

Attachment K:

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Proposed Scope of Work for Marina Village

Contractor will maintain an attractive, clean appearance of the City's public right-of-way, including boardwalk, sidewalks, pathways, public litter cans, and other elements of this infrastructure. This maintenance should meet high-quality standards, focus on results, and be performed competently and expeditiously.

Contractor will exhibit exemplary customer service by being visible, courteous, and responsive to the area's visitors, residents, tenants, and owners.

Contractor will be responsible for directly liaising with staff of the business association, its board, and/or any of its subcommittees.

A. Geography

See attached map.

B. Service Delivery

1. Service will be provided Monday through Sunday for the public restrooms, and Monday through Friday for the public litter cans, public path and sidewalks, and public boardwalk.
2. Contractor is to leave service areas in a clean manner at the end of each workday. All parts of the work area shall be left in a neat and presentable condition.
3. Contractor will provide timely and effective responses to service requests from staff of either the City or the business association, whether these requests are made by phone, email, or the City's customer feedback system, currently Alameda Access (powered by Comcate).
4. Contractor is also expected to perform all related duties in a manner which is efficient, competent, expeditious, and courteous.
5. Contractor cannot use sidewalk cleaning machines prior to 6:00 a.m.

C. Daily/Nightly Services for the Public Restrooms

1. Clean the public restrooms located at 1030 Marina Village Parkway, once per day, seven days per week.
2. Restock all restrooms with supplies from stock including paper towels, toilet tissue, seat covers, and hand soap as required.
3. Restock all sanitary napkin and tampon dispensers from stock, as required.

4. Wash and polish all mirrors, dispensers, faucets, flush-o-meters, and bright work with nonscratch disinfectant cleaners.
5. Wash and sanitize all wash basins, counter tops, toilet bowls, toilet seats, urinals, and sinks as required. Disinfect underside and tops of toilet seats.
6. Remove stains, de- scale toilets, urinals, and sinks as required.
7. Mop all restroom floors with disinfectant germicidal solution. Remove gum, tar, and other foreign substances from floor surfaces.
8. Empty and sanitize all waste and sanitary napkin and tampon receptacles.
9. Remove all restroom trash from building.
10. Spot clean fingerprints, marks and graffiti from tile wall, partitions, glass, and light switches as required.
11. Report all fixtures not working properly to City.
12. Replace bulbs when an existing bulb fails.
13. Report all damaged areas in restroom, e.g. walls, door locks, hinges.
14. Ensure the restrooms are locked from 7:00pm to 7:00am. The restrooms are set on a time clock from 7:00 pm to 7:00am. The time clock is located in the janitorial closet at 1030 Marina Village Parkway.

D. Monthly Services for the Public Restrooms

1. Dust all low reach areas and high reach areas including, but not limited to, structural ledges, mirror tops, partition tops and edges, air conditioning diffuses, and return air grille.
2. Add fluid to floor drains.
3. Wipe down all tile walls and metal partitions. Partitions shall be left in an un-streaked condition after this work.
4. Clean all ventilation grills.
5. Dust all doors and doorjamb.

F. As Directed Work for the Public Restrooms

Incidental maintenance and repair/replacement of dryers, dispensers, seats and lighting. Incidental repairs or replacements must be pre-approved by City.

G. Daily activities for Public Litter Cans, Public Path and Sidewalks, and Public Boardwalk

1. Remove trash from five public litter cans around Waterfront Deli (1070 Marina Village Parkway #115) daily, Monday-Friday. These cans are served more frequently than the rest of the public litter cans on the public path because material is deposited in them more frequently.
2. General litter and trash removal from pathways and public litter can areas surrounding Waterfront Deli including recycling and disposal at proper facilities.¹
3. Ensure public litter cans never overflow.
4. Replace any burnt out sidewalk lights along pathway and lighting up the sculpture.
5. Remove graffiti from public property and email City staff “before” and “after” photographs.

H. Weekly activities for Public Litter Cans, Public Path and Sidewalks, and Public Boardwalk

1. Remove trash from the remaining nineteen cans along the public path and public boardwalk at least once per week, unless otherwise necessary to ensure cans are not overflowing.
2. General litter and trash removal from pathways and public litter can areas, including recycling and disposal at proper facilities.
3. Check and restock Mutt Mitt containers along path and boardwalk to ensure they are supplied and functional.

I. Monthly activities for Public Litter Cans, Public Path and Sidewalks, and Public Boardwalk

1. Inspect public litter cans, public path, public boardwalk, public park equipment, planter boxes, and signage on a monthly basis and report any safety hazards, equipment malfunction, or required maintenance.
2. Perform minor repairs to correct hazards, malfunction, or maintenance on public litter cans, public path, public boardwalk, public park equipment, planter boxes, and signage.
3. Periodic, spot power washing to ensure public litter cans, art sculpture, path, benches, tables, and fixture remain free of dirt, grime, and bird droppings.

¹ Trash to be disposed of in shared container located at rear of shipways. No additional pick-ups will be performed without written authorization and additional fees.

4. Periodic cleaning and as-needed minor repairing and/or repainting of railings, benches, tables, planter boxes, and public park equipment.

5. Inspect, notify City of major repairs, and do a-needed minor repairs repair of sidewalks, boardwalk, path, benches, tables, planter boxes, and public park equipment.

J. As directed activities for Public Litter Cans, Public Path and Sidewalk, and Public Boardwalk

Incidental maintenance and repairs as directed by City. Incidental repairs or replacements must be pre-approved by City.