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# CITY OF SACRAMENTO

## DEPARTMENT OF GENERAL SERVICES

OFFICE OF THE DIRECTOR

FACILITY MAINTENANCE DIVISION  
FLEET MANAGEMENT DIVISION  
RISK MANAGEMENT & INS. DIVISION  
SUPPORT SERVICES DIVISION

May 5, 1986  
GSA:86046

Budget and Finance Committee  
Sacramento, California

Honorable Members in Session:

Subject: 1986-87 Janitorial Service Program

### SUMMARY

The City of Sacramento's present janitorial services are not satisfactory. As a result, staff was asked to investigate ways to improve this program. This report summarizes our findings and provides alternatives for dealing with this situation. It is recommended that the Committee select one major vendor to provide this service and direct staff to request proposals consistent with this policy.

### BACKGROUND

Since 1984, the City of Sacramento has contracted with three janitorial vendors: Quick and Clean Janitorial, Tom's Maintenance Company, and Nam Shik Kim. Semi-annual window washing services are provided by Global Maintenance. The service contracts were awarded on the basis of the lowest responsible bid received.

The City's service requirements were clearly documented in the contract specifications (see Attachment A). As a condition of contract award, each of the vendors was asked to provide a quality assurance contact person who would be responsible for inspecting on-site performance. In addition, the City established an internal monitoring process, involving weekly and monthly checks, as well as written procedures for alerting the various contractors about performance problems as they occurred (see Attachment B).

There have been continual problems with the monitoring process. For the most part, staff requests for routine maintenance items are either ignored by the various vendors or only complied with for a brief period of time. Notes left, requesting omitted services, were not read by vendor personnel who, in some cases, did not understand written English. As a

result, various common areas particularly building restrooms, internal courtyards, and hallways have suffered a noticable deterioration in appearance. Each of the current vendors has been contacted on numerous occasions with a request that omitted required services be performed in conformance with the contract specifications (see Attachment C).

In response to complaints from various City activities regarding these service deficiencies, staff was asked to:

- o Document employee concerns about the current level of custodial service performance.
- o Survey other public agencies' custodial programs to determine how they maintain an effective performance level.
- o Using information from the employee and public agency surveys, provide an analysis of ways to improve the level of custodial services received by the City of Sacramento.

#### ANALYSIS

##### A. Employee Concerns

A janitorial service questionnaire was developed which described the existing services which the various vendors were expected to provide under the current contracts. The questionnaires were structured in a manner which would allow employees to quickly indicate their evaluation of the present service level as well as offer comments on a "preferred" level of service. The questionnaires were distributed to all division and department heads throughout the City as well as to members of the City Council. 44 out of 79 questionnaires (56%) were returned and the tabulated results are summarized below (see Attachment D for rating detail and Attachment E for a sample response):

#### Services Performed

#### Average Rating

GOOD = 3; FAIR = 2; POOR = 1

#### BASIC CLEANING

Floors - Tile	1.6
Floors - Carpet	1.7
Walk-Off Mats	1.9
Trash Removal	2.3
Low Dusting	1.3
Drinking Fountains	1.7
Chalkboards Cleaned	1.8
Restrooms Cleaned	1.7
Interior Court Cleaning	1.8

Services PerformedAverage Rating

GOOD = 3; FAIR = 2; POOR = 1

## SPECIAL MAINTENANCE

Lamps Replaced	2.3
Interior/Exterior Window Washing	2.0
Venetian Blind Washing	1.4
High Dusting	1.4
Wall Washing	1.4

## OVERALL RATING

1.4

B. Public Agency Survey Results

In researching literature published by the American Public Works Association on the subject of contracting for custodial services, staff noted that a number of common features emerged, including:

- o In general, there appears to be no such thing as a "satisfactory" custodial contractor. Most cities felt that they have had to pick contractors from a limited pool of available applicants.
- o Internal supervision can never be completely relinquished. Some amount of in-house staff time had to be allotted to ensure satisfactory performance, resolve security matters, and facilitate a smooth flow of information between the client agency and the vendor.
- o References can not be relied upon unless the referer's premises are physically inspected. In many cases, the reference did not have the same standards that the selecting agency did.
- o Company management and/or supervisors should be investigated in advance of awarding any contract. With the number of mergers, name changes, etc., it became increasingly important to know that the new company was not run by the same people found unsatisfactory with a competitor company.
- o Smaller companies should be avoided. Most agencies have found that the smaller operators were simply not equipped to handle major installations requiring large crews and that they often relied on personnel who were not experienced or well-trained but were willing to work for low wages. While smaller companies may have had lower labor costs, they often also had higher material costs since they usually could not take advantage of volume buying discounts.

Given the number of problems which have been experienced, a number of public agencies have chosen to hire in-house staff to

perform custodial work. This is particularly true in public safety functions where security is of concern (The City of Sacramento's Police Department follows this practice.). However, many agencies are still choosing to contract for janitorial services. In general, there are five major ways that these types of programs are handled, including:

1. The contractor can act as a supplier of laborers who are then directed and supervised by in-house staff.
2. A contractor may provide special equipment, skills, and materials that are required for a particular occasion.
3. The contractor will provide supplemental workers for peak load periods as well as supervisory and administrative personnel as required.
4. Both the client agency and the vendor could provide technical and supervisory staff while the client maintains a small staff supplemented by the vendor as peak loads occur.
5. The entire service may be contracted out, with the vendor assuming responsibility for supervision, technical assistance, purchasing, planning, scheduling, and coordination of the work and workforce.

The City of Sacramento's existing program is conducted under the conditions described in alternative 5.

#### C. Service Options

The current contracts terminate as of June 30, 1986. Normally, if performance was acceptable, staff would request that the contracts be extended for one year. Since performance is unsatisfactory, it is recommended that new vendors be sought.

Staff has reviewed the present contract specifications and determined that they provide a thorough description as to the required level of performance. The missing program component appears to be an adequate amount of quality control monitoring by either in-house staff or the vendor. Absent this, it is impossible to enforce the various provisions of the service contracts.

There are a number of different methods which can be used to enhance the delivery of custodial services. Given dissatisfaction with the present vendors, it was felt that the Budget and Finance Committee should provide the policy direction for restructuring the City's janitorial program in order to improve the level of service.

At this point, the Committee has four options:

1. In-house staff can be hired to provide and manage City custodial services.
2. The program specifications can be modified so that only large service providers, with their own internal quality assurance monitors, can qualify for the project. The intent of this program would be to award the final contract to one service provider.
3. Custodial services can continue to be provided by a number of smaller companies, with the City hiring an in-house staff person to manage this program and monitor performance city-wide.
4. Custodial services can continue to be provided by a number of smaller companies, with no central management or performance monitoring. This alternative represents a status quo approach.

D. Service Analysis

Designing an in-house program would involve the use of existing staff as well as outside assistance in order to develop appropriate facility workload measurements, convert these measurements to man-hour requirements, determine the number of positions required to perform all of the identified tasks, and organize work areas, schedules, and training for all of the new personnel. Implementation of this alternative would not be achieved immediately; at least two to four months of program development would be required, along with an unestimated amount of time for related personnel recruitment and the purchase of equipment.

Use of one large contractor could relieve the City of much of the need for in-house quality control monitoring, particularly if costs for this service were included within the ultimate contract price. Selection of this option, however, would eliminate one opportunity for small business operators to be considered for providing contract services to the City. If Committee members wish to retain some amount of small business orientation for this program, it could be achieved by separating the quality assurance program from the main contract and awarding this portion of the project to a separate, independent vendor.

Should the Committee want to continue to use several small vendors to provide janitorial services, the most cost-effective quality control program could be achieved by using an in-house performance monitoring effort. In this case, the staff person assigned to this effort would be responsible for daily on-site facility inspections, processing of all performance complaints, formal review of the contract, and enforcement of non-payment and/or cancellation clauses if necessary. Once the contractor becomes familiar with all of the required contract work, it would be possible to reduce the percentage of time that the in-house staff person would have to spend on this particular project and utilize him/her in other

areas, such as monitoring various other city-wide service contracts (elevator maintenance, pest control, window washing, etc.).

Finally, it is possible to continue with the present program, utilizing several smaller vendors and providing no quality assurance monitoring. While this does not address the various concerns which have been expressed about the City's level of janitorial services, as is shown in the "Financial" section, this is the lowest cost alternative.

## FINANCIAL

The costs associated with each of the various service alternatives are estimated as follows (see Attachment F for detail):

<u>Alternative</u>	<u>Estimated Cost</u>
1. Hire In-house Staff (Includes labor costs only)	\$ 424,794
2. Use One Major Vendor	139,733
3. Use Multiple Vendors w/ In-house Monitoring	148,400
4. Use Multiple Vendors w/ No In-house Monitoring (Status Quo Operation)	115,096

Given the level of uncertainty about the custodial level of service which the Council would ultimately select, staff included only alternative 4 costs (status quo) within the 1986-87 Proposed Budget for the Facility Management Division. The difference between this budgeted amount and any other service option will need to be included as a part of the Council's action on the 1986-87 Approved Budget.

## CONCLUSION

A sanitary, healthy environment should be available within City facilities for all employees as well as the general public. It appears to be impossible to achieve this result without both improving the current level of custodial services and instituting an adequate quality assurance monitoring program. This type of program can be conducted either by in-house staff or the vendor, although our initial analysis indicates that the City would benefit most by including the price of this service within the bid award.

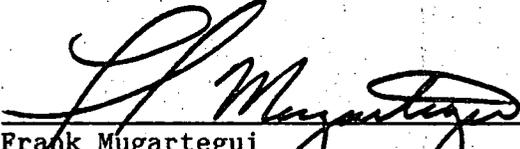
Given the inadequacy of their current performance, it is recommended that Quick and Clean Janitorial, Tom's Maintenance Company, and Nam Shik Kim be excluded from future bidders' list until such time as the quality of their service improves in a manner which can be substantiated. This is consistent with the City's existing policy of selecting the lowest responsible bidder for any service program.

**RECOMMENDATION**

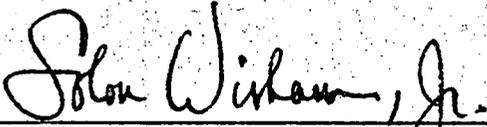
Considering the City's responsibility to provide a sanitary environment for those who must use its facilities, it is requested that the Budget and Finance Committee recommend that:

1. The City utilize one major vendor who will be responsible for providing a high level of janitorial services as well as an adequate quality control monitoring program for all City facilities.
2. Staff be directed to request proposals for custodial services consistent with this adopted policy.
3. The current janitorial vendors (Quick and Clean Janitorial, Tom's Maintenance Company, and Nam Shik Kim) be excluded from future bidders' list until such time as the quality of their service improves in a manner which can be substantiated.

Respectfully submitted,

  
\_\_\_\_\_  
Frank Mugartegui  
Director of General Services

**RECOMMENDATION APPROVED:**

  
\_\_\_\_\_  
Solon Wisham, Jr.  
Assistant City Manager

4.2 CLEANING TASKS.

4.2.1 Cleaning tasks are identified as either basic cleaning services or periodic cleaning services. The basic cleaning services are performed on a less than monthly frequency, normally several days a week. Periodic cleaning services are performed either quarterly or semi-annually as specified. A special category, library cleaning services, is specified to identify those special services for the library buildings identified to receive services.

4.2.2 Basic Cleaning Services. The Contractor shall provide the following basic cleaning services as specified in Technical Exhibit 2.

4.2.2.1 Maintain Floors. Floor maintenance consists of sweeping, vacuuming, mopping, waxing/buffing and carpet shampooing. Chairs, trash receptacles, light-weight furniture and other easily-moved furnishings shall be tilted or moved to maintain floors underneath.

4.2.2.1.1 Floor sweeping and vacuuming shall be accomplished each service frequency. After servicing, the entire floor surfaces, including corners and abutments, shall be free of litter, soil, dust or other debris. Any tears, burns or raveling of carpeted surfaces shall be reported to the CSSA. Any loose tiles or other damage to hard-surfaced areas shall also be reported to the CSSA.

4.2.2.1.2 Floor mopping shall be accomplished when required to maintain floors in a clean condition. After mopping, the floor shall have a uniform appearance with no streaks, black marks, swirl marks, detergent residue or evidence of remaining dirt or standing water. Floor sweeping is required prior to mopping. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc. or mop strands remaining in the area. Neither wood nor carpeted floors shall be wet mopped.

2.1.3 Floor waxing/buffing shall be accomplished on appropriate hard-surfaced floors when required to maintain floors in a clean, clear, glossy appearance. If necessary, old wax shall be stripped from the floor surfaces, including corners and edges, to prevent wax build-up and "yellowing." Waxing/buffing includes combination techniques of dry buffing, spray buffing, stripping and waxing to achieve required results. Sections and/or entire floor surfaces shall be treated to maintain standards. Floor waxing/buffing shall only be performed on previously cleaned surfaces. Upon completion of waxing/buffing, all wax, dust or other residues shall be removed from wall, baseboards and other furnishings. All furnishings shall be returned to proper positions.

4.2.2.1.4 Carpet shampooing shall be accomplished as required to maintain the carpets clean and free of stains and discoloration. A combination of techniques, including steam cleaning and wet or dry solution cleaning, may be used to achieve the required results. After shampooing, all solutions shall be vacuumed from the carpet surfaces and removed from walls, baseboards and other furnishings. All furnishings shall be returned to proper locations.

4.2.2.2 Clean Walk-Off Mats. Carpet-type entrance mats shall be vacuumed to remove soil and grit and to restore resiliency of the carpet pile. Rubber or polyester entrance mats shall be swept, vacuumed, or hosed down outside to remove soil and grit. Soil and moisture underneath entrance mats shall be removed and mats returned to their normal location.

4.2.2.3 Remove Trash. All waste baskets, cigarette butt receptacles (ashtrays, butt cans, etc.) and other trash containers within the area shall be emptied and returned to their initial location. Boxes, cans, and papers placed near a trash receptacle and marked "TRASH" shall be removed. Any obviously soiled or torn plastic trash

ATTACHMENT "A"

receptacle liners in such receptacles shall be replaced. Ashes and debris shall be removed from cigarette butt receptacles and placed in a nonflammable container.

Trash shall be disposed of in plastic bags secured with bag ties. The Contractor shall pick up any trash that may fall onto the facility or grounds during the removal of such collected trash. The trash shall be deposited in the nearest outside trash collection point.

4.2.2.4 Low Dusting. After low dusting, all dust, lint, litter, and dry soil shall be removed from the horizontal surfaces or desks, chairs, file cabinets, and other types of office furniture and equipment and from horizontal ledges, window sills, hand rails, etc., to a line 7'0" above the top of the floor level.

4.2.2.5 Clean Glass. Includes all glass desk tops, partitions, interior and exterior glass doors, display cases, directory boards, draft shields on windows, mirrors and adjacent trim. After glass cleaning, there shall be no traces of film, dirt, smudges, water or other foreign matter.

4.2.2.6 Clean Drinking Fountains. Disinfect all porcelain and polished metal surfaces, including the orifices and drain. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale, and other obvious soil.

4.2.2.7 Clean Chalkboards. Unless marked "DO NOT ERASE," chalkboards shall be cleaned by removing all writing, dust, streaks, marks and smudges from the chalkboard and chalk tray.

4.2.2.8 Spot Cleaning. Remove smudges, fingerprints, marks, streaks, etc., from washable surfaces of walls, partitions, doors, furnishings and fixtures. Germicidal detergent shall be used in restrooms, lock rooms, break areas, and drinking foun-

ATTACHMENT "A"

ins. Brass hardware, aluminum bars, and other metal on doors and cigarette urns shall be polished with a polishing compound. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots and other evidence of removed soil.

4.2.2.9 Grounds Cleaning. Interior courts, grounds and sidewalks shall be free of trash and refuse. Paper, empty bottles, and cans shall be removed. Areas of responsibility are the landings and entranceways to buildings as shown in Technical Exhibit 3.

4.2.2.10 Restroom Cleaning. After cleaning, the restrooms will be clean and sanitary. The following actions shall be performed as a minimum to accomplish these results:

4.2.2.10.1 Completely damp clean and disinfect all surfaces of toilet bowls, urinals, lavatories, showers, dispensers, and other such surfaces, using a germicidal detergent.

4.2.2.10.2 Disinfect all surfaces of partitions, stalls, stall doors, and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

4.2.2.10.3 Descale Toilet Bowls and Urinals. After descaling, the entire surface shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

4.2.2.10.4 Resupply Restrooms. Restrooms shall be stocked so that supplies do not run out prior to next servicing.

4.2.2.10.5 Mop floors in compliance with paragraph 4.2.2.1.2, using germicidal detergent solution.

ATTACHMENT "A"

4.2.2.11 Special Maintenance Services. These special maintenance services consist of replacing flourescent light fixture lamps, ballasts, starters as required to maintain the fixtures fully operational. These services also include replacing incandescent light bulbs in fixtures 7' or above floor surface. NOTE: Replacement parts shall be furnished by the City. These services shall be accomplished in conjunction with the basic cleaning services.

4.2.3 Periodic Cleaning Services. The Contractor shall provide the following periodic cleaning services as specified in Technical Exhibit 2.

4.2.3.1 Clean Windows. Windows are the glass surfaces which are an integral part of the outer surface of the building. Where installed, venetian blinds shall be cleaned with the windows.

4.2.3.1.1 Clean Interior Window Surfaces. After window has been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

4.2.3.1.2 Clean Exterior Window Surfaces. After a window has been cleaned, all traces of film, dirt, smudge, water and other foreign matter shall have been removed from frames, casings, sills, and glass. Screens shall be cleaned to the same standard.

4.2.3.1.3 Venetian blinds will be thoroughly washed to remove all dirt, smudges and other foreign matter. Wooden blinds shall be waxed and polished upon cleaning.

4.2.3.2 High Cleaning. These services consist of high dusting and cleaning of lighting fixtures.

ATTACHMENT "A"

4.2.3.2.1 High Dusting. After high dusting, all dust, lint, litter, spiderwebs, etc. shall be removed from all surfaces, both walls and ceilings, 7'-0" above the top of the floor surface. Surfaces include walls, sills, ledges, furnishings, etc. Venetian blinds, where installed, are also included in high dustings.

4.2.3.2.2 Clean Ventilator Registers. After cleaning, the registers will be clean and unstreaked; surrounding ceiling areas shall be free of dirt, dust, grime, etc.

4.2.3.3 Clean Light Fixtures. After cleaning, both interior and exterior surfaces of light fixtures shall be free of dirt, dust, grease, bugs or other foreign matter. The fixtures shall be cleaned and unstreaked. Where required, the fixtures shall be disassembled for cleaning interiors of globes, shades, etc.

4.2.4 Library Services. These services are unique to the following branch library buildings and shall be performed as frequently as needed to achieve required cleaning standards.

- a. McClatchy Branch Library
- b. Mabel Gillis Branch Library
- c. Oak Park Branch Library
- d. Martin Luther King Branch Library

4.2.4.1 Required Services.

4.2.4.1.1 Maintain metal work on outside book depository in clean, bright condition.

4.2.4.1.2 Shampoo fabric-type chairs and sofas as required to achieve clean, unstained appearance.

4.2.4.1.3 Clean newspaper rack shelves.

4.2.4.1.4 Remove cobwebs and dust from entryway eaves and canopies. Sweep equipment area.

ATTACHMENT "A"

4.2.4.1.5 Sweep rear stairway and storage area. Move trash can from back stairway to outside on Thursdays for Friday trash collection.

4.2.4.1.6 Annually, completely wash all painted walls.

4.3 CAUTION SIGNS.

4.3.1 Contractor shall display prominent caution signs when performing cleaning tasks which may create hazardous conditions to people other than Contractor personnel. These signs shall always be used during normal working hours when Contractor is working on wet or slick floors and/or working with heavy items over 7' above floor surfaces.



# CITY OF SACRAMENTO

## DEPARTMENT OF GENERAL SERVICES

OFFICE OF THE DIRECTOR

FACILITY MAINTENANCE DIVISION  
FLEET MANAGEMENT DIVISION  
RISK MANAGEMENT & INS. DIVISION  
SUPPORT SERVICES DIVISION

Attached please find complaints regarding janitorial service in the indicated buildings. These buildings are under the care of your janitorial service.

I would appreciate if you would get back to me concerning how you intend to address the problems identified. I can be reached at 449-5548.

Sincerely,

Monika Hudson  
Senior Administrative  
Services Officer

cc:





ATTACHMENT "D"

JANITORIAL SERVICES QUESTIONNAIRE SUMMARY

RATING: Good = 3; Fair = 2; Poor = 1

Location	←----- SERVICES PERFORMED -----→														Average	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N		O
<b>CORPORATION YARD</b>																
Building 1	1	1	1	2	1	1	1	1	-	-	2	1	1	1	1	1.15
Building 3	1	1	1	3	1	2	-	2	-	-	3	2	-	-	1	1.70
Building 3A	-	1	2	2	1	-	-	2	-	2	1	1	1	2	1	1.45
Building 4	1	1	1	2	1	1	2	2	-	1	1	1	1	1	1	1.21
Building 5	-	2	-	3	1	-	-	3	3	-	-	-	3	-	2	2.43
Building 6	-	-	-	-	-	-	3	-	2	-	-	-	-	-	-	2.50
Building 6	2	-	2	1	1	-	-	1	-	-	-	-	-	1	1	1.29
Building 9	2	-	3	3	1	1	2	1	1	1	-	1	1	-	-	1.55
Building 9	-	1	3	1	1	-	-	1	-	-	1	-	-	-	2	1.43
Building 16	2	2	2	3	1	1	-	2	-	3	1	1	1	1	1	1.62
Building 16	2	-	-	1	1	1	1	1	1	3	3	1	1	3	1	1.54
ZOO	2	2	-	3	2	2	2	2	2	1	1	1	1	1	1	1.64
<b>LIBRARIES</b>																
King	2	-	3	3	2	-	-	3	2	2	3	-	-	-	2	2.44
Gillis	3	3	-	3	3	-	-	3	-	3	-	1	-	-	3	2.75
N. Sacramento	2	-	2	3	1	-	-	2	-	-	-	-	-	1	2	1.86
Del Paso	2	-	3	3	2	3	3	2	-	2	-	-	2	-	2	2.40
McClatchy	2	2	2	2	-	-	2	-	-	2	2	2	2	2	2	2.00
<b>RATINGS AVERAGE</b>	<b>1.6</b>	<b>1.7</b>	<b>1.9</b>	<b>2.3</b>	<b>1.3</b>	<b>1.7</b>	<b>1.8</b>	<b>1.7</b>	<b>1.8</b>	<b>2.3</b>	<b>2.0</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>	<b>1.75</b>

ATTACHMENT "E"

This information will be used to determine how to improve City janitorial services. It is important that you complete this form and return it to the SUPPORT SERVICES DIVISION by APRIL 14, 1986.

Bldg: \_\_\_\_\_

Name of Person completing this form: \_\_\_\_\_

The services which the present janitorial vendors should be providing are listed below. Please indicate your ranking of the current level of service:

	<----- Rating ----->		
	Good	Fair	Poor
1. <u>Basic Cleaning (Completed Daily)</u>			
Floors - Tile (Swept, mopped, waxed/buffed)	---	---	---
Carpet (Vacuumed, spots cleaned)	---	---	---
Walk-off Mats (Vacuumed)	---	---	---
Trash Removed (Ashtrays cleaned, boxes marked "TRASH" removed, soiled trashcan liners replaced, etc.)	---	---	---
Low Dusting (Desks, chairs, interior window ledges, and all else up to 7 ft. above floor level)	---	---	---
Drinking Fountains Cleaned (Metal disinfected/polished)	---	---	---
Clean Chalkboards	---	---	---
Clean Restrooms (Bowls, urinals, sink, stall areas damp cleaned/disinfected, supplies restocked, floors mopped with detergent)	---	---	---
Interior Courts (Swept, trash removed)	---	---	---

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If there were problems with the level of "Basic Cleaning", please list them here (use additional sheets if necessary):

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	<----- Rating ----->		
	Good	Fair	Poor
2. <u>Special Maintenance (Completed Annually or Quarterly)</u>			
Fluorescent/Incandescent Lamps Replaced	---	---	---
Interior/Exterior Window Cleaning	---	---	---
Venetian Blinds Washing	---	---	---
High Dusting (All areas higher than 7 ft. above floor level including light fixtures)	---	---	---
Painted Wall Washing (Annually)	---	---	---

P  
J  
E  
E

ATTACHMENT "E"

If there were problems with the level of "Special Maintenance", please list them here (use additional sheets if necessary):

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<----- Rating ----->  
Good   Fair   Poor

3. Overall Rating of Current Service Provider

○    —    —    —

Please list any other concerns that you have with the current level of janitorial services (use additional sheets if necessary):

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Please indicate if any of these concerns can be listed as additional services and/or requirements which should be included within any new janitorial service contracts.

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This information will be used to determine how to improve City janitorial services. It is important that you complete this form and return it to the SUPPORT SERVICES DIVISION by APRIL 14, 1988.

Bldg: PERSONNEL DEPARTMENT BUILDING - 801 - 9TH STREET

Name of Person completing this form: \_\_\_\_\_

The services which the present janitorial vendors should be providing are listed below. Please indicate your ranking of the current level of service:

<----- Rating ----->  
Good    Fair    Poor

1. Basic Cleaning (Completed Daily)

Floors - Tile (Swept, mopped, waxed/buffed)	_____	_____	<u>X</u>
Carpet (Vacuumed, spots cleaned)	_____	_____	<u>X</u>
Walk-off Mats (Vacuumed)	_____	_____	<u>X</u>
Trash Removed (Ashtrays cleaned, boxes marked "TRASH" removed, soiled trashcan liners replaced, etc.)	_____	_____	<u>X</u>
Low Dusting (Desks, chairs, interior window ledges, and all else up to 7 ft. above floor level)	_____	_____	<u>X</u>
Drinking Fountains Cleaned (Metal disinfected/polished)	_____	_____	<u>X</u>
Clean Chalkboards	_____	_____	<u>X</u>
Clean Restrooms (Bowls, urinals, sink, stall areas damp cleaned/disinfected, supplies restocked, floors mopped with detergent)	_____	_____	<u>X</u>
Interior Courts (Swept, trash removed)	_____	_____	<u>X</u>

If there were problems with the level of "Basic Cleaning", please list them here (use additional sheets if necessary):

The Department of Personnel has not received a "basic cleaning" in a long time.

The bathrooms are filthy. The floors are never mopped, the urinals and toilets

are not cleaned, yet alone sanitized. The odor from the restrooms is so bad (cont)

<----- Rating ----->  
Good    Fair    Poor

2. Special Maintenance (Completed Annually or Quarterly)

Fluorescent/Incandescent Lamps Replaced	_____	_____	<u>X</u>
Interior/Exterior Window Cleaning	_____	_____	<u>X</u>
Venetian Blinds Washing	_____	_____	<u>X</u>
High Dusting (All areas higher than 7 ft. above floor level including light fixtures)	_____	_____	<u>X</u>
Painted Wall Washing (Annually)	_____	_____	<u>X</u>



## 1. (cont)

that the outside corridor stinks as well as the upstairs offices due to the odor from the upstairs restroom.

The interior court is never swept or washed down. The window sills both inside and outside have an inch of dirt on them.

The court is so bad that last year three employees came down on a Saturday to wash down the entire building and sweep the cobwebs down. This is ridiculous!

The restrooms never have toilet paper on the rolls, toilet seat covers or paper towels. The sanitary napkin holder is not emptied every day.

There are dead spiders, bugs on the walls and floor. The walls have not been cleaned since they were painted many years ago. The floors are not mopped.

The Personnel Department hosts most of the oral interview panels for the City of Sacramento. It is embarrassing to the City when outsiders have to use these unsanitary facilities. It's an intolerable situation for all employees as well.



# CITY OF SACRAMENTO

DEPARTMENT OF PARKS AND COMMUNITY SERVICES

ROBERT P. THOMAS  
Director

G. ERLING LINGGI  
Assistant Director

RECEIVED  
DEPARTMENT OF GENERAL SERVICES

AM MAY 20 1986 PM  
7,8,9,10,11,12,1,2,3,4,5,6

CROCKER ART MUSEUM DIVISION  
GOLF DIVISION  
METROPOLITAN ARTS DIVISION  
MUSEUM AND HISTORY DIVISION  
RECREATION DIVISION  
PARKS DIVISION  
ZOO DIVISION

May 19, 1986

MEMO TO: Frank Mugartegui, Director of General Services

SUBJECT: Janitorial Maintenance.

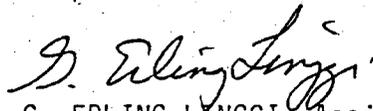
At the May 13, 1986 City Council meeting, discussion was held concerning an RFP for 1986-87 janitorial services and the item was referred to the Budget and Finance Committee. During the discussion, members of the City Council questioned insurance of quality control, types of businesses doing janitorial work, etc. As was pointed out, we have no quality inspector or quality controller. The point I wish to make is that since moving into the City offices at 13th and I Streets (July 1985), I personally have complained about the almost total lack of janitorial service in our section of the fourth floor and the men's fourth floor restroom.

To clarify the above, the following is submitted:

- Never has the shelving been dusted in my office or any of the offices of which I inquired.
- Never has my desk been dusted if anything (paper, pen, pencil, phone, etc.) was on top of it. The only time it is dusted is when I've completely cleared off the desk top.
- Never have ash trays been wiped out. They have been emptied of ashes, but one ash tray had a gum wrapper in it for 15 working days before it was removed.
- Paper clips, paper scraps, droppings from plants, etc. remain on the carpeted floor for days at a time. I sincerely believe the custodial people at 13th and I Streets do not own a vacuum cleaner. Anyone in the cleaning business knows continued lack of vacuuming will greatly increase the wear of carpet.
- The fourth floor men's restroom is seldom mopped and disinfected. Frequently, odors appear but seldom last for more than one day before it disappears. This is the only semi-positive comment I can make on the service.

Frank Mugartegui  
May 19, 1986  
Page Two

The Council's concern is for minority operated janitorial businesses. I assume this is the case at 13th and I although I have never seen what looks like a cleaning person, so I don't know who is responsible nor do I care. My concern is that the City be able to hire a responsible janitorial service (or services) that is closely monitored for quality control. The method now used in our work area is totally unacceptable.



G. ERLING LINGGI, Assistant Director  
Parks and Community Services

GEL:ja

## Attachment "F"

Service AlternativesEstimated Cost

1. In-house Program Labor Costs including benefits (Assumes 212,277 square feet of office facilities will be vacuumed, swept, dusted, trash removed, and all washrooms cleaned, using APWA standard time requirements for each activity. This would come to 144 man-hours daily or approximately 18 people):\*

Custodial Supervisor II (2)	\$ 56,022
Custodian II (4)	94,512
Custodian I (12)	274,260
	-----
	\$ 424,794
	=====

\*Required support and equipment costs for vehicles, buffers, carts, vacuums, etc. were excluded from this estimate.

2. One Major Vendor

23 City sites @ \$11,250.68 per month	\$ 135,008
59 Window cleaning sites (\$2,362.50 semi-annually)	4,725
	-----
	\$ 139,733
	=====

3. Multiple Vendors w/ In-House Monitoring

Vendor Price	\$ 115,096
Monitoring staff costs	33,304
	-----
	\$ 148,400
	=====

4. Multiple Vendors (Vendor Price Only) \$ 115,096