercial quality, suitable for the intended purpose, and capable of providing the high standard of cleanliness required under this Agreement. All supplies, materials, and tools are subject to City inspection and approval. The City reserves the right to require the Contractor to use name-brand or higher-quality supplies when deemed necessary by the City.

All cleaning processes shall meet high standards of safety and effectiveness for commercial applications and shall not damage the facilities being cleaned. The City may prohibit the use of any process, material, supply, or tool that may damage City property or create a risk to employees, the public, or other facility users.

The Contractor shall provide all paper products, including but not limited to toilet paper, paper towels, tissue, toilet tissue, and toilet seat covers, necessary to ensure restrooms, counters and other dispenser locations are fully stocked at all times with products acceptable to City standards. The Contractor shall use green or environmentally friendly products where applicable. The City reserves the right to approve or disapprove all such products. Liquid and powder-type dispensers will be provided by the City. The Contractor shall provide proper hand and dish soap products to keep dispensers filled at all times. The Contractor shall supply all feminine hygiene products for vending machines in women's restrooms. The Contractor shall provide spray deodorizers for all restrooms at all City facilities.

Some restrooms are equipped with waterless urinals. The Contractor shall clean waterless urinals with manufacturer-recommended products, subject to City approval, and shall notify the City when cartridges require replacement. The City shall be responsible for purchasing and replacing odor-control cartridges.

G. Custodial Storage Areas

The Contractor shall keep all tools, equipment, and supplies stored onsite in designated janitorial storage closets and not in any other areas of City facilities. Custodial closets shall be kept neat,

clean, organized, and fully stocked with necessary paper and cleaning supplies. Custodial closets shall be subject to regular City inspection. Flammable liquids shall be kept off premises. Rags and other flammable solids shall be stored in State Fire Marshal-approved containers. All containers shall be labeled as to contents. If toxic materials must be stored, they shall be labeled with the product name and proper antidotes. All buckets, wringers, mop sinks, tools, and equipment shall be kept clean and free of objectionable odors. Floor and wall sinks, whether porcelain or stainless steel, shall be kept clean and polished at all times. Some custodial closets contain water heaters and/or electrical panels. All materials shall be stored at least thirty-six inches (36") away from water heaters, electrical panels, or other required clearance areas.

H. Areas of Restriction

Contractor personnel shall not disturb papers on desks, open drawers or cabinets, use radios, computers, printers, copy machines, fax machines, television sets, coffee pots, microwave ovens, stoves, refrigerators, telephones, two-way radios, or special telecommunications equipment, nor shall they tamper with any personal or City property. Where the specifications require cleaning furniture, this shall mean tables, chairs, file cabinets, and similar furnishings, but not personal desks unless specifically directed by the City. Contractor personnel shall not use any City telephones, two-way radios, special telecommunications equipment, computers, or office equipment under any circumstances unless expressly authorized by the City. Any unauthorized use, access, removal, disturbance, or tampering with City property, equipment, documents, or records may be grounds for immediate removal of the employee and termination of the Agreement.

1.7. Contract Administration

A. Deliverables

The Contractor shall submit the following items to the City within fifteen (15) days of contract award and prior to any employee starting work:

- Current Safety Data Sheets (SDS) for all chemicals and cleaning products to be used in the performance of this Agreement.
- A list of all cleaning products, paper products, soaps, and other consumable supplies to be used under this Agreement. All products shall be subject to City review and approval and may be physically inspected by the City.
- Documentation demonstrating that all personnel assigned to perform work under this Agreement have successfully completed the required background screening.

B. Account Management

Upon execution of the Agreement, the Contractor shall designate an Account Manager who shall have full authority to administer the Agreement and act as the primary point of contact between

the Contractor and the City. The Account Manager shall be available during normal business hours by telephone and email to receive complaints, respond to service requests, and coordinate corrective actions. An answering service or voicemail shall not constitute an acceptable primary means of contact. The Account Manager shall perform inspections of all City facilities at least once each week to verify compliance with the requirements of this Agreement, identify deficiencies, and ensure corrective actions are completed in a timely manner.

The Contractor shall also designate one or more onsite supervisors responsible for the daily supervision and execution of the work. Supervisors shall be present during the majority of scheduled cleaning operations and shall be available to respond to questions or provide direction to Contractor personnel. If a supervisor must leave the work site, a qualified foreman or lead person shall be designated to act on the supervisor's behalf. The designated supervisor and any acting foreman shall be able to communicate effectively in both written and spoken English. The onsite supervisor shall not be assigned routine custodial duties except when necessary to correct deficiencies or respond to emergency staffing situations. The supervisor's primary responsibility shall be to oversee Contractor personnel, inspect completed work, and ensure all services are performed in accordance with this Agreement. Whenever the designated supervisor is not onsite, the Contractor shall ensure another qualified supervisor is available to respond to City requests within two (2) hours.

The City may designate one or more Site Administrators for individual facilities. Site Administrators shall communicate facility-specific requests, deficiencies, scheduling needs, and service concerns directly to the Contractor. The City's Contract Administrator shall provide the Contractor with the names, contact information, and assigned facilities for each Site Administrator. The Contractor shall copy the City's Contract Administrator on all correspondence related to custodial services with Site Administrators.

C. Cleaning Schedule and Reporting

The Contractor shall maintain accurate records of all personnel assigned to this Agreement, including emergency contact information. The Contractor shall prepare and submit weekly work reports to the City's Contract Administrator identifying the services performed at each facility during the previous week. Reports shall include:

- Facility serviced;
- Tasks completed;
- Date and time services were performed;
- Scheduled periodic cleaning activities;
- Any tasks deferred or rescheduled; and
- An explanation of any services not completed as scheduled.

The report format shall be subject to City approval. Any work performed outside the approved service hours shall require prior authorization from the City's Contract Administrator. If the Contractor is unable to complete a scheduled task within the required timeframe, the Contractor shall notify the City within twenty-four (24) hours of the scheduled service, explain the reason for the delay, and identify the proposed completion date. All deferred work shall be completed within the same month in which it was originally scheduled.

D. Performance Inspection and Meetings

The City will conduct routine quality assurance inspections to verify compliance with the requirements of this Agreement. Inspections may be performed by the City's Contract Administrator, Site Administrators, or other authorized City representatives and will focus on the quality and consistency of routine, periodic, and special cleaning services. Whenever deficiencies are identified, the City will notify the Contractor, and the Contractor shall promptly investigate and correct the deficiency within the timeframe established by the City.

The Contractor shall make representatives with appropriate decision-making authority available to participate in bi-weekly joint inspections of City facilities. Following each inspection, the Contractor shall provide a written inspection report identifying any deficiencies observed, corrective actions taken, outstanding items, responsible parties, and anticipated completion dates. Inspection frequencies may be modified by mutual agreement of the City and Contractor. The City reserves the right to utilize additional quality assurance methods, including but not limited to unannounced inspections, review of security camera footage, review of work schedules and reports, and any other inspection methods deemed appropriate to verify contract compliance.

E. Monthly Contract Management Meetings

The Contractor's Account Manager shall attend a monthly contract management meeting with the City's Contract Administrator and other designated City representatives. Meetings may be conducted in person or virtually, as determined by the City. The purpose of these meetings is to review the Contractor's overall performance, discuss operational issues, and ensure continued compliance with the Agreement. Discussion topics may include, but are not limited to:

- Outstanding deficiencies and corrective actions;
- Inspection results and recurring issues;
- Customer complaints and service requests;
- Staffing levels and personnel changes;
- Upcoming City events requiring custodial support;
- Schedule modifications;
- Safety and security concerns;
- Performance trends and quality improvements; and

- Other contract administration matters.

The Contractor shall maintain a Corrective Action Log documenting deficiencies identified by the City or Contractor during inspections, service calls, or routine operations. At a minimum, the log shall include the facility, date reported, description of the deficiency, corrective action taken, responsible party, date corrected, and current status. The Corrective Action Log shall be reviewed during each monthly contract management meeting until all corrective actions have been completed.

1.8. Performance Standards

A. Cleaning Standards

The Contractor shall maintain all City facilities in a clean, sanitary, safe, and professional condition at all times in accordance with the requirements of this Agreement. The Contractor shall promptly clean and properly dispose of any unsanitary, unsafe, or objectionable conditions caused by facility occupants, visitors, or animals whenever identified by Contractor personnel or reported by the City's Contract Administrator, Site Administrator, or other authorized City representative. If Contractor personnel encounter hazardous materials, including but not limited to blood, bodily fluids, toxic chemicals, or corrosive substances, the Contractor shall immediately notify the City's Contract Administrator and, when appropriate, the Police Department or Fire Department. Contractor personnel shall not attempt to remove hazardous materials unless specifically trained and authorized to do so. The cleaning standards described below establish the minimum acceptable level of cleanliness for all facilities covered under this Agreement. These standards are not intended to be all-inclusive and do not relieve the Contractor of the responsibility to provide a consistently clean, sanitary, and well-maintained facility. The City shall determine whether the required cleaning standards have been achieved.

- **Appliances:**

Exterior surfaces of all appliances and vending machines shall be free of dust, surface film, dirt, fingerprints, spills, and other residue.

- **Blinds:**

Both sides of blind slats shall be free of dust, dirt, and water spots. Cords and tapes shall be clean and in good condition.

- **Carpets:**

All carpeted surfaces shall be free of food crumbs, dirt, dust, smudges, marks, debris, and other foreign materials, including areas beneath furniture and behind doors. Spot cleaning shall not result in noticeable discoloration. Carpets shall not exhibit excessive traffic patterns or visible soiling. Carpet cleaning shall be scheduled to allow carpets to dry completely before occupied work areas are reopened.

- **Ceilings:**

Ceilings shall be free of cobwebs, dust, spots, and streaks.

- **Dispensers:**

All paper product, soap, and sanitary product dispensers shall remain fully stocked. Waste receptacles and sanitary napkin receptacles shall be emptied, cleaned, sanitized, and provided with new liners. Additional supplies shall be available to maintain uninterrupted service between scheduled cleanings.

- **Door Thresholds:**

Door thresholds shall be clean and free of dirt, grease, oil, and grime.

- **Drinking Fountains:**

Porcelain, metal, and stainless-steel surfaces shall be clean, bright, sanitized, and free of dust, stains, streaks, and mineral buildup. Fountain nozzles shall remain free of encrustation.

- **Floors and Baseboards:**

Floors, including stairs, landings, risers, and baseboards, shall be free of dirt, lint, dust, mop marks, gum, grease, tar, streaks, skipped areas, excess floor finish, and other debris. Floors shall present a uniform appearance and luster appropriate for the flooring material. All surfaces shall be dry and corners shall be clean.

- **Food Preparation Appliances:**

Stoves, refrigerators, microwaves, ovens, and other food preparation appliances shall be sanitized and free of spills, food residue, dust, surface film, streaks, and other contaminants.

- **Furniture:**

Furniture constructed of wood, plastic, fabric, laminate, or metal shall be free of dust, dirt, spots, and surface film. Personal papers shall not be disturbed or removed from desks or workstations. Contractor personnel shall not handle personal computers, telephones, keyboards, monitors, printers, or other electronic equipment except as necessary to clean surrounding surfaces without disturbing the equipment.

- **Light Covers:**

Light covers and accessible light fixtures shall be free of dust and dirt.

- **Metal Surfaces:**

Metal surfaces shall be free of smears, stains, fingerprints, and oxidation, and shall maintain a clean, polished, and uniform appearance.

- **Mirrors:**

Mirrors shall be clean and free of dirt, dust, streaks, spots, and water marks.

- **Patio Areas and Exterior Stairways**

Patios, exterior stairways, entrances, and adjacent paved areas included within the scope of work shall be free of litter, paper, bottles, leaves, and other discarded materials.

- **Porcelain Fixtures:**

Wash basins, toilets, urinals, showers, and other porcelain fixtures shall be clean, bright, sanitized, and free of stains, rust, mold, mildew, encrustation, excess moisture, and mineral deposits.

- **Walls and Baseboards:**

Walls and baseboards shall be free of dirt, cobwebs, dust, lint, streaks, splash marks, and equipment scuffs.

- **Waste Receptacles:**

Waste receptacles shall be emptied as required and maintained free of dust, residue, stains, food debris, and odors. Liners shall be replaced as necessary.

- **Windows and Glass:**

Interior glass, windows, sidelights, and glass doors shall be free of dust, cobwebs, fingerprints, smudges, streaks, marks, and other visible residue.

- **Windowsills:**

Windowsills shall be free of dust, dirt, cobwebs, streaks, smudges, and debris. Cleaning shall not obstruct visibility through adjacent windows.

- **Wood Fixtures and Furniture:**

Wood fixtures and furniture shall be dusted and polished as appropriate and maintained free of dirt, dust, streaks, and spots, with a uniform finish.

- **Trash:**

The Contractor shall promptly clean and sanitize any stains, spills, or residue caused by leaking trash bags or waste containers. Trash Cans shall be deodorized as needed.

B. Definitions

The following definitions apply throughout this Exhibit unless otherwise specified.

No.	Term	Definition
1	Buff	Remove marks using a floor machine equipped with a polishing pad to maintain floor luster.
2	Carpet Extraction	Shampoo carpeting using the wet extraction method.
3	Clean	Remove all dirt, stains, and marks using an approved cleaning product.
4	Daily	Work performed on each scheduled service day identified in the applicable Facility Specifications.
5	Damp Mop	Remove surface dirt and stains using a mop and warm water containing detergent or floor cleaner, as appropriate.
6	Damp Wipe	Remove surface dirt using a damp cloth.
7	Disinfect	Apply an approved disinfectant to destroy disease-causing microorganisms.
8	Dust	Remove all loose dirt and debris using treated dust cloths or other approved methods.
9	Mop	Remove surface dirt and stains using a mop and warm water containing floor cleaner or germicidal disinfectant, as appropriate.
10	One Day	Twenty-four (24) consecutive hours.
11	Polish	Machine polish or hand polish using appropriate materials to restore finish.
12	Refinish	Apply the appropriate floor finish, sealer, or wax and buff to restore the floor surface.

13	Sanitize	Clean and treat a surface to reduce bacteria to acceptable public health standards.
14	Scrub	Remove dirt, stains, and marks using an approved cleaner and a floor machine equipped with a scrubbing pad.
15	Spot cleaning	Removal of isolated stains, spills, or localized stain. Cleaning shall be limited to the minimum area necessary to completely remove the visible stain and blend with the surrounding area.
16	Strip	Completely remove existing floor finish, dirt, stains, and residue. Rinse and allow the surface to dry before refinishing.
17	Sweep/Dust Mop	Remove loose dirt and litter using dustless sweeping tools, dust mops, brushes, or vacuums, as appropriate for the floor surface.
18	Vacuum	Remove surface and embedded dirt, dust, and debris using a commercial-grade vacuum cleaner.
19	Wash	Remove dirt, stains, and residue using an approved cleaner, then rinse and dry the surface.
20	Wax	Apply the specified number of coats of approved floor finish in accordance with the manufacturer's recommendations.

2. FACILITY SPECIFICATIONS

The Contractor shall perform custodial services at the facilities identified below in accordance with the requirements of Section 1 and the cleaning frequencies specified herein. Unless otherwise noted, all services shall be performed in accordance with the Cleaning Standards contained in Section 1.8.

2.1. City Hall (Facility F-1)

A. Location

2175 Cherry Avenue

B. Facility Description

The Contractor shall provide comprehensive custodial maintenance services for City Hall in accordance with the requirements of this Exhibit. Services shall include routine custodial maintenance, periodic cleaning, and support for City Council meetings. Unless otherwise specified herein, the scope of work described in this section shall apply to all areas associated with each facility, including all three floors and Council Chambers. All work shall be performed in accordance with the Cleaning Standards set forth in Section 1.8, Performance Standards.

C. Hours of Service

Routine custodial services shall be performed between 7:00 p.m. and 6:00 a.m., Monday through Friday, unless otherwise approved by the City's Contract Administrator.

D. Daily Services

Frequency: Monday through Friday

The Contractor shall perform the following services during each scheduled service day:

1. Clean restroom floors using a germicidal detergent solution.
2. Clean restroom basins, countertops, and fixtures using a mild abrasive cleaner.
3. Clean restroom toilet bowls and urinals using an acid-based disinfectant bowl cleaner. Water-free urinals shall be cleaned in accordance with the manufacturer's recommended procedures. The City will provide the manufacturer's maintenance instructions.
4. Clean, disinfect, and refill all restroom dispensers, including toilet tissue, hand soap, seat covers, paper towels, sanitary supplies, urinal screens and spray deodorizers.
5. Wash and polish restroom mirrors, powder shelves, exposed plumbing, flushometers, piping, toilet seat hinges, light fixtures, disposal bins, and the tops of stall partitions.
6. Sweep and wet mop all hard-surface floors using an approved cleaning and disinfecting solution.
7. Empty all recycling containers as needed and place recyclable materials in designated recycling containers.
8. Clean, sanitize, and polish all drinking fountains and remove splash marks from adjacent walls.
9. Clean and sanitize the interior and exterior surfaces of all kitchen, breakroom, and food preparation appliances, including, but not limited to, refrigerators, microwaves, ovens, toaster ovens, coffee makers, dishwashers, sinks, countertops, and tables. Remove all spills, food residue, dust, grease, stains, and surface film.
10. Clean both sides of all toilet seats using a germicidal disinfectant solution.
11. Spot clean restroom doors, partitions, and walls.
12. Plunge clogged toilets and drains as necessary.
13. Report plumbing leaks, clogged drains, or other maintenance deficiencies observed during cleaning to the City's Contract Administrator.
14. Empty, reline, and dispose of contents from all waste receptacles and sanitary disposal containers.
15. Vacuum all carpeted traffic areas, rugs, and entrance mats, removing staples, paper clips, and other debris as necessary.
16. Refill kitchen and lunchroom paper towel and cup dispensers.

E. Three Times Per Week

Frequency: Monday, Wednesday, and Friday

The Contractor shall perform the following services:

1. Spot clean carpet stains using an approved carpet cleaning product.
2. Clean glass-top desks and glass countertops.
3. Remove smudges, fingerprints, ink marks, graffiti, and other marks from doors, door frames, door hardware, woodwork, wall switches, tabletops, walls, counters, and similar surfaces.
4. Spot clean partitions, glass doors, mirrored walls, glass panels, and display cases.

F. Weekly Services

Frequency: Every Friday

The Contractor shall perform the following services:

1. Perform low dusting of chairs, furniture bases, baseboards, and similar surfaces.
2. Perform high dusting of door frames, partitions, air vents, and other elevated surfaces.
3. Vacuum all carpeted areas.
4. Sweep stairwells and clean handrails and banisters.
5. Dust desks, tables, chairs, filing cabinet tops, cabinets, telephones, display stands, browsing racks, shelves, book returns, pen sets, wall pictures, window sills, bookcases, and other office furnishings using treated dust cloths. Desks or tables covered with papers shall not be disturbed. Cleared desks and cabinet tops shall be thoroughly cleaned.
6. Polish metal door frames, kick plates, and push plates.
7. Wash kitchen cabinet doors.

G. Twice Per Month

City Council Meeting Services

Frequency: Second and Fourth Tuesday of Each Month

Following each regularly scheduled City Council meeting, the Contractor shall perform the following services in the Second Floor Conference Room, after 930pm:

1. Consolidate remaining food, when practical, onto serving trays and cover with aluminum foil.
2. Transport leftover food to the downstairs kitchen refrigerator.
3. Clean conference room countertops.
4. Leave unopened snacks and beverages for future City use.
5. Dispose of used paper plates, napkins, disposable utensils, and other refuse.

In addition, the Contractor shall vacuum and dust the City Council Chambers on the first, second, third, and fourth Monday of each month.

H. Monthly Services

Frequency: During the first week of each month (Monday or Wednesday unless otherwise approved by the City)

The Contractor shall perform the following services:

1. Dust exterior air vent panels and interior air vents.
2. Machine scrub and wax all composition floors.
3. Dust all window blinds.
4. Vacuum upholstered furniture, including desk chairs, guest chairs, and cubicle panels. Spot clean as necessary.
5. Machine scrub the front porch and front stairs leading to the public sidewalk.

I. Quarterly Services

Frequency: January, April, July, and October

The Contractor shall clean both the interior and exterior surfaces of all windows.

J. Semi-Annual Services

Frequency: April and November, or as otherwise approved by the City's Contract Administrator.

The Contractor shall perform the following services:

1. Steam clean all carpeted areas using the hot-water extraction method. Carpet cleaning shall be scheduled during weekends unless otherwise approved by the City. Cleaning methods shall be approved by the City's Contract Administrator before work begins.
2. Completely empty, clean, and sanitize the interior of all refrigerators after providing City employees with at least one (1) week's advance notice.

K. Annual Services

Frequency: April

The Contractor shall clean all window blinds.

L. Performance Expectations

All work shall be performed in accordance with the Cleaning Standards established in Section 1.8-A of this Exhibit. The Contractor shall promptly notify the City's Contract Administrator of any damaged building components, plumbing leaks, clogged drains, lighting outages, vandalism, safety hazards, or other maintenance deficiencies observed during the performance of the work. The Contractor shall complete all scheduled services within the specified frequencies unless otherwise approved in writing by the City's Contract Administrator.

2.2. Signal Hill Public Library and Community Center (Facilities F-2 and F-3)

A. Location

Signal Hill Public Library: 1800 East Hill Street

Community Center: 1780 E. Hill Street

B. Facility Description

The Contractor shall provide comprehensive custodial maintenance services for the Signal Hill Public Library and the Community Center, in accordance with the requirements of this Exhibit. Services shall include routine custodial maintenance and periodic cleaning throughout each facility. Unless otherwise specified herein, the scope of work described in this section shall apply to all areas associated with each facility, including the, all rooms within the Library and

offices, Library terrace, terrace restrooms, terrace kitchen, patios, and all interior spaces and support areas. For the Community Center, the scope of work includes the entire building, including all areas utilized for the City's Youth Center program. All work shall be performed in accordance with the Cleaning Standards set forth in Section 1.8, Performance Standards.

C. Hours of Service

Routine custodial services for the Signal Hill Public Library and Community Center shall be performed between 11:00 p.m. and 6:00 a.m., Monday through Saturday, unless otherwise approved by the City's Contract Administrator. In addition to the routine cleaning schedule, the Library restrooms shall be cleaned before, during, and following the conclusion of City events when requested by the City.

D. Daily Services

Frequency: Monday through Saturday

The Contractor shall perform the following services during each scheduled service day:

1. Clean restroom floors using a germicidal detergent solution.
2. Clean restroom basins, countertops, and fixtures using a mild abrasive cleaner.
3. Clean restroom toilet bowls and urinals using an acid-based disinfectant bowl cleaner. Water-free urinals shall be cleaned in accordance with the manufacturer's recommended procedures. The City will provide the manufacturer's maintenance instructions.
4. Clean, disinfect, and refill all restroom dispensers, including toilet tissue, hand soap, seat covers, paper towels, sanitary supplies, urinal screens, and spray deodorizers.
5. Wash and polish restroom mirrors, powder shelves, exposed plumbing, flushometers, piping, toilet seat hinges, light fixtures, disposal bins, and tops of stall partitions.
6. Clean both sides of all restroom toilet seats using a germicidal disinfectant solution.
7. Spot clean restroom doors, walls, and partitions.
8. Plunge clogged toilets and drains as necessary.
9. Report plumbing leaks, clogged drains, or other maintenance deficiencies observed during cleaning to the City's Contract Administrator.
10. Empty and reline all waste receptacles and restroom sanitary disposal containers and remove trash to the designated exterior disposal area.
11. Sweep and wet mop all hard-surface floors using an approved cleaning and disinfecting solution.
12. Empty all recycling containers as needed and place recyclable materials in the designated exterior recycling container.
13. Clean, sanitize, and polish all drinking fountains.
14. Clean and sanitize all doors, door jambs, door hardware, telephones, and light switches.
15. Remove splash marks from walls surrounding drinking fountains.
16. Clean and sanitize kitchen, lunchroom, and coffee areas.

17. Clean and sanitize the interior and exterior surfaces of all kitchen, breakroom, and food preparation appliances, including, but not limited to, refrigerators, microwaves, ovens, toaster ovens, coffee makers, dishwashers, sinks, countertops, and tables. Remove all spills, food residue, dust, grease, stains, and surface film.
18. Vacuum all carpet traffic areas, rugs, and entrance mats. Remove staples, paper clips, and other debris from carpeted surfaces.
19. Refill kitchen and lunchroom paper towel and cup dispensers.
20. Sweep and mop all stairs and stairways.

E. Three Times Per Week

Frequency: Monday, Wednesday, and Friday

The Contractor shall perform the following services:

1. Spot clean carpet stains using an approved carpet cleaning product.
2. Clean all glass-top desks and glass countertops.
3. Remove smudges from doors, door frames, handles, knobs, push bars, woodwork, and wall switches.
4. Remove fingerprints, ink marks, graffiti, and smudges from tabletops, walls, and counters.
5. Spot clean partitions, glass doors, glass panels, mirrored walls, and display cases.
6. Vacuum all carpets and rugs completely.

F. Weekly Services

Frequency: Every Saturday

The Contractor shall perform the following services:

1. Perform low dusting of chairs, bottoms of furniture, baseboards, and similar surfaces.
2. Perform high dusting of door frames, partitions, air vents, and other elevated surfaces (including light fixtures).
3. Sweep all stairwells and clean handrails and banisters.
4. Dust desks, tables, chairs, filing cabinet tops, cabinets, telephones, display stands, browsing racks, shelves, book returns, pen sets, wall pictures, window sills, bookcases, and other office furnishings using treated dust cloths. Desks and tables covered with papers shall not be disturbed. Cleared desks and cabinet tops shall be thoroughly cleaned.
5. Clean the interior of all microwaves.
6. Polish all metal door frames, kick plates, and push plates.
7. Wash the children's cubbies in the Community Center using a germicidal disinfectant solution.
8. Wash kitchen cabinet doors in the Community Center.
9. Sweep and remove leaves and debris from both the north and south Community Center patios.
10. Clean Community Center patio areas.

G. Monthly Services

Frequency: During the first week of each month (Monday or Wednesday unless otherwise approved by the City's Contract Administrator)

The Contractor shall perform the following services:

1. Remove exterior air vent panels and dust interior airflow vents.
2. Machine scrub and wax all composition, tile, concrete and vinyl floors (no wax for tile).
3. Dust all window blinds.
4. Vacuum upholstered furniture, including desk chairs, guest chairs, and similar furnishings. Spot clean as necessary.
5. Clean grease trays on the Community Center stove.
6. The Contractor shall pressure wash the Library terrace, walkways, and patio.
7. Perform high dusting of the tops of bookshelves and other elevated shelving.
8. For the Signal Hill Library Building: Perform high dusting of the entry overhead letters to the dedicated library rooms, other elevated shelving.

H. Quarterly Services

Frequency: January, April, July, and October

The Contractor shall perform the following services:

1. Clean the interior and exterior surfaces of all windows.

I. Semi-Annual Services

Frequency: April and November, or as otherwise approved by the City's Contract Administrator

The Contractor shall perform the following services:

1. Steam clean all carpeted areas using the hot-water extraction method. Cleaning methods and procedures shall be approved by the City's Contract Administrator prior to beginning work.
2. Completely empty, clean, and sanitize the interior of all refrigerators after providing City employees with at least one (1) week's advance notice.

J. Annual Services

Frequency: April

The Contractor shall clean all window blinds.

K. Performance Expectations

All work shall be performed in accordance with the Cleaning Standards established in Section 1.8.A of this Exhibit. The Contractor shall promptly notify the City's Contract Administrator of any damaged building components, plumbing leaks, clogged drains, lighting outages, vandalism, safety hazards, or other maintenance deficiencies observed during the

performance of the work. The Contractor shall complete all scheduled services within the specified frequencies unless otherwise approved in writing by the City's Contract Administrator.

2.3. Signal Hill Park Restrooms (Facility F-4)

A. Location

Signal Hill Park

B. Facility Description

The Contractor shall provide comprehensive custodial maintenance services for the Signal Hill Park Restrooms in accordance with the requirements of this Exhibit. Unless otherwise specified herein, all work shall be performed in accordance with the Cleaning Standards set forth in Section 1.8.A, Cleaning Standards.

C. Hours of Service

Routine custodial services shall be performed between 11:00 p.m. and 6:00 a.m., Monday through Saturday, unless otherwise approved by the City's Contract Administrator. In addition to the routine cleaning schedule, the restrooms shall be cleaned before, during, and following the conclusion of City events when requested by the City.

D. Daily Services

Frequency: Monday through Saturday

Seasonal Service Requirement (June through August): During the months of June, July, and August, the Contractor shall perform two (2) complete daily cleanings of the restroom facilities each Monday through Friday. The first cleaning shall be performed during the Contractor's regularly scheduled service hours, and the second cleaning shall be completed between 11:00 a.m. and 2:00 p.m., unless otherwise approved by the City's Contract Administrator. Each cleaning shall include all Daily Service Requirements identified below.

The Contractor shall perform the following services during each scheduled service day:

1. Clean and sanitize toilet bowls, urinals, sinks, and other restroom fixtures.
2. Clean and polish restroom fixtures, exposed plumbing, flushometers, mirrors, and the tops of stall partitions.
3. Completely flush, clean, and disinfect restroom floors using a germicidal detergent solution.
4. Spot clean restroom walls, partitions, doors, and other surfaces as necessary.
5. Report any vandalism, graffiti, damaged fixtures, plumbing leaks, clogged drains, or other maintenance deficiencies observed inside or outside the restroom building to the City's Contract Administrator.
6. Clean, sanitize, and polish all drinking fountains.

7. Remove splash marks from walls surrounding drinking fountains.
8. Refill all restroom dispensers, including toilet tissue, hand soap, paper towels, seat covers, sanitary supplies, urinal screens, and spray deodorizers.
9. Plunge clogged toilets and drains as necessary.

E. Performance Expectations

All work shall be performed in accordance with the Cleaning Standards established in Section 1.8.A of this Exhibit. The Contractor shall promptly notify the City's Contract Administrator of any damaged building components, plumbing leaks, clogged drains, vandalism, graffiti, safety hazards, or other maintenance deficiencies observed during the performance of the work. The Contractor shall complete all scheduled services within the specified frequencies unless otherwise approved in writing by the City's Contract Administrator.

2.4. Discovery Well Park Community Room and Restrooms (Facility F-5)

A. Location

2200 Temple Avenue

B. Facility Description

The Contractor shall provide comprehensive custodial maintenance services for the Discovery Well Park Community Room and Restrooms in accordance with the requirements of this Exhibit. Services shall include routine custodial maintenance of the community room, restrooms, kitchen, and associated common areas. Unless otherwise specified herein, all work shall be performed in accordance with the Cleaning Standards set forth in Section 1.8.A, Cleaning Standards.

C. Hours of Service

Routine custodial services shall be performed between 11:00 p.m. and 6:00 a.m., Monday through Sunday, unless otherwise approved by the City's Contract Administrator.

D. Daily Services

Frequency: Monday through Sunday

Seasonal Service Requirement (June through August): During the months of June, July, and August, the Contractor shall perform two (2) complete daily cleanings of the restroom facilities each Monday through Friday. The first cleaning shall be performed during the Contractor's regularly scheduled service hours, and the second cleaning shall be completed between 11:00 a.m. and 2:00 p.m., unless otherwise approved by the City's Contract Administrator. Each cleaning shall include all Daily Service Requirements identified below.

The Contractor shall perform the following services during each scheduled service day:

1. Clean restroom floors using a germicidal detergent solution.

2. Clean restroom basins, countertops, and fixtures using a mild abrasive cleaner.
3. Clean restroom toilet bowls and urinals using an acid-based disinfectant bowl cleaner. Water-free urinals shall be cleaned in accordance with the manufacturer's recommended procedures. The City will provide the manufacturer's maintenance instructions.
4. Clean, disinfect, and refill all restroom dispensers, including toilet tissue, hand soap, seat covers, paper towels, sanitary supplies, urinal screens, and spray deodorizers.
5. Wash and polish restroom mirrors, powder shelves, exposed plumbing, flushometers, piping, toilet seat hinges, light fixtures, disposal bins, and the tops of stall partitions.
6. Clean both sides of all restroom toilet seats using a germicidal disinfectant solution.
7. Spot clean restroom doors, walls, and partitions.
8. Plunge clogged toilets and drains as necessary.
9. Report plumbing leaks, clogged drains, or other maintenance deficiencies observed during cleaning to the City's Contract Administrator.
10. Empty and reline all waste receptacles and restroom sanitary disposal containers and remove trash to the designated exterior disposal area.
11. Sweep and wet mop all hard-surface floors using an approved cleaning and disinfecting solution.
12. Empty all recycling containers as needed and place recyclable materials in the designated exterior recycling container.
13. Clean, sanitize, and polish all drinking fountains. Remove splash marks from adjacent walls.
14. Clean and sanitize kitchen, lunchroom, and community room food preparation areas.
15. Clean and sanitize the interior and exterior surfaces of all kitchen, breakroom, and food preparation appliances, including, but not limited to, refrigerators, microwaves, ovens, toaster ovens, coffee makers, sinks, countertops, and tables. Remove all spills, food residue, dust, grease, stains, and surface film.
16. Refill kitchen and community room paper towel and cup dispensers.

E. Three Times Per Week

Frequency: Monday, Wednesday, and Friday

The Contractor shall perform the following services:

1. Clean all glass-top desks and glass countertops.
2. Remove smudges from doors, door frames, handles, knobs, push bars, woodwork, and wall switches.
3. Remove fingerprints, ink marks, graffiti, and smudges from tabletops, walls, and counters.
4. Spot clean partitions, glass doors, glass panels, mirrored walls, and display cases.

F. Weekly Services

Frequency: Every Monday

The Contractor shall perform the following services:

1. Perform low dusting of chairs, furniture bases, baseboards, and similar surfaces.
2. Perform high dusting of door frames, partitions, air vents, and other elevated surfaces.
3. Sweep all stairwells and clean handrails and banisters.
4. Dust desks, tables, chairs, filing cabinet tops, cabinets, telephones, display stands, browsing racks, shelves, book returns, pen sets, wall pictures, window sills, bookcases, and other office furnishings using treated dust cloths. Desks and tables covered with papers shall not be disturbed. Cleared desks and cabinet tops shall be thoroughly cleaned.
5. Clean the interior of all microwaves.
6. Polish all metal door frames, kick plates, and push plates.
7. Wash kitchen cabinet doors.
8. Clean patio areas.

G. Monthly Services

Frequency: During the first week of each month (Monday or Wednesday unless otherwise approved by the City's Contract Administrator)

The Contractor shall perform the following services:

1. Remove exterior air vent panels and dust interior airflow vents.
2. Machine scrub and wax all composition and tile floors.
3. Dust all window blinds.
4. Vacuum upholstered furniture, including desk chairs, guest chairs, and similar furnishings. Spot clean as necessary.

H. Quarterly Services

Frequency: January, April, July, and October

The Contractor shall clean the interior and exterior surfaces of all windows.

I. Semi-Annual Services

Frequency: April and November, or as otherwise approved by the City's Contract Administrator

The Contractor shall perform the following services:

1. Completely empty, clean, and sanitize the interior of all refrigerators after providing City staff with at least one (1) week's advance notice.

J. Performance Expectations

All work shall be performed in accordance with the Cleaning Standards established in Section 1.8.A of this Exhibit. The Contractor shall promptly notify the City's Contract Administrator of any damaged building components, plumbing leaks, clogged drains, lighting outages, vandalism, graffiti, safety hazards, or other maintenance deficiencies observed during the

performance of the work. The Contractor shall complete all scheduled services within the specified frequencies unless otherwise approved in writing by the City's Contract Administrator.

2.5. City Yard (Facility F-6)

A. Location

2175 East 28th Street

B. Facility Description

The Contractor shall provide comprehensive custodial maintenance services for the City Yard. The City Yard consists of multiple buildings and work areas, including administrative offices, maintenance shops, locker rooms, restrooms, gym, and the Well 9 facility. Unless otherwise specified herein, all work shall be performed in accordance with the Cleaning Standards set forth in Section 1.8.A, Cleaning Standards.

C. Hours of Service

Routine custodial services shall be performed between 5:30 p.m. and 6:00 a.m., Monday through Friday, unless otherwise approved by the City's Contract Administrator.

D. Daily Services

Frequency: Monday through Friday

The Contractor shall perform the following services during each scheduled service day:

1. Clean restroom, shower, and locker room floors using a germicidal detergent solution.
2. Clean restroom basins, countertops, and fixtures using a mild abrasive cleaner.
3. Clean restroom toilet bowls and urinals using an acid-based disinfectant bowl cleaner. Water-free urinals shall be cleaned in accordance with the manufacturer's recommended procedures. The City will provide the manufacturer's maintenance instructions.
4. Clean, disinfect, and refill all restroom and shower dispensers, including toilet tissue, hand soap, seat covers, paper towels, sanitary supplies, urinal screens, and spray deodorizers.
5. Wash and polish restroom mirrors, powder shelves, exposed plumbing, flushometers, piping, toilet seat hinges, light fixtures, disposal bins, and the tops of stall partitions.
6. Clean both sides of all restroom toilet seats using a germicidal disinfectant solution.
7. Spot clean restroom doors, walls, and partitions.
8. Plunge clogged toilets and drains as necessary.
9. Report plumbing leaks, clogged drains, or other maintenance deficiencies observed during cleaning to the City's Contract Administrator.
10. Empty and reline all waste receptacles and restroom sanitary disposal containers and remove trash to the designated exterior disposal area.

11. Sweep and wet mop all hard-surface floors using an approved cleaning and disinfecting solution.
12. Empty all recycling containers as needed and place recyclable materials in the designated exterior recycling container.
13. Clean, sanitize, and polish all drinking fountains. Remove splash marks from adjacent walls.
14. Clean and sanitize kitchen, lunchroom, and coffee areas.
15. Clean and sanitize the interior and exterior surfaces of all kitchen, breakroom, and food preparation appliances, including, but not limited to, refrigerators, microwaves, ovens, toaster ovens, coffee makers, dishwashers, sinks, countertops, and tables. Remove all spills, food residue, dust, grease, stains, and surface film.
16. Vacuum all carpet traffic areas, rugs, and entrance mats, removing staples, paper clips, and other debris.
17. Refill kitchen and lunchroom paper towel and cup dispensers.
18. Wipe down and disinfect all exercise equipment.

E. Three Times Per Week

Frequency: Monday, Wednesday, and Friday

The Contractor shall perform the following services:

1. Spot clean carpet stains using an approved carpet cleaning product.
2. Clean all glass-top desks and glass countertops.
3. Remove smudges from doors, door frames, handles, knobs, push bars, woodwork, and wall switches.
4. Remove fingerprints, ink marks, graffiti, and smudges from tabletops, walls, and counters.
5. Spot clean partitions, glass doors, mirrored walls, glass panels, and display cases.

F. Weekly Services

Frequency: Every Monday

The Contractor shall perform the following services:

1. Perform low dusting of chairs, furniture bases, baseboards, and similar surfaces.
2. Perform high dusting of door frames, partitions, air vents, and other elevated surfaces.
3. Vacuum all carpets and rugs completely.
4. Sweep all stairwells and clean handrails and banisters.
5. Dust desks, tables, chairs, filing cabinet tops, cabinets, telephones, display stands, shelves, bookcases, window sills, wall pictures, and other office furnishings using treated dust cloths. Desks or tables covered with papers shall not be disturbed.
6. Clean the interior of all microwaves.
7. Polish all metal door frames, kick plates, and push plates.
8. Scrub and disinfect shower walls and shower doors.

9. Wash kitchen cabinet doors.
10. Clean patio areas.

G. Monthly Services

Frequency: During the first week of each month (Monday or Wednesday unless otherwise approved by the City's Contract Administrator)

The Contractor shall perform the following services:

1. Remove exterior air vent panels and dust interior airflow vents.
2. Machine scrub and wax all composition floors and all hard floor surfaces, including concrete and tile floors in restrooms, hallways, and locker rooms.
3. Dust all window blinds.
4. Vacuum upholstered furniture, including desk chairs, guest chairs, and similar furnishings. Spot clean as necessary.

H. Quarterly Services

Frequency: January, April, July, and October

The Contractor shall clean the interior and exterior surfaces of all windows.

I. Semi-Annual Services

Frequency: April and November, or as otherwise approved by the City's Contract Administrator

The Contractor shall perform the following services:

1. Steam clean all carpeted areas using the hot-water extraction method. Cleaning methods and procedures shall be approved by the City's Contract Administrator prior to beginning work.
2. Completely empty, clean, and sanitize the interior of all refrigerators after providing City employees with at least one (1) week's advance notice.

J. Annual Services

Frequency: April

The Contractor shall clean all window blinds.

K. Performance Expectations

c All work shall be performed in accordance with the Cleaning Standards established in Section 1.8.A of this Exhibit. The Contractor shall promptly notify the City's Contract Administrator of any damaged building components, plumbing leaks, clogged drains, lighting outages, vandalism, safety hazards, or other maintenance deficiencies observed during the performance of the work. The Contractor shall complete all scheduled services within the

specified frequencies unless otherwise approved in writing by the City's Contract Administrator.

2.6. Police Station (Facility F-7)

A. Location

2745 Walnut Avenue

B. Facility Description

The Contractor shall provide comprehensive custodial maintenance services for the Signal Hill Police Station in accordance with the requirements of this Exhibit. Due to the sensitive nature of this facility, custodial services shall be performed by specifically assigned personnel who have successfully completed all required background investigations and have been approved by the City prior to performing any work at the Police Station. The Contractor shall provide one (1) dedicated Day Porter during the hours specified below. The Day Porter shall remain onsite throughout the entire assigned shift and perform the services described herein. Unless otherwise specified, all work shall be performed in accordance with the Cleaning Standards established in Section 1.8.A of this Exhibit.

C. Hours of Service

Routine custodial services shall be provided Monday through Sunday between 7:30 a.m. and 4:00 p.m. The assigned Day Porter shall sign in and sign out each workday using the Police Department Cleaning Crew Sign-In Sheet.

D. General Requirements

The assigned Day Porter shall possess the knowledge, experience, and skills necessary to independently perform commercial custodial services within an active law enforcement facility.

At a minimum, the Day Porter shall:

1. Be capable of working independently with minimal supervision.
2. Communicate effectively in both written and spoken English.
3. Maintain professional conduct and appearance at all times.
4. Successfully complete all background investigations and security screening required by the City.
5. Comply with all Police Department security procedures.
6. Immediately report suspicious activity, safety concerns, or security issues to Police Department staff.
7. Be subject to replacement immediately if determined by the City to be unsuitable for assignment at the Police Department.

In addition to the room-specific services listed below, the Day Porter shall:

1. Routinely inspect all restrooms throughout the day.
2. Replenish restroom supplies as necessary.
3. Ensure public restrooms remain clean and fully stocked at all times.
4. Inspect all public hallways, corridors, entrances, exits, stairs, and stairwells for dirt, debris, spills, and safety hazards.
5. Report all maintenance deficiencies directly to the City's Contract Administrator or the Public Works Department.
6. Provide the exact location and description of any maintenance issue observed.
7. Assist City maintenance personnel with emergency cleanup activities when requested.

E. Public Areas

Public Lobby

The Contractor shall perform the following services daily:

1. Clean all interior glass, windows, and ballistic-resistant glazing using approved cleaning products and methods.
2. Clean doors, door jambs, door hardware, telephones, and light switches.
3. Clean window ledges.
4. Dust and clean artwork, pictures, cabinets, decorative items, and magazine racks.
5. Remove cobwebs, dust, and lint from walls.
6. Dust mop and vacuum all flooring.
7. Spot clean carpeted areas.
8. Clean and disinfect benches.
9. Clean, dust, and disinfect the public service counter.
10. Clean cabinet doors associated with the jail visitation system.
11. Clean the visitation workstation, monitor, and surrounding floor area.

Public Restroom

The Contractor shall perform the following services daily:

1. Empty trash receptacles and replace liners.
2. Clean ceilings.
3. Refill toilet tissue, hand soap, paper towels, seat covers, urinal screens, spray deodorizers, and other restroom supplies.
4. Sweep floors.
5. Clean and disinfect sinks, toilets, urinals, and restroom fixtures, including walls behind toilets and urinals.
6. Wash restroom walls.
7. Polish chrome and stainless-steel fixtures.
8. Wipe partitions.
9. Mop floors using an approved disinfectant.
10. Clean both sides of restroom doors.

Public Hallways, Corridors and Stairwells

The Contractor shall perform the following services daily:

1. Dust mop floors.
2. Clean doors, door jambs, door hardware, and window sills.
3. Clean, sanitize, and disinfect drinking fountains.
4. Dust and wipe light switches, electrical outlets, pictures, and other wall-mounted items.
5. Remove boot marks from floors, walls, and chair rails.
6. Dust and clean name plaques.

F. Administrative Offices

The following requirements apply to the Chief's Office, Captain's Office, Lieutenant's Office, Detective Sergeant's Office, Watch Commander's Office, Volunteer Services Office, Report Writing Room, Detective Bureau, Records Bureau, Administration Areas, Administrative Assistant Area, Secure File Storage Room, and similar administrative offices.

The Contractor shall perform the following services daily:

1. Empty trash receptacles and replace liners.
2. Empty recycling containers, where provided.
3. Empty pencil sharpeners.
4. Pick up debris.
5. Arrange furniture.
6. Dust high and low surfaces.
7. Dust desks, countertops, cabinet tops, filing cabinets, shelving, furniture, and office equipment.
8. Spot clean carpet stains as necessary.
9. Vacuum all carpeted areas using a powered vacuum.
10. Clean doors, door jambs, door hardware, and light switches.
11. Clean telephones.
12. Dust and wipe computer monitors, keyboards, printers, photocopiers, and other office equipment without disturbing connections.
13. Dust pictures and wall-mounted décor.
14. Clean interior windows and window ledges.
15. Clean countertops, shelving, and filing cabinets.

G. Specialized Administrative Areas

a. Administration Conference Room, Sitting Area and Secure File Storage

In addition to the standard Administrative Office requirements, the Contractor shall:

1. Clean sinks.
2. Clean coffee makers and coffee pots.
3. Clean countertops.

b. Records Bureau

In addition to the standard Administrative Office requirements, the Contractor shall:

1. Clean the public lobby window using approved cleaning methods.
2. Dust and clean the lobby counter.

c. Communications Center and Break Area

In addition to the standard Administrative Office requirements, the Contractor shall:

1. Dust mop linoleum flooring.
2. Clean the interior and exterior of refrigerators.
3. Clean the interior and exterior of microwaves.
4. Clean sinks.
5. Clean coffee makers.
6. Clean countertops.
7. Wipe down lockers.

d. Communications Restroom

The Contractor shall perform the same cleaning requirements identified for the Public Restroom.

e. Copy Room

The Contractor shall perform the following services daily:

1. Dust cabinets.
2. Empty pencil sharpeners.
3. Empty trash receptacles.
4. Refill paper towels and soap as necessary.
5. Wash countertops.
6. Clean coffee maker and coffee pots.
7. Wipe down copiers and office equipment.
8. Pick up debris.
9. Clean doors.
10. Dust mop or vacuum flooring, as appropriate.

f. Kitchen / Break Room

The Contractor shall perform the following services daily:

1. Wash tables.
2. Dust all surfaces.
3. Empty trash receptacles.
4. Pick up debris.
5. Clean doors and interior windows.

6. Wash sinks and countertops.
7. Refill soap and paper towels.
8. Dust mop and wet mop floors.
9. Wipe down televisions and vending machines.
10. Clean and disinfect trash receptacles.
11. Clean and sanitize the interior and exterior of refrigerators.
12. Clean coffee makers and coffee pots.
13. Empty coffee filters.
14. Clean and sanitize the interior and exterior of microwaves.
15. Wipe down and clean outdoor furniture.
16. Ensure the barbecue is clean, covered, and ready for use.

H. Restrooms

The following requirements apply to the Chief's Restroom, Communications Restroom, EOC Restrooms, Men's Restroom, Women's Restroom, and Juvenile Detention Restroom, unless otherwise noted.

The Contractor shall perform the following services daily:

1. Empty trash receptacles and replace liners.
2. Clean ceilings.
3. Refill restroom dispensers, including toilet tissue, hand soap, paper towels, seat covers, sanitary supplies, urinal screens, and spray deodorizers.
4. Sweep floors.
5. Clean and disinfect sinks, toilets, urinals, showers (where applicable), and restroom fixtures, including walls behind toilets and urinals.
6. Wash restroom walls.
7. Polish chrome and stainless-steel fixtures.
8. Wipe partitions.
9. Mop floors using an approved disinfectant.
10. Clean both sides of restroom doors.

a. EOC Restrooms

In addition to the standard restroom requirements, the Contractor shall:

1. Empty recycling containers, where provided.
2. Empty pencil sharpeners.
3. Pick up debris.
4. Arrange furniture.
5. Dust high and low surfaces.
6. Dust cabinet tops, desktops, furniture, filing cabinets, and shelving.
7. Spot clean carpeted areas as necessary.

8. Vacuum floors using a powered vacuum.
9. Clean doors, door jambs, door hardware, telephones, computers, monitors, photocopiers, and printers.
10. Dust pictures.
11. Clean interior windows and window ledges.
12. Clean countertops.
13. Dust roll-up door using an approved wood cleaning product.
14. Clean sink, coffee maker, countertops, and the interior and exterior of the microwave.
15. Clean exterior patio furniture.

I. Locker Rooms

The following requirements apply to both the Men's and Women's Locker Rooms.

The Contractor shall perform the following services daily:

1. Empty trash receptacles.
2. Pick up debris.
3. Dust mop floors.
4. Clean doors, door jambs, and door hardware.
5. Wipe down metal fixtures.
6. Dust lockers and other furnishings.
7. Remove boot marks from floors, walls, and lockers.
8. Clean telephones.
9. Clean walls.

J. Sleeping Rooms

The following requirements apply to both the Men's and Women's Sleeping Rooms.

The Contractor shall perform the following services daily:

1. Empty trash receptacles.
2. Pick up debris.
3. Remove used linens left in the rooms.
4. Wipe mattresses.
5. Arrange furniture.
6. Spot clean floors.
7. Dust furniture.
8. Clean doors and door jambs.
9. Clean walls.
10. Vacuum floors.
11. Clean light fixtures, switches, and electrical outlets.

K. Exercise Room

The Contractor shall perform the following services daily:

1. Empty trash receptacles.
2. Pick up debris.
3. Sweep floors and vacuum corners.
4. Clean doors, door jambs, and door hardware.
5. Wipe down and disinfect all exercise equipment.
6. Wipe down metal fixtures.
7. Dust lockers and other furnishings.
8. Remove marks from walls.
9. Clean telephones.
10. Clean walls.
11. Clean windows and window sills.
12. Wipe down televisions.

L. Briefing Room and Mailbox Area

The Contractor shall perform the following services daily:

1. Empty trash receptacles and replace liners.
2. Empty recycling containers, where provided.
3. Clean whiteboards and marker trays.
4. Pick up debris.
5. Wipe down chrome and stainless-steel fixtures.
6. Clean electrical outlets and switches.
7. Arrange furniture.
8. Dust high and low surfaces.
9. Dust cabinet tops, desktops, shelving, and furniture.
10. Spot clean carpeted areas as necessary.
11. Vacuum floors using a powered vacuum.
12. Clean doors, door jambs, and door hardware.
13. Clean telephones.
14. Dust and wipe computers, monitors, printers, and photocopiers.
15. Dust pictures.
16. Clean countertops, filing cabinets, and shelving.
17. Remove boot marks from walls and other surfaces.

M. Juvenile Detention Room

The Contractor shall perform the following services daily:

1. Clean windows and window ledges.
2. Clean walls.
3. Pick up debris.

4. Clean doors.
5. Dust mop or vacuum flooring, as appropriate.

N. Custodial Room and Storage Room

The Contractor shall perform the following services daily:

1. Clean the custodial cart.
2. Clean custodial equipment and tools.
3. Restock the custodial cart and supplies as necessary.
4. Store all custodial equipment and materials in their designated locations.
5. Clean the custodial sink.
6. Organize custodial supplies.
7. Clean the custodial room.
8. Wet mop the floor.

O. Compound

The Contractor shall perform the following services daily:

1. Sweep concrete walkways as necessary.
2. Pick up litter and debris.
3. Remove cobwebs from building exteriors.
4. Empty exterior trash receptacles and replace liners.
5. Dust outdoor lockers.
6. Maintain the parking lot in a clean condition free of dirt and debris.
7. Periodically clean exterior windows.
8. Clean exterior doors.
9. Wipe down the stainless-steel drip edge surrounding the building.

P. Quarterly Services

Frequency: January, April, July, and October

The Contractor shall perform the following services:

1. Clean the interior and exterior surfaces of all windows.
2. Perform off-hours power scrubbing of stone tile floors.
3. Perform off-hours power scrubbing and waxing of composition tile floors.

Q. Semi-Annual Services

Frequency: April and November, or as otherwise approved by the City's Contract Administrator

The Contractor shall perform the following services:

1. Steam clean all carpeted areas using the hot-water extraction method. Cleaning methods and procedures shall be approved by the City's Contract Administrator prior to beginning work.
2. Completely empty, clean, and sanitize the interior of all refrigerators after providing Police Department personnel with at least one (1) week's advance notice.

R. Annual Services

Frequency: April

1. Clean all window blinds.

Frequency: May

2. Dry clean all curtains.

S. Performance Expectations

All work shall be performed in accordance with the Cleaning Standards established in Section 1.8.A of this Exhibit. Due to the sensitive nature of this facility, Contractor personnel shall comply with all Police Department security procedures and shall immediately report any security concerns, suspicious activity, or unauthorized access to Police Department personnel. The Contractor shall promptly notify the City's Contract Administrator of any damaged building components, plumbing leaks, clogged drains, lighting outages, vandalism, safety hazards, or other maintenance deficiencies observed during the performance of the work. The Contractor shall complete all scheduled services within the specified frequencies unless otherwise approved in writing by the City's Contract Administrator.

2.7. Pressure Washing at Citywide Parks (Facility F-8)

The Contractor shall pressure wash designated areas at various City Parks on a weekly (W) or biweekly (B) schedule, as outlined below:

Pressure Washing at City Parks – Frequency Table

City Park	Playground	Shelters	Picnic	Benches	Trashcans	Concrete Walkways	Frequency
Signal Hill Park 2175 Cherry Ave.	X	X	X	X	X	X	W
Discovery Well Park 2200 Temple Ave.	X	X	X	X	X	X	W
Reservoir Park 3315 Gundry Ave.	X	X	X	X	X	X	W
Calbrisas Park 2451 California Ave.	X		X	X	X	X	B
Hilltop Park 2351 Dawson Ave.		X	X	X	X	X	W
Signal Hill Dog Park 3100 California Ave.				X	X	X	W
Sunset View				X	X	X	B

2300 Skyline Dr.							
Raymond Arbor Park 1881 Raymond Ave	X		X	X	X	X	B
Heritage Point Park 1901 Creston Ave.				X	X	X	B
Hillbrook Park 2175 Cherry Ave.	X	X	X	X	X	X	W

A. Facility Description

The Contractor shall provide routine pressure washing services at designated City park facilities in accordance with this Exhibit. Services shall include hot water pressure washing of walkways, playground areas, shelters, picnic areas, benches, trash receptacles, and other designated hardscape improvements identified herein. The Contractor shall furnish all labor, equipment, vehicles, hoses, pressure washing equipment, water recovery equipment (when required), cleaning products, and incidentals necessary to complete the work.

B. Hours of Service

Routine pressure washing services shall be performed Monday through Friday between 7:00 a.m. and 11:00 a.m., unless otherwise approved by the City's Contract Administrator. The Contractor shall coordinate any temporary closure of park amenities with the City's Contract Administrator prior to beginning work.

C. Cleaning Products and Equipment

The Contractor shall utilize Simple Green Oxy Solve or another cleaning product approved in writing by the City's Contract Administrator prior to use. Pressure washing shall utilize hot water equipment capable of effectively removing dirt, stains, algae, gum, grease, food residue, bird droppings, mildew, and other surface contaminants without damaging park improvements. The Contractor shall take all necessary precautions to prevent damage to landscaping, irrigation equipment, signage, playground equipment, furnishings, and adjacent improvements during pressure washing operations. Any damage resulting from the Contractor's operations shall be repaired or replaced by the Contractor at no additional cost to the City. The Contractor shall contain and properly dispose of all wastewater generated during pressure washing operations in accordance with applicable federal, state, county, and local regulations. Discharge of wash water into storm drains or waterways is strictly prohibited.

D. Estimated Service Level

The estimated level of effort for routine pressure washing services is approximately twenty (20) labor hours per week. This estimate is provided for bidding purposes only and does not guarantee a minimum number of service hours. The Contractor shall provide all labor necessary to complete the required work within the specified service frequencies.

E. Performance Expectations

All pressure washing services shall be performed in a manner that leaves surfaces clean and free of dirt, algae, mildew, gum, stains, food residue, grease, bird droppings, and other visible contaminants. Upon completion of the work, all treated surfaces shall present a clean and uniform appearance without damage to adjacent improvements.

The Contractor shall promptly notify the City's Contract Administrator of any damaged park improvements, trip hazards, vandalism, graffiti, irrigation leaks, or other maintenance deficiencies observed during the performance of the work. All work shall be performed in accordance with the requirements of Section 1.8.A – Cleaning Standards, as applicable.

2.8. Amphitheater Exterior Hardscape (Facility F-9)

A. Location

Signal Hill Park

B. Facility Description

The Amphitheater site is currently under construction and is anticipated to become operational during the final six (6) months of the Agreement. Under this Agreement, the Contractor shall commence the services described in this section. No compensation shall be due until written authorization to commence services has been issued by the City. The scope of work includes, but is not limited to, the amphitheater seating areas, stage, walkways, stairs, ADA ramps, plazas, benches, trash receptacles, and other concrete or paved hardscape improvements designated by the City's Contract Administrator. Services shall include hot water pressure washing of all designated hardscape improvements to maintain the facility in a clean, safe, and presentable condition. The Contractor shall furnish all labor, supervision, equipment, vehicles, hoses, pressure washing equipment, water recovery equipment when required, cleaning products, and all incidentals necessary to perform the work.

C. Hours of Service

Routine pressure washing services shall be performed between 7:00 a.m. and 11:00 a.m., unless otherwise approved by the City's Contract Administrator. The Contractor shall coordinate any temporary closure of park amenities with the City's Contract Administrator prior to beginning work.

D. Weekly Services

Frequency: Monday through Friday

The Contractor shall perform the following services during each scheduled service day:

1. Pressure wash all concrete seating areas.
2. Pressure wash all concrete walkways and pedestrian pathways.

3. Pressure wash all stairs and landings.
4. Pressure wash ADA ramps and accessible paths of travel.
5. Pressure wash the stage floor and surrounding concrete surfaces.
6. Remove dirt, gum, stains, food residue, grease, bird droppings, and other debris from all designated hardscape surfaces.
7. Use cleaning products and equipment approved by the City when necessary to remove stains that cannot be removed by water pressure alone.
8. Remove all litter and debris from the work area upon completion.
9. Dispose of wastewater and debris in accordance with all applicable federal, state, and local regulations.

E. Cleaning Products and Equipment

The Contractor shall utilize Simple Green Oxy Solve or another cleaning product approved in writing by the City's Contract Administrator prior to use. Pressure washing shall utilize hot water equipment capable of effectively removing dirt, stains, algae, gum, grease, food residue, bird droppings, mildew, and other surface contaminants without damaging concrete, landscaping, irrigation equipment, signage, stage improvements, audio/visual equipment, furnishings, or adjacent improvements. The Contractor shall take all necessary precautions to prevent damage to landscaping, irrigation equipment, signage, sound and audiovisual equipment, furnishings, and adjacent improvements during pressure washing operations. Any damage resulting from the Contractor's operations shall be repaired or replaced by the Contractor at no additional cost to the City. The Contractor shall contain and properly dispose of all wastewater generated during pressure washing operations in accordance with applicable federal, state, county, and local regulations. Discharge of wash water into storm drains or waterways is strictly prohibited.

F. Performance Expectations

All work shall be performed in accordance with the Cleaning Standards established in Section 1.8.A of this Exhibit. The Contractor shall promptly notify the City's Contract Administrator of any damaged building components, plumbing leaks, clogged drains, vandalism, graffiti, safety hazards, or other maintenance deficiencies observed during the performance of the work. The Contractor shall complete all scheduled services within the specified frequencies unless otherwise approved in writing by the City's Contract Administrator.

3. AS-REQUESTED CUSTODIAL SERVICES

The services described in this section shall be performed only when requested by the City's Contract Administrator. Unless otherwise specified, the Contractor shall not perform these services without prior authorization from the City. Compensation for these services shall be in accordance with the

unit prices submitted in the Proposal Form. This immediately separates routine work from on-call work and makes the contract much easier to administer.

3.1. Amphitheater Back-of-House and Concessions Building (Facility F-10)

A. Location

Signal Hill Park

B. Facility Description

The Signal Hill Amphitheater is currently under construction and is anticipated to become operational during the term of this Agreement. The Back-of-House building, including the concessions area, dressing rooms, backstage support areas, storage rooms, and associated interior spaces, shall not be included in the routine custodial services. Upon completion and acceptance of the facility by the City, custodial services for the Back-of-House building shall be provided only on an as-requested basis. Services will generally be requested before or after special events, performances, community activities, or other City functions.

The Contractor shall provide one or more custodial employees, as directed by the City's Contract Administrator, and shall be compensated using the hourly custodial labor rates included in the Proposal Form.

C. Typical Services

Services may include, but are not limited to:

1. Cleaning and disinfecting restrooms.
2. Cleaning dressing rooms.
3. Cleaning backstage support areas.
4. Cleaning concessions preparation areas.
5. Cleaning countertops, sinks, tables, and cabinets.
6. Cleaning the interior and exterior of appliances.
7. Emptying trash and recycling containers.
8. Sweeping, vacuuming, and mopping floors.
9. Restocking restroom supplies.
10. Spot cleaning doors, walls, windows, and partitions.
11. Cleaning break areas and staff rooms.
12. Any additional custodial services requested by the City's Contract Administrator.

3.2. Amphitheater Restrooms (Facility F-11)

A. Location

Signal Hill Park

B. Facility Description

The Amphitheater Restroom Building is currently under construction and is anticipated to become operational during the term of this Agreement. Upon completion and acceptance of the facility by the City, custodial services for the Amphitheater Restrooms shall be provided only on an as-requested basis. Services will generally be requested before or after special events, performances, community activities, or other City functions.

The Contractor shall provide one or more custodial employees, as directed by the City's Contract Administrator, and shall be compensated using the hourly custodial labor rates included in the Proposal Form.

C. Typical Services

Services may include, but are not limited to:

1. Clean and sanitize toilet bowls, urinals, sinks, and other restroom fixtures.
2. Clean and polish restroom fixtures, exposed plumbing, flushometers, mirrors, and the tops of stall partitions.
3. Completely flush, clean, and disinfect restroom floors using a germicidal detergent solution.
4. Spot clean restroom walls, partitions, doors, and other surfaces as necessary.
5. Report any vandalism, graffiti, damaged fixtures, plumbing leaks, clogged drains, or other maintenance deficiencies observed inside or outside the restroom building to the City's Contract Administrator.
6. Clean, sanitize, and polish all drinking fountains.
7. Remove splash marks from walls surrounding drinking fountains.
8. Refill all restroom dispensers, including toilet tissue, hand soap, paper towels, seat covers, sanitary supplies, urinal screens, and spray deodorizers.
9. Plunge clogged toilets and drains as necessary.

D. Performance Expectations

All work shall be performed in accordance with the Cleaning Standards established in Section 1.8.A of this Exhibit. The Contractor shall promptly notify the City's Contract Administrator of any damaged building components, plumbing leaks, clogged drains, vandalism, graffiti, safety hazards, or other maintenance deficiencies observed during the performance of the work. The Contractor shall complete all scheduled services within the specified frequencies unless otherwise approved in writing by the City's Contract Administrator.

3.3. Portable Restroom Trailer (Facility F-12)

A. Facility Description

Portable Restroom Trailer cleaning shall be provided on an as-requested basis.

The City does not guarantee any minimum number of cleaning events during the contract term. Compensation shall only be made when services are specifically authorized by the City's Contract Administrator.

B. Cleaning Services

For each requested cleaning event, the Contractor shall perform the following:

1. Clean restroom basins, countertops, and fixtures using a mild abrasive cleaner.
2. Clean restroom toilet bowls and urinals using an acid-based disinfectant bowl cleaner. Water-free urinals shall be cleaned in accordance with the manufacturer's recommendations.
3. Clean, disinfect, and refill all restroom dispensers, including toilet tissue, hand soap, seat covers, paper towels, sanitary supplies, urinal screens, and spray deodorizers.
4. Wash and polish restroom mirrors, powder shelves, exposed plumbing, flushometers, piping, toilet seat hinges, light fixtures, disposal bins, and partition tops.
5. Clean both sides of all toilet seats using a germicidal disinfectant solution.
6. Spot clean restroom doors, walls, and partitions.
7. Empty and reline all waste receptacles and remove trash to the designated disposal area.
8. Sweep and wet mop all hard-surface floors using an approved cleaning and disinfecting solution.

3.4. Police Shooting Range (Facility F-13)

A. Location

Community Center Basement

B. Facility Description

Custodial services for the Police Shooting Range shall be provided only upon request by the City's Contract Administrator in coordination with the Signal Hill Police Department. Cleaning shall be scheduled at times approved by the Police Department. A Police Department representative shall remain onsite during all scheduled cleaning activities.

C. Cleaning Services

The Contractor shall perform the following services:

1. Sweep the stairs leading to the shooting range.
2. Sweep the shooting range floor.
3. Vacuum the office.
4. Remove dust and cobwebs from the office and shooting range.

5. Clean office countertops.
6. Mop the shooting range floor.

4. ADDITIONAL ON-CALL CUSTODIAL SERVICES

The following services are not included in the Total Annual Price and shall be performed only when authorized by the City's Contract Administrator. Compensation shall be based on the unit prices submitted by the Contractor.

Item	Service	Unit
1	One Custodian – Weekdays (8:00 a.m. – 6:00 p.m.)	Per Hour
2	One Custodian – Weeknights (6:00 p.m. – Midnight)	Per Hour
3	One Custodian – Weekends	Per Hour
4	Furniture Shampoo	Per Furniture Piece
5	Carpet Shampoo	Per Square Foot
6	Wax / Buff Floors	Per Square Foot

Exhibit “B”
Schedule of Maintenance Services

Contractor shall perform all services with the term of the Agreement and in accordance with the Specifications set forth under Exhibit “A”

Exhibit “C” Compensation

Facility ID	Facility	Location	Routine Service Schedule	Monthly Lump Sum Price	Qty.	Contract Cost Per Facility
F-1	City Hall	2175 Cherry Avenue	Monday – Friday (7:00 p.m. – 6:00 a.m.)	\$ 2,435.63	10	\$ 24,356.30
F-2	Signal Hill Public Library	1800 E. Hill Street	Monday – Saturday (11:00 p.m. – 6:00 a.m.)	\$ 2,338.20	10	\$ 23,382.00
F-3	Community Center	1780 E. Hill Street	Monday – Saturday (11:00 p.m. – 6:00 a.m.)	\$ 1,169.10	10	\$ 11,691.00
F-4	Signal Hill Park Restrooms	Signal Hill Park	Monday – Saturday (11:00 p.m. – 6:00 a.m.)	\$ 779.40	10	\$ 7,794.00
F-5	Discovery Well Park Community Room and Restrooms	2200 Temple Avenue	Monday – Sunday (11:00 p.m. – 6:00 a.m.)	\$ 974.25	10	\$ 9,742.50
F-6	City Yard	2175 E. 28th Street	Monday – Friday (5:30 p.m. – 6:00 a.m.)	\$ 1,623.75	10	\$ 16,237.50
F-7	Police Station	2745 Walnut Avenue	Monday – Sunday (7:30 a.m. – 4:00 p.m.)	\$ 7,274.40	10	\$ 72,744.00
F-8	Pressure Washing at Citywide Parks	Various Locations - See Exhibit A, Section 2.9	Per Exhibit A Service Frequency	\$ 8,118.75	10	\$ 81,187.50
F-9	Amphitheater Exterior Hardscape (anticipated to commence during the final six (6) months of the Agreement)	Signal Hill Park	Monday–Friday (7:00 a.m. – 11:00 p.m.)	\$ 779.40	6	\$ 4,676.40
Total Month Cost for all Facilities						\$ 25,492.88
Total Contract Cost						\$ 251,811.20

EXTRA SERVICES - These services are not part of the Total Annual Price, but should reflect the costs of unscheduled, requested services not included in the scheduled services.

Facility ID	Service	Unit	Rate
F-10	Amphitheater Back of Stage and Concessions Building	Per Cleaning Shift	\$120.00
F-11	Amphitheater Restrooms	Per Cleaning Shift	\$120.00
F-12	Portable Restroom Trailer	Per Cleaning Shift	\$160.00
F-13	Police Shooting Range	Per Cleaning Shift	\$60.00
1	One Custodian – Weekdays (8:00 a.m. – 6:00 p.m.)	Per Hour	\$30.00
2	One Custodian – Weeknights (6:00 p.m. – Midnight)	Per Hour	\$30.00
3	One Custodian – Weekends	Per Hour	\$30.00
4	Furniture Shampoo	Per Furniture Piece	\$30.00
5	Carpet Shampoo	Per Square Foot	\$0.20
6	Wax / Buff Floors	Per Square Foot	\$0.30

Contractor shall provide a Performance Bond and Payment Bond pursuant to Sections 3.2.12.1 and 3.2.12.2 of this Agreement, executed by a surety meeting the qualifications described in Section 3.2.12.4.

In the event that this Agreement is renewed pursuant to Section 3.1.2, the rates set forth above may be increased or reduced each year at the time of renewal, but any increase shall not exceed the Consumer Price Index, All Urban Consumers, Los Angeles-Riverside-Orange Counties.

EXHIBIT "D" INSURANCE REQUIREMENTS

1.1 Insurance.

1.1.1 Time for Compliance. Contractor shall not commence work under this Agreement until it has provided evidence satisfactory to the City that it has secured all insurance required under this section. In addition, Contractor shall not allow any subcontractor to commence work on any subcontract until it has provided evidence satisfactory to the City that the subcontractor has secured all insurance required under this section.

1.1.2 Types of Insurance Required. As a condition precedent to the effectiveness of this Agreement for work to be performed hereunder, and without limiting the indemnity provisions of the Agreement, the Contractor, in partial performance of its obligations under such Agreement, shall procure and maintain in full force and effect during the term of the Agreement the following policies of insurance. If the existing policies do not meet the insurance requirements set forth herein, Contractor agrees to amend, supplement or endorse the policies to do so.

(A) **Commercial General Liability:** Commercial General Liability Insurance which affords coverage at least as broad as Insurance Services Office "occurrence" form CG 0001, or the exact equivalent, with limits of not less than \$2,000,000 per occurrence and not less than \$4,000,000 in the general aggregate. Defense costs shall be paid in addition to the limits. The policy shall contain no endorsements or provisions (1) limiting coverage for contractual liability; (2) excluding coverage for claims or suits by one insured against another (cross-liability); or (3) containing any other exclusion(s) contrary to the terms or purposes of this Agreement.

(B) **Automobile Liability Insurance:** Automobile Liability Insurance with coverage at least as broad as Insurance Services Office Form CA 0001 covering "Any Auto" (Symbol 1), or the exact equivalent, covering bodily injury and property damage for all activities with limits of not less than \$1,000,000 combined limit for each occurrence. *****NOTE: If Contractor does not own any company vehicles or may not be able to purchase a Business Automobile Insurance Policy, the requirement may be satisfied by providing either of the following:** (1) a Personal Automobile Liability policy for the Contractor's own vehicle stipulating "Automobile Liability Insurance with a limit of not less than \$1,000,000 each accident"; or (2) a non-owned auto endorsement to the Commercial General Liability policy if Contractor uses vehicles of others (e.g., vehicles of employees).

(C) **Workers' Compensation:** Workers' Compensation Insurance, as required by the State of California and Employer's Liability Insurance with a limit of not less than \$1,000,000 per accident for bodily injury and disease.

[OPTIONAL: include the following provision if there is a pollution liability exposure; otherwise, always delete.]

(D) **Contractors Pollution Liability:** Contractors Pollution Liability Insurance covering all of the contractor's operations to include onsite and offsite coverage for bodily injury (including death and mental anguish), property damage, defense costs and cleanup costs with minimum limits of 1,000,000 per claim and \$2,000,000 aggregate . The policy

shall contain no endorsements or provisions limiting contractual liability or coverage for cross liability of claims or suits by one insured against another.

Vendor shall procure, maintain, and keep in force during the term of this Agreement Commercial Crime Insurance, including Third-Party Coverage, with limits of not less than **\$1,000,000 per occurrence**, covering losses arising from dishonest, fraudulent, criminal, or malicious acts committed by Vendor's employees, temporary workers, leased employees, subcontractors, or any person for whom Vendor is legally responsible.

Coverage shall include, at a minimum:

Employee Theft and Employee Dishonesty, Forgery or Alteration, Computer Fraud, Funds Transfer Fraud, Theft of City Property, Money and Securities (Inside and Outside Premises), Robbery and Burglary, Fraudulent Instruction, Third-Party Property Loss Coverage protecting the City against loss caused by Vendor personnel

Such coverage shall apply to loss of money, securities, tangible property, electronic media, confidential information, evidence, records, data, access credentials, keys, access cards, identification badges, and other City properties under the care, custody, or control of Vendor personnel.

The policy shall be written on a loss-sustained or loss-discovered basis. If written on a loss-discovered basis, coverage shall include a discovery period of not less than three (3) years following termination or expiration of this Agreement or Vendor shall maintain continuous coverage without lapse for such period.

The City, its elected and appointed officials, officers, employees, volunteers, and agents shall be named as Loss Payees with respect to any covered losses sustained by the City.

Vendor shall provide a copy of the crime policy declarations page and all applicable endorsements upon request. If coverage is written on a claims-made basis, the retroactive date shall precede the effective date of the initial Agreement and continuous coverage will be maintained or an extended reporting period will be exercised for a period of at least three (3) years from termination or expiration of this Agreement.

1.1.3 Endorsements. Required insurance policies shall contain the following provisions, or Contractor shall provide endorsements on forms approved by the City to add the following provisions to the insurance policies:

(A) Commercial General Liability and Contractor's Pollution Liability:

(1) Additional Insured: The City, its officials, officers, employees, agents, and volunteers shall be additional insureds with regard to liability and defense of suits or claims arising out of the performance of the Agreement. For all policies of Commercial General Liability insurance, Contractor shall provide endorsements in the form of ISO CG 20 10 10 01 and 20 37 10 01 (or endorsements providing the exact same coverage) to effectuate this requirement.

Additional Insured Endorsements shall not (1) be restricted to “ongoing operations”; (2) exclude “contractual liability”; (3) restrict coverage to “sole” liability of Contractor; or (4) contain any other exclusions contrary to the terms or purposes of this Agreement.

(2) Cancellation: Required insurance policies shall not be canceled or the coverage reduced until a thirty (30) day written notice of cancellation has been served upon the City except ten (10) days shall be allowed for non-payment of premium.

(B) Automobile Liability:

(1) Cancellation: Required insurance policies shall not be canceled or the coverage reduced until a thirty (30) day written notice of cancellation has been served upon the City except ten (10) days shall be allowed for non-payment of premium.

(C) Workers’ Compensation:

(1) Cancellation: Required insurance policies shall not be canceled or the coverage reduced until a thirty (30) day written notice of cancellation has been served upon the City except ten (10) days shall be allowed for non-payment of premium.

(2) Waiver of Subrogation: A waiver of subrogation stating that the insurer waives all rights of subrogation against the City, its officials, officers, employees, agents, and volunteers.

1.1.4 Primary and Non-Contributing Insurance. All policies of Commercial General Liability and Automobile Liability insurance shall be primary and any other insurance, deductible, or self-insurance maintained by the City, its officials, officers, employees, agents or volunteers shall not contribute with this primary insurance. Policies shall contain or be endorsed to contain such provisions.

1.1.5 Waiver of Subrogation. All required policies of Commercial General Liability and Automobile Liability insurance shall contain or be endorsed to waive subrogation against the City, its officials, officers, employees, agents, and volunteers or shall specifically allow Contractor or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Contractor hereby waives its own right of recovery against the City, its officials, officers, employees, agents and volunteers and shall require similar written express waivers and insurance clauses from each of its subcontractors.

1.1.6 Deductibles and Self-Insured Retentions. Any deductible or self-insured retention must be approved in writing by the City and shall protect the City, its officials, officers, employees, agents and volunteers in the same manner and to the same extent as they would have been protected had the policy or policies not contained a deductible or self-insured retention.

1.1.7 Evidence of Insurance. The Contractor, concurrently with the execution of the Agreement, and as a condition precedent to the effectiveness thereof, shall deliver either certified copies of the required policies, or original certificates on forms approved by the City, together with all endorsements affecting each policy. Required insurance policies shall not be in compliance if they include any limiting provision or endorsement that has not been submitted to the City for approval. The certificates and endorsements for each insurance policy shall be signed by a person authorized by that insurer to bind coverage on its behalf. At least fifteen (15 days) prior to the expiration of any such policy, evidence of insurance showing that such insurance

coverage has been renewed or extended shall be filed with the City. If such coverage is cancelled or reduced and not replaced immediately so as to avoid a lapse in the required coverage, Contractor shall, within ten (10) days after receipt of written notice of such cancellation or reduction of coverage, file with the City evidence of insurance showing that the required insurance has been reinstated or has been provided through another insurance company or companies.

1.1.8 Failure to Maintain Coverage. In the event any policy of insurance required under this Contract does not comply with these specifications or is canceled and not replaced immediately so as to avoid a lapse in the required coverage, City has the right but not the duty to obtain the insurance it deems necessary and any premium paid by City will be promptly reimbursed by Contractor or City will withhold amounts sufficient to pay premium from Contractor payments. In the alternative, City may cancel this Agreement.

1.1.9 Acceptability of Insurers. Each such policy shall be from a company or companies with a current A.M. Best's rating of no less than A:VII and authorized to transact business of insurance in the State of California, or otherwise allowed to place insurance through surplus line brokers under applicable provisions of the California Insurance Code or any federal law.

1.1.10 Enforcement of Contract Provisions (non estoppel). Contractor acknowledges and agrees that actual or alleged failure on the part of the City to inform Contractor of non-compliance with any requirement imposed no additional obligation on the City nor does it waive any rights hereunder.

1.1.11 Requirements Not Limiting. Requirement of specific coverage or limits contained in this section are not intended as a limitation on coverage, limits, or other requirement, or a waiver of any coverage normally provided by any insurance.

1.1.3 Insurance for Subcontractors. Contractor shall include all subcontractors engaged in any work for Contractor relating to this Agreement as additional insureds under the Contractor's policies, or the Contractor shall be responsible for causing subcontractors to purchase the appropriate insurance in compliance with the terms of these Insurance Requirements, including adding the City, its officials, officers, employees, agents and volunteers as Additional Insureds to the subcontractor's policies. All policies of Commercial General Liability insurance provided by Contractor's subcontractors performing work relating to this Agreement shall be endorsed to name the City, its officials, officers, employees, agents and volunteers as additional insureds using endorsement form ISO CG 20 38 04 13 or an endorsement providing equivalent coverage. Contractor shall not allow any subcontractor to commence work until it has received satisfactory evidence of subcontractor's compliance with all insurance requirements under this Agreement, to the extent applicable. The Contractor shall provide satisfactory evidence of compliance with this section upon request of the City