

YERBA BUENA GARDENS CONSERVANCY

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August 5, 2020

The Yerba Buena Gardens Conservancy (“the Conservancy”) is accepting proposals for its Janitorial Maintenance Services. We invite your firm to submit a proposal no later than August 28, 2020. A description of our organization, the services needed, and other pertinent information follows:

Background of the Yerba Buena Gardens Conservancy

The Conservancy is a 501(c)(3) civic nonprofit organization established in July 2019 to operate and manage Yerba Buena Gardens on behalf of the City and County of San Francisco.

Mission: Program, operate, maintain, and improve the publicly-owned open spaces, cultural facilities, and related components of San Francisco's Yerba Buena Gardens, working in conjunction with the Garden's nonprofit cultural organizations, commercial tenants and the City and County of San Francisco, for Civic and public benefit and enjoyment by the City's visitors and residents.

Structure & Governance: The Conservancy's Board of Directors is made up of a cross-section of Yerba Buena Gardens' stakeholders, community members, civic leaders, and City appointees. A small administrative staff led by Executive Director Scott Rowitz contracts for maintenance, operations, programming, and security services to sustain cost efficiencies. Oversight is by the City as landlord, auditor, and technical advisor.

Conservancy requirements

The Janitorial Services Contractor will be required to comply with all applicable Conservancy requirements including, but not limited to, the Non-Discrimination in Contracts and Benefits Ordinance, Minimum Compensation Ordinance (MCO) Declaration, the First Source Hiring Ordinance, and the Health Care Accountability Ordinance. The Conservancy requires the same standard of compliance as is required of all [City and County of San Francisco vendors](#).

Services to be performed are as follows:

The Gardens will be maintained in excellent Class-A condition to enhance the enjoyment and safety of the general public using them. During this Covid-19 public health pandemic, the Contractor will be expected and required to follow all SF DPH and CDC cleaning requirements. This includes, but is not limited to, frequent disinfecting of all high-touch surfaces.

The exterior Gardens premises contain pathways and terraces paved with granite, quartzite, and exposed aggregate concrete. Granite, stucco, precast concrete, and metal panels comprise vertical surfaces to be maintained. Site furnishings include benches, drinking fountains, trash receptacles, lighting, electrical power sources, and site signage and graphics. Litter and graffiti control are included. The Gardens house public restrooms, which require continuous janitorial upkeep. Public restroom cleaning must be strenuous and thorough, and again follow the recommendations presented by SF DPH and the CDC at this time.

Other buildings and interior spaces requiring maintenance include dressing rooms, storage space, and equipment associated with an outdoor performance area; pump rooms, electrical and mechanical rooms; engineering and staff quarters; a landscape maintenance storage and equipment room; interior ramps and additional storage areas, three public elevators and a Conservancy building which includes space for management, administrative, and security functions.

The Gardens will be maintained pursuant to maintenance specifications as determined by Yerba Buena Gardens Conservancy including the following.

A. Janitorial service specifications for office areas, birthday room, green room, green room corridors (including dressing Rooms, restrooms, and showers) and performance area:

- a. COVID-19 Cleaning:
 - i. Disinfect all high-touch points, at a minimum of twice per day.
 1. Drinking fountains, handrails, elevator push buttons, doors, walls; benches and arm rests, doors and handles, trash receptacles, signs, etc.
 - ii. Immediately remove urine/urine stains, human feces/human feces stains, and other human bios. Sanitize area immediately after removal.
- b. Daily services (seven times per week):
 - i. Vacuum and spot clean all carpets.
 - ii. Dust mop all resilient and composition floors with treated dust mops.
 1. Damp mop to remove spills and water stains as required.
 - iii. Dust all desks, office furniture, and conference room tables with treated dust cloths. No oil or polish will be used, nor will papers and folders on desks be moved.
 - iv. Empty all wastepaper baskets and other trash containers. Wipe exterior of containers and change liners, if needed.
 - v. Adhere to building recycling program. Remove paper or cardboard to designated recycling area.
 - vi. Remove all trash from floors to the designated trash areas.
 - vii. Remove fingerprints, dirt smudges, graffiti, etc., from all door frames, glass partitions, light switches, walls, elevator door jambs and elevator interiors.
 - viii. Return chairs and wastebaskets to proper positions.

- ix. Clean, sanitize, and polish kitchen and restrooms sinks, restroom toilet, drinking fountains and/or water dispensers. Empty waste water as needed.
 - x. Restock kitchen and restroom with dish soap, hand soap, and paper towels and/or toilet paper.
 - c. Weekly Services:
 - i. Dust inside of all door jambs.
 - ii. Wipe clean and polish all brightwork.
 - iii. Edge vacuum all carpeted areas.
 - d. Monthly Services:
 - i. Dust all high reach areas including, but not limited to, tops of door frames, structural and furniture ledges, air-condition diffusers and return grilles, tops of partitions, picture frames, etc.
 - ii. Dust all low reach areas including, but not limited to, chair rungs, structural and furniture ledges, baseboards, window sills, door louvers, wood paneling molding, etc.
 - iii. Sanitize all telephone receivers.
- *NOTE: All of the above listed services, in one form or another, will be performed on a weekly basis to the following areas: Storage rooms, mechanical rooms, engineering and maintenance rooms, access corridors, loading dock and other incidental spaces.*
- e. Quarterly Service:
 - i. Dust all mini-blinds.

B. Restroom service specifications:

- a. COVID-19 Cleaning (when public restrooms are open to the public):
 - a. Disinfect all high-touch point areas, every hour during shift:
 - i. Doors and handles, sinks and counters, faucets and nozzles, towel dispensers, restroom partitions and door handles, toilets, flushing mechanisms, toilet paper dispensers, feminine hygiene disposal units, etc.
 - ii. Restock as needed.
- b. Daily services (Seven times per week):
 - i. Restock all restroom with supplies from the stock, including paper towels, toilet tissue, seat covers and hand soap, as required.
 - ii. Restock all sanitary napkin and tampon dispensers from building's stock, as required. The receptacle to be thoroughly sanitized.
 - iii. Wash and polish all mirrors, dispensers, faucets, flushometers and brightwork with non-scratch disinfectant cleaner. Wipe dry all sinks.
 - iv. Polish all stainless steel thoroughly.
 - v. Wash and sanitize all toilets, toilet seats, urinals, sinks and showers with non-scratch disinfectant cleaner.
 - vi. Remove stains, descale toilets, urinals and sinks, as required.
 - vii. Mop all restroom floors with disinfectant solution.
 - viii. Empty and sanitize all waste, sanitary napkin and tampon receptacles.
 - ix. Remove all restroom trash.
 - x. Disinfect and polish all partitions, tile walls, dispensers, doors and receptacles.
 - xi. Empty and damp wipe all ashtrays.
 - xii. Clean Green Room showers, as needed.

- c. Weekly service:
 - xiii. Dust all low reach and high reach areas, including, but not limited to, structural ledges, mirror tops, partition tops and edges, air conditioning diffusers and return air grilles.
- d. Monthly services:
 - xiv. Wipe down all tile walls and metal partitions. Partitions shall be left clean and un-streaked after this work.
 - xv. Clean all ventilation grilles.
 - xvi. Dust all doors and door jambs.
 - xvii. Thoroughly scrub clean and reseal all ceramic tile floors, using approved sealers.
- e. Quarterly services:
 - xviii. Thoroughly scrub clean and reseal all ceramic tile floors, using approved sealers.

C. Special notes:

- a. Contractor to provide an Account Manager, who will report to the Yerba Buena Gardens Conservancy General Manager and/or designated manager, to train and manage the Gardens janitorial team. Account Manager will conduct period shift checks with the janitorial team to ensure standards of performance. S/he will notify the Conservancy GM and/or designated manager of all call-outs, no-shows, and plans of shift coverage. Account Manager will attend all Conservancy operation meetings, and any planning meetings for events.
- b. Contractor to provide all cleaning supplies and equipment. Contractor to provide comprehensive inventory list and maintain stock of cleaning supplies and equipment. Contractor to conduct weekly inventory inspections, and provide a list of needed cleaning supplies and equipment to the Conservancy GM and/or designated manager.
- c. Contractor shall provide a restroom attendant for additional hours of operations during performances or for other reasons, as requested by the Conservancy, to be billed and reimbursed on an hourly basis.
- d. Attendant shall inspect the restrooms at least hourly at a time when they are not in use and perform such janitorial, clean up or resupply tasks as are necessary to keep the rest rooms in first class condition throughout their hours of operation.
- e. Attendant shall provide complete janitorial service to the rest rooms at the end of each day of operation.
- f. Attendant shall immediately advise any individual whom s/he suspects of violation of any of the Gardens Rules or engaging in illegal behavior, or behavior which may be offensive to others. Attendant shall also advise the Gardens Control via radio of the situation and request their assistance if the behavior continues.

D. Passenger elevator cleaning specifications:

- a. COVID-19 Cleaning:
 - i. Disinfect all high-touch points, at a minimum of twice per day.
 - 1. Elevator push buttons, lights, doors, walls, and floors.
 - ii. Immediately remove urine/urine stains, human feces/human feces stains, and other human bios. Sanitize area immediately after removal.
- b. Daily services (Seven times per week):
 - i. Polish thoroughly all cab walls and interior of doors.
 - ii. Spot clean outside surfaces of all elevator doors and frames.

- iii. Clean all cab floors-edge thoroughly.
- iv. Vacuum and polish with steel wool all elevator thresholds.
- c. Weekly service:
 - i. Thoroughly clean entire interior stainless-steel surfaces and wood finish of all doors and frames and outside surfaces of all doors and frames.
- d. Bi-Monthly services:
 - i. Wipe clean all elevator cab lamps.
 - ii. Wipe clean entire cab ceiling.

E. Exterior structure & grounds services specifications:

- a. COVID-19 Cleaning:
 - i. Disinfect all high-touch points, at a minimum of two times per day
 - 1. Drinking fountains, handrails, elevator push buttons, doors, walls; benches and arm rests, doors and handles, trash receptacles, signs, etc.
 - ii. Immediately remove urine/urine stains, human feces/human feces stains, and other human bios. Sanitize area immediately after removal.
- b. Daily Services (Seven times per week):

F. Litter control & trash collection:

- a. Control litter throughout site on a daily basis. As the janitor moves through the Gardens, janitor to remove all litter in route.
- b. Empty all trash receptacles at beginning, middle, and end of each shift.
- c. Keep recyclable glass, metal and paper separate (as provided by the trash receptacles).
- d. Immediately remove litter from pools and fountains.
- e. Empty Yerba Buena Gardens trash cans on perimeter (Mission, Fourth, Third, Howard and Folsom Streets) 2x a day or as needed.

G. Loading dock:

- a. Sweep 4x's a week
- b. Steam clean 1x a week

H. Pavement:

- a. Sweep daily.
- b. Hose down as necessary.
- c. Keep free of any plant material.
- d. Inspect weekly for lifted, separated, cracked or other damaged paving.
- e. Pressure wash all common areas daily in the summer and five days per week in the winter 5:00am - 10:00 am).
- f. Clean the Play Circle Safety Pavement on a daily basis.

I. Walls & exterior surfaces:

- a. Clean surfaces on a regular basis.
- b. Immediately remove postings.
- c. Remove and treat for graffiti immediately per the Conservancy's specifications.
- d. Clean glass block surfaces as, loggia bridges monthly.

J. Woodwork:

- a. Clean as needed per the Conservancy's specifications.
- b. Inspect regularly for cracking, splintering or other damage.

K. Site furniture:

- a. COVID-19 Cleaning:
 - i. Disinfect all high-touch points, at a minimum of two times per day
 - 1. Benches and arm rests, café tables and chairs, trash receptacles, etc.
 - ii. Immediately remove urine/urine stains, human feces/human feces stains, and other human bios. Sanitize area immediately after removal.
- b. Clean per manufacturers' specifications.
- c. Inspect regularly for cleanliness.

L. Signage:

- a. COVID-19 Cleaning:
 - i. Disinfect all signs, at a minimum of two times per day
 - ii. Immediately remove urine/urine stains, human feces/human feces stains, and other human bios. Sanitize sign immediately after removal.
- b. Immediately remove any postings or graffiti.

M. Janitorial closet service specifications:

- a. COVID-19 Cleaning:
 - i. Disinfect all high-touch points after each use:
 - 1. Doors and handles, shelves, any shared admin equipment (clip board, pen, etc), any shared cleaning equipment (bottles, broom handles, etc.)
- b. Daily Services (seven times per week):
 - i. Maintain this area in a neat and orderly fashion.
 - ii. Discard any old chemicals and general trash.
 - iii. Sweep and/or mop flooring.
 - iv. Clean and disinfect slop sink.
 - v. Clean can wash area near Loading Dock.

N. Artwork:

- a. Services as needed.
- b. Contractor shall maintain all artwork in the Gardens pursuant to guidelines provided by the Client, the Artist, and applicable City of San Francisco and California law for the protection of public artwork. The Conservancy agrees to provide the necessary specifications and each manufacturer's recommendations.
- c. Gardens artwork includes:
 - i. Martin Luther King, Jr. Memorial by Houston Conwil, located behind the main fountain;
 - ii. The silver inlay by Lin Utzon, located in the fountain ramp walls;
 - iii. The Shaking Man bronze sculpture by Terry Allen, located on the upper terrace;
 - iv. The Sinking Ship steel and glass sculpture by John Roloff, located at the entry to the East Garden;
 - v. The stone circle and reflecting pool by Juane Quick-to-See-Smith and Jambes Luna, located in the northwest quadrant of the Esplanade meadow;

- vi. The Butterfly Garden tablets by Reiko Goto, located in the northeast quadrant of the Esplanade meadow;
- vii. Urge, located near the Carousel steps on the Rooftop Garden;
- viii. The Roll mural, by Brendan Monroe, below the Paseo Bridge; and
- ix. Soon-to-be-installed: Sarah Sze’s Double Horizon, on the bridge between the Gardens and Moscone North.

O. Health & safety:

At all times the Contractor will:

- a. Provide the Conservancy with the necessary MSDS sheets in accordance with cleaning chemicals purchased to be used in the facility.
- b. Keep Safety Handbook in Janitorial Closet.
- c. Post emergency phone numbers in Janitorial Closet.

Scope of services frequency schedule:

	Daily	X/Week	Weekly	Monthly	X/Year	Comments
Litter Control	x					
Graffiti Removal	x					Immediately, as needed.
Empty trash receptacles	x					As needed.
Event litter control						Per event.
Pavement, spot clean	x					
Sweep	x					
Steam Clean/Hydro Twist						Daily rotation-separate proposal
Inspect for lifts/cracks			x			Provide condition report to YBGC
Walls, Interior/Exterior Surfaces			x			
Disinfect Surfaces	x					
Apply & maintain graffiti sealant						As needed
Loggia & Bridges, Clean glass surfaces				x		
Windows in GAB & Sister City skylights					4	
Site furniture	x					Disinfect
Cleaned	x					
Play structures, cleaned	x					Disinfect
Safety pavement, cleaned	x					
Remove litter from pools	x					
Signage:						
Inspect	x					
Cleaned	x					Disinfect
Remove postings/graffiti						Immediately, as needed

Elevators	2					
Cleaned & Disinfect	2					Disinfect
Interior spaces	2					
Storage rooms		2				
Green Room						As needed
Dressing Room	5					
Access Corridors	5					
Other incidental spaces		2				
Gardens Administration Offices	x					
Cleaned & Disinfected	x					
High and low cleanings					4	
Empty trash receptacles	x					
Door windows	x					
Carpet Cleaning				x		
Floor stripping				x		
Birthday Room						As needed
Artwork						As needed
MLK Memorial tablets				x		
Stone Circle Reflecting Pool, net	x					
Sinking Ship, clean			x			
Butterfly Garden tablets, clean			x			
URGE			x			
Shaking Man						As needed
Whirlygig					1	

Request for rate details:

In the proposal, the Conservancy requests the prospective Contractor **outline daily minimums** including personnel count, shift count, and total hours required to perform the above listed work. Rates must be **inclusive of all costs** including health/welfare, pension, sick and vacation time, holidays not worked, payroll taxes, uniforms, and profit. Contractor to provide detail on Overtime rates, Holidays observed and schedules, and Holiday rate.

Service Type	Hourly Rate
Regular Rate	CONTRACTOR TO PROVIDE
Emergency Rate (less than 72 hours request)	CONTRACTOR TO PROVIDE
Overtime & Holiday Rate	CONTRACTOR TO PROVIDE

The final awardee will be required to comply with Yerba Buena Gardens Conservancy and City and County of San Francisco insurance and indemnification language. Insurance language will be provided to any bidder upon request.

Submission of Proposal:

A proposal submitted received after 11:00 am on August 28, 2020, will be deemed non-responsive and will be rejected. After a proposal has been submitted, no modifications to the proposal will be allowed.

Thank you, we look forward to reviewing your proposal.

Sincerely,

Scott Rowitz
Executive Director

Briana Maughan
General Manager