

**ATTACHMENT 1
STATEMENT OF WORK**

1. INTRODUCTION

The Superior Court of California, County of Santa Barbara is seeking qualified vendors to provide janitorial services and supplies to court facilities throughout the County of Santa Barbara.

2. GENERAL DESCRIPTION – FACILITIES

2.1 SANTA BARBARA COURT FACILITIES

<p>Anacapa Courthouse 1100 Anacapa Street Santa Barbara, CA 93101</p> <p>Shared Use Facility</p>	<p>Approx. Square Feet: 40,000 (Court Use Areas)</p> <p>6 Courtrooms</p>	<p>23 Restrooms</p> <ul style="list-style-type: none"> • 18 Single • 2-1 Stall • 2-2 Stall • 1-4 Stall • 1 Urinal <p>Janitorial Closets/Bulk Supply Storage: Bulk supply storage is located in a locked, gated area in the basement of the courthouse. This storage is utilized by the County’s contracted janitorial service.</p> <p>Individual Janitorial Closets: There is a janitorial closet on the first floor of the courthouse next to the Family Court Services Office. This closet is utilized by the County’s contracted janitorial service.</p> <p>The Individual closet is equipped with a faucet and floor drainage.</p>
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<p>Figueroa Building 118 East Figueroa Street Santa Barbara, CA 93101</p>	<p>Approx. Square Feet: 44,470</p> <p>6 Courtrooms</p>	<p>24 Restrooms</p> <ul style="list-style-type: none"> • 16 Single • 1 – 1 Stall • 2 – 2 Stall • 4 – 3 Stall • 1 – 5 Stall • 4 Urinals <p>Janitorial Closets/Bulk Supply Storage: Located at the back entrance (parking lot) to Figueroa, there is a secured storage room just outside the double wood doors.</p> <p>Individual Janitorial Closets: Two secured closets, one on the street level next to Courtroom Department 9 between the men’s and women’s restrooms, and one located on the top floor next to the Administration Office between the men and women’s restrooms.</p> <p>Both Individual closets have faucets and floor drainage.</p>
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<p>Santa Barbara Jury Services 1108 Santa Barbara Street Santa Barbara, CA 93101</p>	<p>Approx. Square Feet: 8,520</p> <p>1 Courtroom</p>	<p>4 Restrooms</p> <ul style="list-style-type: none"> • 2 Single • 1 – 2 Stall • 1 – 4 Stall • 2 Urinals <p>Janitorial Closets/Bulk Supply Storage: There is a secured janitorial closet in the women’s restroom that has some supply storage.</p> <p>Janitorial closet has a faucet and floor drainage.</p>
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2.2 LOMPOC AND SOLVANG COURT FACILITIES

Lompoc Division 115 Civic Center Plaza Lompoc, CA 93463	Approx. Square Feet: 11,730 2 Courtrooms	9 Restrooms <ul style="list-style-type: none"> • 7 Single • 1 – 1 Stall • 1 – 2 Stall • 2 Urinals
Janitorial Closets/Bulk Supply Storage: No secured closet. The janitorial supplies may be stored in the shower area in the Civil Clerk’s area restroom. Mop buckets may be filled and emptied in this restroom.		

Solvang Division 1745 Mission Drive Solvang, CA 93463	Approx. Square Feet: 5,349 1 Courtroom	4 Restrooms <ul style="list-style-type: none"> • 1 Single • 2 – 2 Stall • 1 – 4 Stall • 3 Urinals
Janitorial Closets/Bulk Supply Storage: There is a small metal cabinet in the women’s restroom area where some supplies may be kept. There is also a small, shared closet outside the restrooms. The closet is shared with General Service’s staff who are County employees. There is no bulk storage at this facility Mop buckets may be filled and emptied in the kitchen area.		

2.3 SANTA MARIA COURT FACILITIES

Building B Santa Maria Division 312 East Cook Street Santa Maria, CA 93454	Approx. Square Feet: 3,450 1 Courtroom	2 Restrooms <ul style="list-style-type: none"> • 1 Single • 1 – 2 Stall
Janitorial Closets/Bulk Supply Storage: Located in Buildings C, E, and G		

Building C Santa Maria Division 312 East Cook Street Santa Maria, CA 93454	Approx. Square Feet: 3,000 2 Courtrooms	2 Restrooms <ul style="list-style-type: none"> • 7 Single • 1 – 1 Stall • 1 – 2 Stall • 3 Urinals
Janitorial Closets/Bulk Supply Storage: Secured Janitorial closet located off the public lobby of Courtroom Department 3. The closet is equipped with a sink and drainage.		

Building D Santa Maria Division 312 East Cook Street Santa Maria, CA 93454	Approx. Square Feet: 6,000 2 Courtrooms	6 Restrooms <ul style="list-style-type: none"> • 5 Single • 1 – 1 Stall • 1 Urinals
Janitorial Closets/Bulk Supply Storage: Secured Janitorial storage room / closet with an exterior door on the south side of the building between Courtroom Departments 1 and 2. This storage room is equipped with a sink and drainage.		

Building E Santa Maria Division 312 East Cook Street Santa Maria, CA 93454	Approx. Square Feet: 18,000 No Courtrooms	10 Restrooms <ul style="list-style-type: none"> • 5 Single • 3 – 1 Stall • 1 – 2 Stall • 1 – 3 Stall • 2 Urinals
Janitorial Closets/Bulk Supply Storage: A secured room in the exterior men’s public restroom, equipped with a floor sink and room for storing supplies.		

Building F Santa Maria Division 312 East Cook Street Santa Maria, CA 93454	Approx. Square Feet: 3,344 No Courtrooms	2 Restrooms <ul style="list-style-type: none"> • 1 – 2 Stall • 1 – 3 Stall • 1 Urinals • 3 Shower/Saunas
Janitorial Closets/Bulk Supply Storage: A secured janitorial closet in Building F located near the east entrance just opposite of the east service window. There is no faucet or drain in the closet.		

Building G Santa Maria Division 312 East Cook Street Santa Maria, CA 93454	Approx. Square Feet: 24,261 4 Courtrooms	14 Restrooms <ul style="list-style-type: none">• 10 Single• 2 – 2 Stall• 2 – 4 Stall• 6 Urinals• 1 Shower
Janitorial Closets/Bulk Supply Storage: A secured janitorial closet is located in the upstairs lobby on the west side of Courtroom Department 7. The closet is equipped with a sink and drainage.		

Santa Maria Juvenile Division 4285 California Blvd. Santa Maria, CA 93455	Approx. Square Feet: 6,199 1 Courtrooms	5 Restrooms <ul style="list-style-type: none">• 3 Single• 1 – 1 Stall• 1 – 2 Stall• 1 Urinal
Janitorial Closets/Bulk Supply Storage: There is a secured janitorial closet/bulk supply storage area located off of the lobby. The closet is equipped with a sink and floor drainage.		

3. TECHNICAL SPECIFICATIONS FOR JANITORIAL SERVICES

Specific Requirements	Frequency of Service						
	5 x Week	3 x Week	Weekly	2 x Month	Monthly	Quarterly	Annually

Floors – Public Areas

Mop, wax, and buff hard floors						X	
Vacuum carpet		X					
Dust from floor level above				X			
Wipe down baseboard with a damp cloth					X		
Spot clean carpets					X		
Clean door mats and landing		X					
Sweep, empty trash containers		X					
Dust and damp mop hard floors		X					

Floors – Private Areas

Mop, wax, and buff hard floors						X	
Vacuum carpet			X				
Dust from floor level above					X		
Wipe down baseboards with a damp cloth					X		
Spot clean carpets						X	
Dust and damp mop hard floors				X			

Restrooms

Supply and refill all soap dispensers	X						
Empty and clean waste containers, insert liners	X						
Clean and sanitize all fixtures	X						
Damp mop floor and baseboards with germicidal solution	X						
Clean and polish all metal and mirrors	X						
Spot clean walls, areas around fixtures, doors	X						
Dust all surfaces and ledges, including vents	X						
Wash and sanitize walls and partitions			X				
Supply and replenish toilet tissue, paper towels, toilet seat liners, feminine hygiene dispenser liners, and urine cakes	X						
Report defective soap dispensers to facility manager and replace.	X						

Specific Requirements	Frequency of Service						
	5 x Week	3 x Week	Weekly	2 x Month	Monthly	Quarterly	Annually

Trash and Recycling

Empty all master and public trash containers in hallways, supply and insert new liners	X						
Empty private trash for Judges and Secretaries	X						
Pick up full recycle bags, deposit in outside bins	X						
Supply and replace recycle bags	X						

Miscellaneous

Clean and sanitize drinking fountains	X						
Clean interior windows (inside exterior walls)							X
¹ Clean smudge marks on transaction windows using only the industry standard cleaning solution and cloth.	X						
¹ Clean entire transaction windows using only the industry standard cleaning solution and cloth.			X				
Spot clean interior and exterior glass doors	X						
Spot clean doors, door frames, counters, handles and railings		X					
Clean and sanitize sink and counter in staff break areas			X				

Security and Maintenance

Turn off all lights except night lights	X						
Close windows	X						
Lock all doors	X						
Turn in building keys to Supervisor	X						
Report evacuation of buildings to security organization	X						
Notify Facility Manager of irregularities (unlocked doors, plumbing problems, lights not working, etc.)	X						

¹Ballistic transaction windows are in the Figueroa Courthouse, Anacapa Clerk’s Office, Anacapa Self Help Center, Santa Maria Bldg. E, and Santa Maria Family Court Services. Ballistic windows must be cleaned using only the industry standard Ballistic glass cleaning solutions and clean, soft cloths.

Specific Requirements	Frequency of Service						
	5 x Week	3 x Week	Weekly	2 x Month	Monthly	Quarterly	Annually

Floors

Extract “steam clean” carpet							X
Shampoo carpet							X
Strip, seal, refinish, machine polish hard surface							X

Customer Service

Customer service visits					X		
Formal customer review and written report						X	
Review/check communication log	X						

- A. Public Areas** are those areas of the Court that non-court personnel may frequent. *(Examples: Lobbies, hallways, stairwells, elevators, courtrooms, and the Anacapa Self Help Center classroom. The entire courtroom is considered a public area.)*
- B. Private Areas** are those areas of the Court that only Court employees may access. *(Examples: Judges Chambers, offices used exclusively by Court employees)*

4. MISCELLANEOUS SERVICES

Services performed as directed by Court and performed at an additional cost for all Court locations.

5. CHANGES TO THE SPECIFIC REQUIREMENTS

The Court reserves the right to add or delete any given type of janitorial work to the requirements described in this Statement of Work. The cost shall be calculated or negotiated at the time the change is required. There may be a need for janitorial services on weekends for special after hour’s events, including but not limited to mock trials held after hours or Court jury proceedings that continue after hours; notification will be given to the Contractor identifying the type of service and areas to be serviced. No modification or change to this Agreement, including any changes to this Statement of Work, will be valid without written approvals by the Court in the form of an amendment, as set forth in Section 68.0 of the Agreement.

6. GENERAL REQUIREMENTS

- a. Contractor shall furnish all necessary labor, supervision, travel, equipment, materials and supplies to perform the services described in this Statement of Work.
- b. Contractor shall provide sufficient labor and supervision at all times to carry out the Work satisfactorily and shall ensure that only competent workers who are skilled in the type of work specified are employed. If the Court determines that a person is incompetent or unsuitable, the Contractor shall immediately remove such person from performing any further service and make sure all keys, badges, and any other items that belong to the Court are returned to the Court within 24 hours.

c. Contractor shall keep a record of each of its employees working on this Agreement as follows:

- Name, address and telephone number
- Date of Birth
- Social Security number
- California Driver's License Number
- Court Work Location
- Work Classification and Rate of Pay
- Bi-Weekly hours worked
- Emergency Contact Information

d. The above information will be provided to the Court prior to the employee working on site. The Social Security number shall be left off of the Court copy.

e. Prior to working on site, the Court must receive from Contractor, a signed and dated Confidentiality Form for each employee expected to work on site.

f. Contractor shall provide relief personnel as necessary to ensure that each assignment is performed per specifications and deliverables, regardless of employee absenteeism.

g. The lead person and all supervisors on any janitorial crew shall be able to read, write, speak and understand the English language to the extent required for communication in person, via telephone, and in writing with designated Facilities and Court representatives in connection with the janitorial duties to be performed. Further, the communication ability shall extend to being able to call the appropriate law enforcement agencies and/or alarm company in the event of a break-in or inadvertent activation of a burglar alarm system. The English-speaking person shall be over the age of eighteen (18) years.

h. Contractor is required to learn the proper operation of the security alarm systems used in the Facilities, if necessary, and ensure that the building is properly secured and locked when they are the last ones to leave the building after hours. In addition, the Contractor shall ensure that all employees are properly trained on safety and emergency procedures (such as fire, building evacuations, etc.) for the facilities in which they work.

i. Together with the Court's project managers, establish safety and security procedures that strictly control access to the court facilities, the facilities keys, and alarm systems.

j. Contractor shall notify Court of any irregularities noted during performance of services including, but not limited to, doors left unlocked, lights not working or left on, defective plumbing, broken windows, broken bathroom fixtures, unstable or broken furniture, graffiti, vandalism and/or damage to the building or its contents.

k. No unauthorized visitors or workers will be allowed on the Facilities premises. The Court must approve all individuals visiting or working in the Facilities.

l. Contractor employees are prohibited from using, tampering with, or removing from Court premises Court equipment, including, but not limited to, computers, networks, copiers, fax machines, telephones, printers, consumable supplies, and office supplies. The removal of Court equipment or consumable supplies is prohibited, and the Court will seek prosecution of any individual(s) who may do so. The Court will also seek financial restitution for the use and or removal of equipment and or supplies from the Court. Contractor employees are also prohibited from moving or otherwise disturbing papers on desks or other work areas, removing any food stored in refrigerators or on desks, and opening any drawers or cabinets.

m. If the Court finds any Contractor's employees to not be satisfactorily performing the services as described in this Statement of Work, the Court shall reserve the right to direct the Contractor to replace this employee immediately. This provision in no way requires the Contractor to terminate the employment of any employee replaced pursuant to this paragraph. Nor, by the terms of this section, does Court endorse or approve (express or implied) any termination by Contractor of any employee replaced pursuant to this paragraph.

n. The Contractor is responsible for maintaining satisfactory standards for employees in regard to conduct appearance and integrity (i.e. use of foul language, use of Court staff's personal items, cooking, phone and TV usage). The Contractor's employees shall present a neat and clean appearance at all times while performing work at the Facilities.

o. Contractor shall ensure that staff working after business hours keeps voices, radios, and compact disc and tape players at a low decibel level so as not to disturb Facilities staff.

p. The Contractor shall conduct its Work in a manner that will cause a minimum of inconvenience to the Facilities' employees and the general public. The Facilities' business must be maintained without interruption during the progress of the Work, and no unnecessary interference shall be permitted.

7. EQUIPMENT

a. The equipment used by Contractor and methods used in the handling of the Work will be such that a satisfactory quality of work will be maintained, and which will ensure compliance with the intent of the Agreement.

b. In cases where particular types of equipment have been banned, or in cases where designated Court contact or his or her designee has condemned for use any piece of equipment, the Contractor shall remove such equipment from the site of work. Failure to do so within a reasonable time may affect a breach of Agreement.

c. All vacuums used must be equipped with Hepa Filtration.

8. MATERIALS AND SUPPLIES

a. Only Materials and supplies meeting industry standards will be acceptable in the performance of this Work. The Project Manager(s) reserves the right to specify the type and quality of all Materials used in the Work. In the event a substitution is necessary for a required Material, written Notice will be provided to the Contractor and a Material of equal value will be substituted at no additional cost

to Court. Floor finishes, polishes, cleaners, detergents, and germicides shall be harmless to the surfaces on which they are used. Floor wax shall be the “no-skid” type.

b. Under no circumstances will cleaning tools and Materials be left unattended during normal business hours.

c. The Contractor shall handle chemicals provided at each site so as to minimize the possibility of exposure of facility occupants to acid based or caustic based Materials. A list of all chemicals used for these services shall be submitted and pre-approved by Court’s designated contact.

d. The Court will supply to the Contractor light, power and hot and cold water as may be required for the performance of the Work.

e. The Court reserves the option to have the Contractor supply janitorial supplies such as toilet paper, paper towels, bag liners and trash receptacles, at mutually agreed upon cost.

- If it is agreed upon that the Contractor is to supply the above items, the Contractor shall replenish any of the items necessary, and before the stock of any item is depleted. The Contractor shall provide the Court’s Finance Office with the packing slip and invoice detailing the supplies purchased, and the specific quantities to each individual location.
- If the Court obtains the supplies elsewhere, using a standard Court form, the Contractor shall notify the Project Manager when replenishment of any of these items is necessary and before the stock of any item is depleted so that a sufficient supply remains until the stock is replenished.

f. All unused products and empty containers shall be properly disposed of by the Contractor as required by Federal, state, and local laws and regulations. The Contractor shall provide Court with documentation of proper disposal of all products and containers used in the performance of services.

9. STORAGE OF EQUIPMENT AND MATERIALS

a. The Contractor shall obtain prior approval from the designated Court representative for any space or area required for storage of the Contractor’s equipment and Materials. The Court shall not be held liable for any loss or damages.

b. Equipment and Materials shall not be piled or stored at any location to hinder normal business operations or to constitute a hazard to persons or property.

c. All Materials which are stored in liquid form shall be stored on shelves not higher than three (3) feet above the floor.

All products stored in secondary containers shall be properly labeled as to the contents.

10. DRUG TESTING/CRIMINAL BACKGROUND CHECK

a. Prior to performing any Work, Contractor's employees shall be required to pass a drug test administered at a certified medical lab or facility. The Contractor shall be responsible for all costs to perform this drug test. The Contractor's employees will be required to sign a release form to provide a copy of the test results to the Contractor and the Court.

b. Personnel must successfully pass a criminal background check. The Contractor's employees will be required to sign a release form to provide a copy of the criminal background check to the Contractor and the Court.

11. HOURS OF OPERATION AND HOLIDAY SCHEDULE

a. The Contractor is responsible for providing services as described herein between 5:00 p.m. and 8:00 p.m. regardless of the Contractor's holiday schedule. The Contractor shall review the Court's observed holiday schedule with the Court annually.

b. The hours of work under a resulting Agreement shall be in accordance with, and subject to, the provisions of the State of California labor code. The Court reserves the right to reschedule Contractor's hours of Work.

c. The Contractor shall be available twenty-four (24) hours a day, seven (7) days a week to perform emergency services as requested by the Court and shall begin to perform these services within two hours after receiving the Court's service request. Such services shall be provided at a rate as set forth in the Cost Proposal.

Hours of Operation for All Court Locations:

Regular Hours: 8:00 a.m. – 5:00 p.m.

d. Court Holidays Observed at all Court Locations:

January 1, New Year's Day

The third Monday in January, Martin Luther King Day

February 12, Lincoln's Birthday

The third Monday in February, Presidents' Day

March 31, Cesar Chavez Day

The last Monday in May, Memorial Day

June 19, Juneteenth

July 4, Independence Day

The first Monday in September, Labor Day

The fourth Friday in September, Native American Day

November 11, Veteran's Day

The fourth Thursday in November, Thanksgiving Day

The fourth Friday in November, the day after Thanksgiving Day

December 25, Christmas Day

e. If a holiday occurs on a Saturday, the preceding Friday is observed as that holiday. If a holiday occurs on a Sunday, the following Monday will be observed as that holiday. Contractor is

responsible for obtaining a schedule of holidays from the Court. The Court reserves the right to change holidays and will provide Contractor with reasonable Notice regarding any date changes.

12. ACCEPTANCE OF WORK, INSPECTION AND REPORTING REQUIREMENTS

a. The Court's Project Manager or his or her designee will make field inspections of the Contractor's Work at their discretion and will be responsible for signing-off acceptance of all the Work submitted. Prior to sign-off, Project Manager will apply the acceptance criteria (including timeliness, completeness, technical accuracy and conformance to statistical, industry or marketplace standards) to determine if Contractor's Work is acceptable. Contractor shall provide the Work to Court, and Court shall accept that Work, if delivered in accordance with the criteria. Project Manager shall notify the Contractor of the Work's acceptability. If rejecting the Work, Project Manager shall detail its failure to meet the criteria. Contractor shall have ten business days from receipt of Notice of rejection to correct the failure(s) to conform to the criteria. For Contractor's ongoing failure to meet the acceptance criteria, Court may deduct up to ten percent (10%) each month from amount of Contractor's regular monthly invoices representing Contractor's management fee for each such failure until such errors are satisfactorily corrected. Under no circumstances shall Court withhold payment representing amount for which Contractor will be reimbursed such as wages, taxes, benefits, liability insurance or other costs. Court shall not hold Contractor liable for any delays for which Court is solely responsible.

b. Inspection shall not relieve the Contractor of its obligations to inspect and furnish Material and workmanship in accordance with the Agreement, Imperfections of Materials or workmanship overlooked by the inspectors shall not be exempted from rejection if they shall later be discovered.

c. The Contractor's designated supervisor shall perform a quarterly inspection of the Work performed at the Facilities and submit a written report to the Project Manager which shall provide enough detailed information to determine if the Contractor is performing the Work in accordance with this Statement of Work. The Project Manager may then instruct the Contractor's designated supervisor to take immediate and appropriate action to resolve any noted deficiencies.

13. CUSTOMER SERVICE

a. The Contractor's customer service process shall ensure that all customer service issues are addressed in a consistent manner, including problem escalation and resolution. The Contractor must respond to all messages within a time period of eight (8) business hours (business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday) The customer service process includes, but is not limited to:

- Customer service organizational structure
- Contact process (phone, email, fax, etc)
- Follow up process
- Internal procedures to track customer service contact and resolution
- Escalation process to resolve outstanding service issues.

14. b. Offer services 52 weeks a year around and upon request during specified operating hours, excluding Court holidays unless scheduled by mutual agreement. The Court holiday schedule is listed above.

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- c. Develop administrative, personnel and security policies that reflect an understanding of Court requirements (in conjunction with the Court Project Managers).
- d. Establish procedures and practices for ongoing monitoring of employee performance.
- e. Conduct regular and timely performance reviews for all staff.