

STATEMENT OF WORK

The Court seeks the services of a person or entity with expertise in janitorial services at the following building location (herein after referred to as the "Facility"):

5122 Ralston Street
Ventura, CA 93003

Total Cleanable Square Feet: 600 square feet

1. Contractor shall provide the following Services once weekly:

After cleaning, turn off all inside office lights
Remove and dispose of trash, replace liners as needed, clean receptacles as needed
Vacuum all carpeted areas (under desks included)
Clean and sanitize bathroom area
Sweep and mop floors
Clean and disinfect counter and sinks
Clean and disinfect drinking fountain
Damp wipe telephone handsets
Remove cobwebs from interior light fixtures, corners and ceilings
Dust non-upholstered chairs
Clean and polish interior doors

2. General Requirements

- A. Contractor shall furnish all necessary labor, supervision, travel, equipment, materials and supplies to perform the services described in Appendix A of the Statement of Work, except as set forth in Materials and Supplies 2.2.
- B. If applicable per Labor Code 1060 et seq the successor contractor must retain for 60 days the employees currently employed at this site by the previous contractor.
- C. 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 a person from performing any further service and make sure that all keys, badges and any other items that belong to the Court are returned to the Court within 24 hours.
- D. Contractor shall keep a record of each of its employees working on this agreement, as follows:

Name, address and telephone number
Court Work Location
Emergency Contact Information

- E. Contractor will ensure that all persons assigned to this Agreement are reliable and of reputable background and sound character at all times during such person's assignment to a Court facility. At Contractor's expense, Contractor shall conduct a background investigation and drug test on all persons prior to each person's assignment to the Court. The Court reserves the right to review the personal background investigation and conduct further security clearances on any person assigned to this Agreement, and to make the final determination with respect to whether the background and character of any person assigned to this Agreement is acceptable under this Agreement. On demand, Contractor shall provide the Court with an authorization to conduct a criminal history check, and a copy of the person's California driver's license or California identification card.
- F. Contractor shall provide relief personnel as necessary to ensure that each assignment is performed per specifications and deliverables, regardless of employee absenteeism.
- G. Contractor will be required to learn the proper operation of the security alarms 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. Contractor shall maintain the confidentiality of the alarm codes and keys. In addition, the Contractor shall ensure that all employees are properly trained on safety and emergency procedures (such as fire building evacuations) for the facility.
- H. 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.
- I. No unauthorized visitors or workers will be allowed on the facilities premises. The Court must approve all individuals visiting or working in the facility.
- J. Contractor employees are prohibited from using, tampering with or removing from Court premises Court equipment, including, but not limited to, computers, networks, photo 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 disturbing papers on desks or other work areas and opening any drawers or cabinets.

- K. If the Court finds any Contractor's employee 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 the Court endorse or approve (expressed or implied) any termination by Contractor of any employee replaced pursuant to this paragraph.
- L. The Contractor is responsible for maintaining satisfactory standards for employees in regards to conduct, appearance and integrity (i.e. use of foul language, use of Court staff's personal items, phone usage). The Contractor's employees shall present a neat and clean appearance at all times while performing work at the facility.
- M. 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 facility staff. The Contractor shall conduct its work in a manner that will cause a minimum of inconvenience to the facilities' employees and general public. The facilities' business must be maintained without interruption during the progress of the work, and no unnecessary interference will be permitted.

2.1 Equipment

- A. Contractor shall supply all equipment and products necessary for handling the job, including but not limited to; vacuum, mop, bucket, step ladder, cleaners, detergents, germicides, floor finishes, and polishes. The equipment used by the 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 insure compliance with the intent of the agreement.
- B. In cases where particular types of equipment have been banned, or in cases where the 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.

2.2 Materials and Supplies

- A. The Court will supply to the Contractor light, power and hot and cold water as may be required for the performance of the work.
- B. Only Materials and Supplies meeting industry standards will be acceptable in the performance of this work. The Project Manager reserves the right to specify the type and quantity 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 the 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.

- c. Under no circumstances will cleaning tools and materials be left unattended during normal business hours.
- d. The Contractor shall handle chemicals 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 the Court’s designated contact.
- e. 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.

2.3 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 a liquid state shall be stored on shelves not higher than (5) feet above the floor
- D. All products stored in secondary containers shall be properly labeled as to the contents.

2.4 Hours of Operation and Holiday Schedule

- A. Contractor is responsible for providing services as described herein during the open business hours of operation Monday through Friday 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 any 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. Hours of Operations: 8:00 a.m. to 5:00 p.m.
- D. Court Holidays Observed At All Locations:

January 1, New Year's Day
Martin Luther King Day; the third Monday in January
The third Monday in February; President's Day
March 31, Cesar Chavez Day
Memorial Day; the last Monday in May
Independence Day; July 4
Labor Day; the first Monday in September
Columbus Day; the second Monday in October
Veterans Day; November 11
Thanksgiving Day; the fourth Thursday in November
The day after Thanksgiving Day
Christmas Day; December 25

- E. 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.

2.5 Acceptance of Work, Inspection and Reporting Requirements

- A. The Court's Project Manager and 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) 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.
- 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.

2.6 Customer Service

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 8 business hours (business hours are from 8:00 a.m. to 5:00 p.m.)