

YERBA BUENA GARDENS
CONSERVANCY

BOARD OF
DIRECTORS

October 2, 2023

KEN BUKOWSKI,
CHAIR

The Yerba Buena Gardens Conservancy (“the Conservancy”) is accepting proposals for **Janitorial Maintenance Services**. Proposals are to be submitted no later than **11:00am on November 13, 2023**.

CAROL CHANG,
VICE CHAIR

DAVID MCKENZIE,
TREASURER

Background of the Yerba Buena Gardens Conservancy:

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

ANDRICO PENICK

KATE FAUST

The Conservancy’s Vision for the Gardens: A joyful and thriving place that inspires culture, connection, healing, and a feeling of community for all.

LAWRENCE LI

RALPH
REMINGTON

Mission: We provide arts, culture, recreation, and nature in beautiful, accessible, welcoming spaces for everyone through stewardship and collaboration.

SARA FENSKE
BAHAT

Conservancy Values: Equity, Inclusion, Integrity, Service, Sustainability.

SEAN JEFFRIES

SCOTT ROWITZ

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 contracts for maintenance, operations, programming, and security services to sustain cost efficiencies. Oversight is by the City as landlord, auditor, and technical advisor.

HELEN SAUSE,
HONORARY
BOARD MEMBER

SEVE GHOSE,
EXECUTIVE
DIRECTOR

CONSERVANCY REQUIREMENTS

The Janitorial Maintenance Services Contractor (“Contractor”) will be required to comply with all applicable Conservancy requirements including, but not limited to, the City and County of San Francisco’s Non-Discrimination in Contracts and Benefits Ordinance, Prevailing Wage and 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](#).

Yerba Buena Gardens Conservancy supports companies contracted with **SEIU Local 87**.

PROPOSAL TIMELINE

RFP Released	October 2, 2023
Job Walk	October 24, 2023 @ 11:00a
Request of Information (RFI) due	October 31, 2023 @ 5:00p
RFI Responses Due	November 6, 2023 @ 5:00p
Proposal Due Date	November 13, 2023 @ 11:00a
Selection Announced	November 17, 2023

MINIMUM QUALIFICATIONS

ITEM	REQUIREMENT	TO SUBMIT WITH BID
MQ 1	<p>Licensed to work in the State of California and City of San Francisco.</p> <p>The Contractor’s license must not be currently under probation or suspension and must continuously be in full force and effect at the time proposals are due, prior to the contract award and, if awarded, throughout the duration of the contract.</p> <p>Failure to maintain this requirement shall be grounds for rescission of Notice of Intent to Award, or termination of the contract.</p>	Photocopy of current License issued by the state of California.
MQ 2	Contractor has five (5) years of experience as a janitorial and pressure washing service provider.	Photocopy of business formation documents showing formation date.
MQ 3	<p>Contractor has provided five (5) client references, that satisfy the following:</p> <p>1) The Contractor provided services to within the last two (2) years.</p>	

	2) The reference contact person for at least three (3) of the references must be the individual who served as the client's facility or property manager.	
MQ 4	Contractor to be able to meet YBGC's insurance requirements, and provide proof, prior to the commencement of the project. Available upon request.	

SERVICES TO BE PERFORMED

Per the Conservancy's master lease with the City and County of San Francisco and pursuant to site maintenance specifications, the Gardens open spaces and interior facilities will be maintained in excellent Class-A condition to enhance the enjoyment and safety of the public. Service specifications are subject to evolve.

YERBA BUENA GARDENS EXTERIOR SPACES of approximately 8+ acres

Central Block Two (bound by Mission, 3rd, Howard, and 4th Streets):

- Mission Street steps
- Mission Street sidewalks from Lemonade to 3rd Street
- 3rd Street sidewalks, from Mission Street to Howard Street
- Howard Street sidewalks from 3rd Street to Moscone North building edge
- Esplanade and pathways
- Dr. MLK Jr. plaza and pathways
- West Walkways
- East Walkways
- West Monument
- East Monument
- East Garden
- 3rd Street ramp and plazas
- Terrace
- Sister City Gardens
- Loggia
- Loggia Overlook
- All exterior ADA ramps, stairwells, and staircases throughout open spaces
- Gardens Bridge (connecting Central Blocks Two & Three)
- (YBCA raised plazas on Mission St and Howard St not included)

Central Block Three (bound by Howard, 3rd, Folsom, and 4th Streets):

- LeRoy King Carousel, plazas, and ramp
- 4th Street corridor between Howard Folsom Streets
- Folsom Street sidewalks from 4th Street to Moscone egress staircase, midblock
- CB3 Courtyard
- CB3 Amphitheater
- Paseo and plazas
- Play Circle
- Tot Lot

- Flex Lawn
- Terrace Levels
- All exterior ADA ramps, stairwells, and staircases throughout open spaces

The exterior open spaces contain pathways and terraces paved with granite, quartzite, exposed aggregate concrete, stucco, precast concrete, and metal panels comprise vertical surfaces to be maintained. Site furnishings include public artwork, benches, café tables and chairs, drinking fountains, trash receptacles, lighting, and site signage and graphics.

INTERIOR SPACES		
LOCATION	ADDRESS	APPROX. SQUARE FOOTAGE
Gardens Public Open Spaces	Central Blocks Two and Three <i>(bound by Mission, 3rd, 4th, and Folsom Streets)</i>	~ 8+ acres
Gardens Administration Building <i>(Central Block Two – includes one restroom)</i>	750 Howard St.	2,500
CB3 CONSERVANCY/YBCBD Office & Patio <i>(Central Block Three – offices located inside Children’s Creativity Museum)</i>	221 4 th St.	1,341
Community Room - <i>(Central Block Three)</i>	747 Howard St.	600
East Underground & Green Room <i>(Central Block Two – includes two sets of restrooms)</i>	750 Howard St.	3,577
Conservancy Capital Office – <i>(Central Block Three)</i>	747 Howard St.	200
West Underground - <i>(Central Block Two – includes all rooms, offices, spaces)</i>	750 Howard St.	13,156
Howard St. Loading Dock - <i>(Central Block Two)</i>	750 Howard St.	4,500
Playground Storage Facilities <i>(Central Block Three)</i>	Block between Howard/Folsom	660
LeRoy King Carousel - <i>(Central Block Three)</i>	221 4 th St.	3,600 (estimated)
CB2 Public Restrooms	750 Howard St.	1,500
CB3 Public Restrooms <i>(Central Block Three – two individual restrooms)</i>	750 Folsom St.	400
West Elevator - <i>(Central Block Two)</i>	760 Howard St.	25
East Elevator - <i>(Central Block Two)</i>	701 Howard St.	25
Folsom Elevator - <i>(Central Block Three)</i>	750 Folsom St.	25

SCOPE & SPECIFICATIONS

INTERIOR FACILITIES - Offices, Community Room, East & West undergrounds, storage spaces

DAILY

- Disinfect all high-touch surfaces.
- Sweep, mop, and spot clean all floors/ground surfaces in all interior spaces.
- Vacuum and spot clean all carpets, as needed.
- Dust desks, office furniture, and conference tables with treated dust cloths. No oil or polish will be used, nor will papers and folders on desks be moved.
- Sort and empty all waste containers. Wipe exterior of containers and change liners, if needed. Return chairs and waste containers to proper positions.
- Adhere to Conservancy's sorting program. Remove compost, recycle, landfill in separate designated bags. Place bags in sorting tilt carts in Loading Dock.
- Remove fingerprints, dirt, smudges, and graffiti from all door frames, glass partitions, light switches, walls, elevator door jambs and elevator interiors.
- Clean, sanitize, and polish kitchen sink and equipment, light fixtures, drinking fountains and/or water dispensers.
- Restock kitchen with dish soap, hand soap, and paper towels, as needed.

WEEKLY

- Dust and clean walls, base boards, door jambs.
- Edge vacuum all carpeted areas.
- Spot clean walls around all waste containers.
- Pressure wash Howard Steet Loading Dock.

MONTHLY

- Dust and wipe clean tops of door frames, structural and furniture ledges, refrigerator, copy machine, microwave, air-condition diffusers and return grilles, tops of partitions, windowsills and blinds, chair rungs, door louvers, wood paneling.

RESTROOMS - Public & employee restrooms

Public restroom cleaning must be thorough and follow the recommendations presented by San Francisco Department of Public Health and CalOSHA.

DAILY

- Inspect restrooms hourly to ensure cleanliness and safety. Service if needed.
- Disinfect all high-touch point areas.
- Empty and sanitize all waste and sanitary napkin receptacles. Properly dispose of waste. Replace receptacle liner as needed.
- Restock all supplies including paper towels, toilet tissue, seat covers, sanitary napkins and tampon dispensers, and hand soap.
- Wash and polish all mirrors, dispensers, faucets, flushometers, and brightwork with non-scratch disinfectant cleaner.
- Wash, disinfect, sanitize all sinks and faucets, soap dispensers, towel dispensers, hand-driers, toilets, toilet seats, urinals, showers, stainless steel, porcelain, partitions, tile walls, dispensers, doors, and receptacles with non-scratch disinfectant cleaner.
- Remove stains, descale toilets, urinals and sinks, as needed.
- Mop all restroom floors with disinfectant solution.

WEEKLY

- Dust and de-web structural ledges, mirror tops, partition tops and edges, air conditioning diffusers and return air grilles, and equipment surfaces.
- Prevent dust from accumulating on any surfaces.

MONTHLY

- Wash, disinfect, sanitize tile walls, metal partitions. Partitions shall be left clean without streaks after this work.

LEROY KING CAROUSEL

DAILY

- Disinfect all high-touch points.
- Sweep floors and remove all loose debris.
- Service and remove waste receptacle.

MONTHLY

- Dust and wipe clean tops of door frames, hinges and animals, structural and furniture ledges, windowsills, chair rungs, door louvers, wood paneling.

ELEVATORS – East, West & Folsom Street elevators

DAILY

- Disinfect all high-touch points, at a minimum of twice per day.
- Immediately remove urine/stains, human feces/ stains, and other biohazards. Sanitize area immediately after removal.
- Remove litter, debris, stickers, non-YBGC signs, and graffiti.
- Wash, disinfect, and polish all cab walls, doors, floors, floor edges, push buttons, light fixtures.
- Vacuum and polish with steel wool all elevator thresholds.

WEEKLY

- Thoroughly clean entire interior stainless-steel surfaces and wood finish of all doors and frames and outside surfaces of all doors and frames.
- Wipe clean elevator ceiling, cab lamps, and ledges.

GARDENS OPEN SPACES

DAILY

DISINFECT:

- All high-touch points, at a minimum of two times per day. Handrails, benches and arm rests, doors and handles, trash receptacles, signs, etc.
- Disinfect and clean drinking fountains, per the Conservancy's Drinking Fountain cleaning procedure.

REMOVE BIOHAZARDS:

- Immediately remove urine/stains, human feces/stains, and other biohazards. Sanitize area immediately after removal.

PRESSURE WASH:

- Utilizing the Conservancy's pressure washing equipment, and per the Conservancy's pressure washing schedule and corresponding map, attached herein. This schedule is subject to change depending on Gardens activities and cleaning requirements.
- Use the pressure washer and the ride-along-scrubber to thoroughly clean all spots, stains, and residues from all exterior pathways, walls, and furniture.
- **Use appropriate cleaning chemicals for each surface type** to adequately clean and remove spots, stains, and residues.

REMOVE WASTE & LITTER:

- Waste receptacles are to be maintained in a clean and odor-free condition.
- Service all waste receptacles per the Conservancy provided Janitorial Schedule attached herein. Adhere to Conservancy's sorting procedures. Disinfect and wipe clean receptacle exterior. Replace liner.
- Control litter. As the janitor moves through the Gardens, remove all litter in route, including inside water features. Give focus to stairwells/cases and corners where leaves and debris collect.
- **Safely remove all graffiti using proper chemicals and supplies appropriate to maintain the integrity of the surface and restore surface to original condition.**

CLEAN & SAFE:

All walkways, stairwells/cases, exterior walls/surfaces, playground turfs

- Sweep and pressure wash.
- Keep free of litter, debris, graffiti, stains, spills, and/or standing water/liquids.
- Inspect weekly for lifted, separated, cracked or other damaged paving. Report to Conservancy.

PLAY CIRCLE, TOT LOT & ADJACENT AREAS

DAILY

- Sweep, spot clean, and/or blow to remove litter, debris, graffiti, stains, spills, and/or standing water/liquids.
- Inspect during cleaning for:
 - Biohazards. Immediately remove all biohazards and sanitize area thereafter.
 - Any damaged or loose equipment pieces, immediately report to Conservancy Operations Director.

WEEKLY

- Disinfect all Play Circle equipment with appropriate cleaning chemicals.
- Pressure Wash all plazas and turfs.

SITE FURNITURE – Stone & wood benches, café tables & chairs, chess tables, signage

DAILY

- Disinfect all high-touch points. Benches and arm rests, café tables and chairs, trash receptacles, handrails, elevators.
 - Inspect for cleanliness. Immediately remove:
 - Biohazards and sanitize area immediately after removal.
 - Spills, spots, stains.
 - Graffiti, stickers, signs, postings.
- Inspect for damage. Report to Conservancy.

PUBLIC ARTWORK

- Services as needed or requested by the Conservancy.
- 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 to provide the necessary specifications.
- Gardens public art includes:
 - Dr. Martin Luther King, Jr. Memorial by Houston Conwill – walkways, glass tablets, walls.
 - The silver inlay by Lin Utzon.
 - Shaking Man bronze sculpture by Terry Allen.
 - Sinking Ship steel and glass sculpture by John Roloff.
 - The stone circle and reflecting pool by Juane Quick-to-See-Smith and James Luna.
 - Butterfly Garden tablets by Reiko Goto.
 - Urge by Chico MacMurtrie.
 - Double Horizon by Sarah Sze.

JANITORIAL WORKSPACES – Storage/closets, breakroom, carts, utility sinks

DAILY

- Disinfect all high-touch points at the beginning and end of each shift:
 - Doors and handles, shelves, any shared administrative equipment (clip board, pen, etc.), any shared cleaning equipment (bottles, broom handles, etc.)
- Maintain these areas and equipment in a neat and orderly fashion. Countertops, Tables, Shelves, and Floors shall be free of dust, grime, and dirt. They shall appear clean and organized.
- Utility Sinks shall be kept free of dust, grime, dirt, and cleaning residues. Sink walls, basin, and brightwork shall be routinely de-scaled, cleaned, and polished to prevent the build-up of chemicals and watermarks.
- All service carts shall be kept free of dust, grime, dirt, and cleaning residues.
- Properly label, store, maintain, and discard any old chemicals per manufacturer specifications and CalOHSA.
- Sweep and/or mop flooring.
- Clean and disinfect slop sink.
- Clean can wash area near Loading Dock.

HEALTH & SAFETY

The Contractor will:

- **Provide** its employees with personal protective equipment.
- **Train and provide ongoing training** to its employees on CalOSHA industry standard cleaning and safety procedures appropriate this site. Contractor will provide the Conservancy with a list of Contractor certified trainings completed by each employee, and regularly update that list as the Contractor's employees complete additional trainings.
- **Ensure all Contractor employees maintain cleanliness of all PPE and cleaning equipment and supplies**, and disinfect all appropriate cleaning equipment at the end of each shift, for sanitary use for the next shift.
- **Treat Daily Tasks as high-priority**, time-sensitive duties, maintaining hygienic facilities and public open spaces to reduce the risk/spread of viral or other contaminations.

- When conducting cleaning tasks with liquids, such as pressure washing and spot cleaning, **use appropriate safety signs** to alert others of wet area.
- Provide the Conservancy with the necessary **MSDS sheets** in accordance with cleaning chemicals purchased to be used in the facility.
- **Keep Safety Handbook** in Janitorial Closet.
- Post **emergency phone numbers** in Janitorial Closet and provide electronic version to Conservancy.

SCOPE OF WORK PROVISIONS

Contractor will provide:

- **Account Manager**, who will:
 - Report to the Conservancy's Services Manager (CSM) and/or Operations Director, to train and manage the janitorial team.
 - Ensure all shifts are staffed with Contractor employees properly trained on cleaning and safety procedures and to the site.
 - Ensure Contractor employees adhere to schedules and complete all duties within the agreed-upon schedules.
 - Ensure all Contractor employees adhere to Conservancy policies, procedures, and reporting systems.
 - At a minimum of 2x per month, conduct shift checks to ensure duties and standards of performance are maintained.
 - Notify the CSM of all callouts, no-shows, and plans of shift coverage.
 - Attend all Conservancy operation and event meetings, as needed.
- **Work cell phones** to:
 - **Clock in and out for shift.**
 - **In order to use the Conservancy's work order system – Brightly.**
 - The Contractor's Account Manager will be trained in the proper use of Brightly and corresponding procedures. The AM will then train all Contractor employees.
- **Event Janitors** for all events requested by the Conservancy:
 - The hourly rate billed for Event Janitors shall be billed at the same hourly rate billed for the operational Janitors.
 - The Contractor agrees to provide staffing to events on site presented by Yerba Buena Arts & Events/Yerba Buena Gardens Festival under this service agreement. Said hired event janitors will also be under the direction of this organization, and Contractor agrees to list this organization as an additional insured.
- **Uniforms:**
 - All uniforms will align with the Conservancy's uniform standards and branding. Contractor to provide and maintain all uniform pieces at the Contractor's expense.
 - Conservancy Janitorial Uniform:
 - A green polo shirt with Conservancy logo under front left pocket and JANITORIAL centered on back of polo.
 - Grey undershirt, no branding.
 - Black work pants, black belt if needed
 - Black, comfortable, no-slip shoes.
 - Green jacket, for colder weather, with Conservancy logo under front left pocket and JANITORIAL centered on back of jacket.
 - Yellow rain gear – jacket, pants, black boots.

- **All cleaning chemicals, supplies, personal protective equipment, and cleaning equipment:**
 - Maintain adequate and appropriate types of supplies and chemicals to clean the different surface-types throughout site.
 - A comprehensive inventory list stock of cleaning supplies and equipment.
 - The Account Manager will conduct weekly inventory inspections, and provide a list of needed cleaning supplies and equipment to the Conservancy SM.
 - All cleaning equipment shall be maintained in accordance with CalOSHA, and kept clean and sanitized for appropriate uses.
 - At the cost of the Contractor, contractor responsible for laundering all re-usable cloth and other appropriate supplies.

Conservancy will provide:

- Keys to access all Conservancy locations.
- Radio for team communications.
- Other site-specific equipment.

CURRENT SHIFT SCHEDULE

Sample shift frequency attached for reference.

NAME	MON	TUES	WED	THURS	FRI	SAT	SUN
JAN 1	7a – 3p	7a – 3p	7a – 3p	7a – 3p	7a – 3p		
JAN 2			8a – 4p	8a – 4p	8a – 4p	8a – 4p	8a – 4p
JAN 3	11a – 7p	11a – 7p			11a – 7p	11a – 7p	11a – 7p
JAN 4		12p – 8p	12p – 8p	12p – 8p	12p – 8p	12p – 8p	

SERVICE AGREEMENT TERM

The service agreement shall be a **two-year term**, to commence on January 1, 2024, and end on December 31, 2025. The service agreement **may be renewed for an additional two-year term**, under the same terms and conditions set forth in the agreement, subject to YBGC Board approval.

PROPOSAL SUBMISSION – 11a on November 13, 2023

In the proposal, the Conservancy requests the prospective Contractor to outline daily minimums including personnel count, shift count, and total hours required to perform the above-listed work. The billable hourly rate must be inclusive of all costs including **health/welfare, pension, sick and vacation time, holidays not worked, payroll taxes, uniforms, and profit, as well as future estimated Local 87 Union increases within contract term. Additionally, once the rate increases are negotiated and agreed upon by SEIU Local 87, the Contractor will provide confirmation of the rate increases, and will adjust the billable hourly rate to match the exact Union rate change, resulting in either decrease or increase.**

Contractor to provide the billable hourly rate for Year One, and Year Two, in the tables below. Billable rate for potential Years Three to Four may include a San Francisco CPI escalator, up to 3% per year. A proposal outlining all the above requirements as well as the price table below, shall be submitted no later than **11:00a on November 13, 2023**. Proposals received after this date will be rejected. No modifications to a proposal will be allowed after a proposal has been submitted.

YEAR ONE	1/1/24 – 12/31/24
POSITION	HOURLY RATE – Contractor to provide
Foreman	
Regular & Event Janitor	
Regular & Event Janitor OT & Holiday	
Regular & Event Janitor Emergency <i>(less than XX hours request)</i>	

YEAR TWO	1/1/25 – 12/31/25
POSITION	HOURLY RATE – Contractor to provide
Foreman	
Regular & Event Janitor	
Regular & Event Janitor OT & Holiday	
Regular & Event Janitor Emergency <i>(less than XX hours request)</i>	

INVOICING DETAILS

Any billable rate decreases or increases, Overtime, or Holidays to be worked, shall be approved in writing by the Conservancy prior to implementation.

The Contractor will charge the Conservancy for Event Janitors at the same hourly rate billed for daily janitors for all events requested by the Conservancy. Overtime is billed only for dedicated janitor/employee hours worked on Conservancy property, and only where those total hours put the janitor/employee into overtime per the Local 87 Union agreement. If a dedicated Conservancy Contractor's janitor/employee works on other Contractor client sites and is put into overtime pay for the day/week, it does not constitute overtime for Conservancy billing.

Monthly, the Contractor will submit a monthly invoice outlining all shift hours worked, employee name, billable rate, hourly rate paid to employee, total hours worked, total cost per shift, and total per month. A timesheet of all shifts worked will be provided with each monthly invoice.

Invoices shall be directed to:

Yerba Buena Gardens Conservancy
750 Howard Street
San Francisco, CA 94103

Invoices must be submitted to the Conservancy's Accounts Payable email; provided to Contractor after execution of the service agreement.

JOB WALK – 11a on October 24, 2023

A Yerba Buena Gardens site walk is scheduled for 11:00a on October 24, 2023. Attendance at the Site Walk is mandatory to ensure bidders are familiar with the property and its operations. Contractors and Conservancy staff will meet at 750 Howard Street. Conservancy staff will guide the Contractors through Central Block Two and Three, speak to daily operations, janitorial/pressure washing needs, and answer all Contractor questions.

REQUEST FOR INFORMATION – 5p on October 31, 2023

Requests for additional information must be sent via email to the General Manager, Bri Maughan, at bmaughan@ybgardens.org, no later than **October 31, 2023**. All potential addendums, responses, and additional information will be distributed to all bidders, regardless of who made the request. YBGC reserves the right to determine the timing and content of the responses, if any, to all questions and requests.

CONTRACT AWARD – November 17, 2023

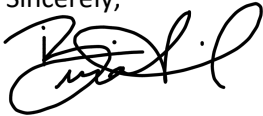
The Conservancy will award the contract to the bidder it considers will provide the **best overall service**. Priorities considered in the evaluation and selection process: 1) best price reasonably attainable, 2) vendor performance and reference review, and 3) Minority and Women Owned Businesses MBE/WBE.

Prior to the award of this contract and at any time during the contract, the Conservancy may make such investigation as it deems necessary to determine the conditions under which work is to be performed. The Conservancy will take into consideration Contractor's experience and industry reputation, location, and sufficient personnel and equipment to properly perform all services called for under the contract, and Contractor's ability to demonstrate its capabilities, including evidence that it possesses adequate facilities and financial resources to fully comply with the requirements of the service agreement.

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.

Thank you, we look forward to reviewing your proposal.

Sincerely,



Bri Maughan
General Manager
Yerba Buena Gardens Conservancy