

SAN FRANCISCO SUPERIOR COURT

RFP-38-23-009

JANITORIAL SERVICES

FAQs

Duplicate or similar questions have been consolidated and answered once.

QUESTION	ANSWER
Can you provide the square footage of all cleanable spaces?	Please see the RFP document, section 2.0 for this information.
Is there any change in the scope of work from the current contract to what is identified in the RFP? If there are changes, could you specify what has changed?	The additional work is in Section 2.2 Scope of Work—Refuse Separation and Section 2.4 Work Standards—Refuse Separation. This work is to keep the Court in compliance with the Refuse Separation Compliance Ordinance of 2019. Please also see other sections in the RFP that reference Refuse Separation work.
In Exhibit 1 procedures and equipment used, the RFP indicate “other property-specific procedures and/or equipment”. Please provide the referenced property-specific procedures and equipment.	This is for the proposer to communicate in their proposal about sorting refuse: please list any other property-specific procedures and/or equipment, if any, that will be deployed/used to sort refuse or remove contaminants.
What are the current pain points that you are experiencing today with your current provider?	The Court needs the janitorial provider to meet the expected standards in terms of both cleaning quality and communication. The Court will now require the vendor’s janitorial supervisor to conduct spot checks to address any issues and to maintain regular meetings with the Court’s facilities staff. It is preferable that janitorial staff sort the trash <u>at the pickup point</u> as this would reduce the amount of time for the designated refuse sorting staff to sort. The Court requires that all monthly invoicing be accompanied by <u>accurate</u> backup documentation.
Is there a location for a full-time account manager to have an office in the courthouse?	No.
Are there costs for badges that the partner will need to pay for during the transition period?	The Court pays for the cost for badges unless a badge is not returned upon either the request of the Court or from departure from services of the janitorial staff.

<p>Please provide the last 6 months of weekly reports with the type of refuse contamination and sources of contamination as would be submitted under the ZWF plan.</p>	<p>Please see attached for reports. For clarification, contamination is non-compost items in compost bins; non-recycle items in recycle bins; compost/recycle items in trash (aka landfill) bins. The sources of contamination are from the cafeteria staff not sorting, janitorial staff combining non-like containers, and Court staff using wrong bin.</p>
<p>Is a reserved parking spot available for our vehicle(s)? If so, is it free or is there cost?</p>	<p>Parking in the Judges garage is free. Janitors can park there after 5:15 pm. Parking is free in Redwood Alley, but they must look at the signs for times and tow-away. There is no parking for the janitorial staff at HOJ. There is plenty of available street parking.</p>
<p>Are there costs for badges that the partner will need to pay for during the transition period?</p>	<p>The Court pays for the cost for badges unless a badge is not returned upon either the request of the Court or from departure from services of the staff.</p>
<p>Can you share who the decision makers are?</p>	<p>The RFP 38-23-009 Evaluation Team is made up of executives/managers with appropriate experience or insight into the janitorial needs of the Court.</p>
<p>What outcomes are you looking to drive from your partner?</p>	<p>We are looking to build a strong partnership with a process that works for our Court by developing an established plan outlining cleaning standards; determining cleaning frequencies in all areas of the Court; and establishing a well-defined change- management plan and training program.</p>
<p>What is the current contracted value for these services? What was the current annual contract amount for janitorial services?</p>	<p>The current (July 1, 2024 through September 30, 2024) contracted value for these services is \$293,386 plus supplies, if any. The amount in FY2023-24 was \$1,111,601 plus supplies.</p>
<p>Who is the current provider?</p>	<p>MEK currently provides janitorial services for the Court.</p>
<p>Can you provide the current staffing levels and deployment schedule for all three buildings? (Please include number of Custodians, Supervisors, Leads & Day Porters)</p>	<p>The current level of staffing is 12.5. Day Shift: Porter 6:30 a.m.--3:00 p.m. Mid Shift: Porter/Janitorial 2:30 p.m.--11:00 p.m. Evening Shift: Janitorial 6:00 p.m.--2:00 a.m. From the tours and with enough experience, prospective proposers should be able to</p>

	<p>determine how many Custodians, Supervisors, Leads, and Day Porters needed at the three locations—Civic Center, Hall of Justice, and Polk Street.</p>
<p>Are the current [janitorial staff] employees unionized?</p>	<p>No, but please carefully read section 5.0 of the RFP document Revision No. 2 for required rate of pay and required health benefits availability and costs to staff.</p> <p>The Court is not required to contract with a union janitorial company, however, in the past the Court has contracted with both union and non-union janitorial companies.</p> <p>Although the Court is not required to contract with a union company, the Court requires that janitorial staff be paid the same rates as published by the union as well as a requirement that the staff are offered similar health benefits without paying more than if they were working under a union contract.</p> <p>Please also remember that there is an ordinance in San Francisco that compels a new janitorial company to offer employment to the current staff. And lastly, Bidders are required to inform the Court in the Cost Justification document where they are deriving the staff rates that appear in their quote.</p>
<p>What is driving the RFP?</p>	<p>The Court solicits competitive procurements for services, like janitorial, every three years to help insure we are getting the most value for the cost.</p>
<p>Why was the previous RFP for these services (RFP-38-23-007) cancelled?</p>	<p>The Court felt, at the time, that awarding the contract was not in the best interest of the JBE.</p>
<p>Why was this [RFP] sent out in April and now again in July?</p>	<p>The Court issued a new RFP in July to help insure we are getting the most value for the cost.</p>
<p>What janitorial firm was the previously RFP tentative awarded to?</p>	<p>From RFP 38-23-007, the Court initially issued an Intent to Award and sent the notification to all bidders on May 28, 2024.</p>
<p>END OF FAQs</p>	

ZWF reports on next pages from Waste Busters—the Court’s current refuse sorting vendor.



Waste Busters Zero Waste Facilitation Progress Report

SF Superior Court – 400 McAllister, FY23-24

Overview

Waste Busters, Inc. is a Zero Waste Facilitation (ZWF) service provider specializing in sorting and contamination prevention services. In March 2023, Waste Busters was selected to serve as the ZWF for the SF Superior Court at 400 McAllister for one year (FY23–24). This report details the progress of the ZWF program and highlights successes. Trends in staff sorting logs indicate decreased contamination over time, showing increased participation from court staff and the overall effectiveness of the service in meeting client goals and achieving compliance with the Refuse Separation Ordinance (RSO).

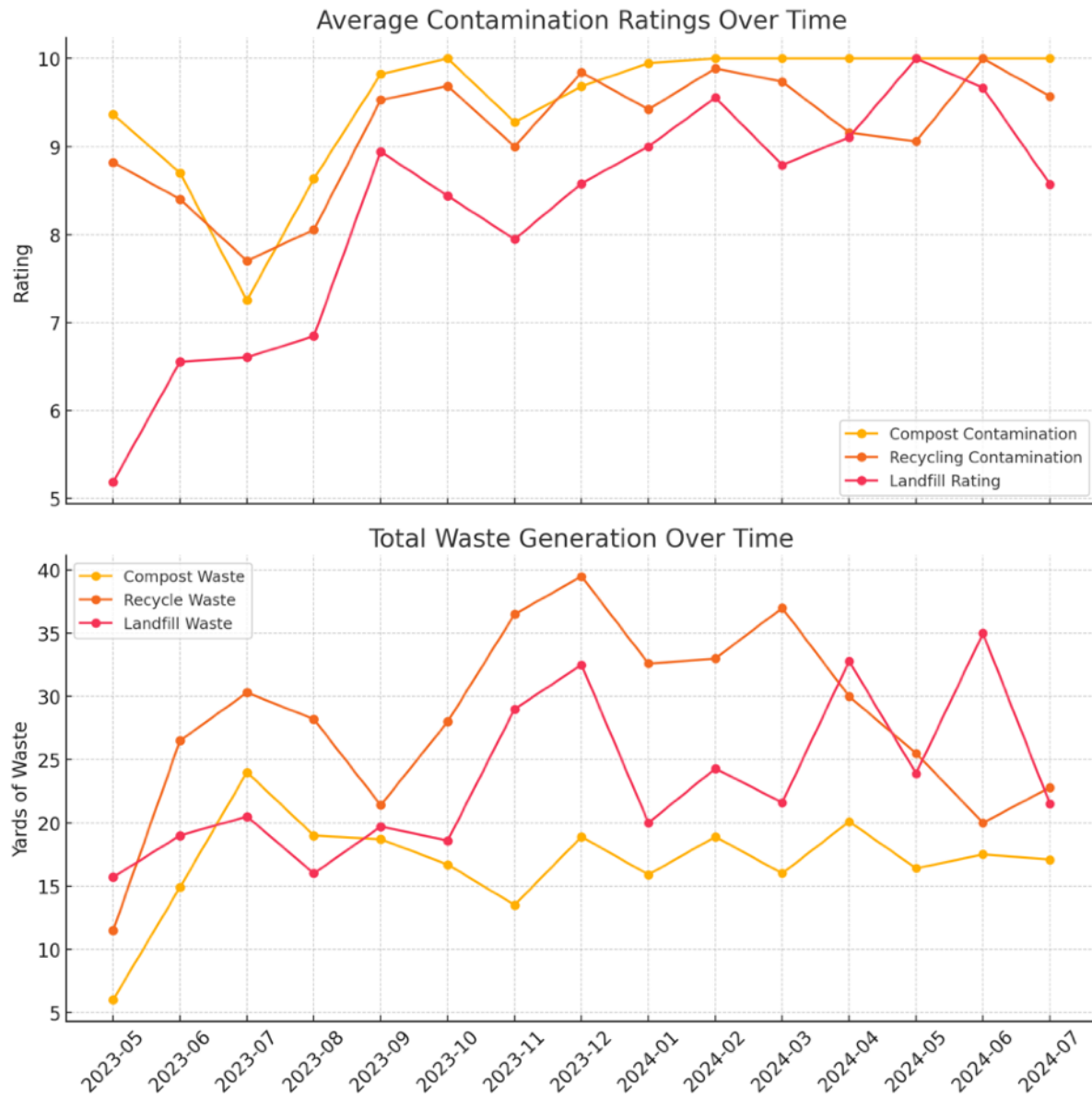
Summary of Daily ZWF Staff Sorting Logs

Waste Busters staff submit daily logs detailing contamination ratings, waste generation, and relevant notes. Photos of each dumpster are taken before and after to verify sorting accuracy. The database is shared with Administrative Supervisors at SF Superior Court, and major issues are communicated to Administration by the Zero Waste Program Manager. Access to this database has been shared with Court Administration throughout the contract term for them to review daily sorting activities.

The program operates by having janitorial staff place all waste from Civic Center Courthouse (CCC) into a tilt cart, from which Waste Busters sorts each morning into appropriate receptacles. Average contamination ratings for compost, recycle, and landfill waste showed positive trends over time – see figure 1. Compost consistently received high ratings of 10 out of 10 stars. Recycling contamination fluctuated but generally remained high, with most issues occurring over the weekend. Contamination in recycle was a result of styrofoam and other non-recyclable packaging from technology services and Engineering. In the beginning of the sorting program, Waste Busters noted high contamination ratings in landfill

from housekeeping waste being placed in the landfill instead of the tilt cart. These landfill contamination ratings improved significantly after initial issues with housekeeping waste were resolved.

Figures 1 and 2:



Waste generation rates were stable throughout FY23-24 –see figure 2. Compost and recycling waste generation remained at 1–1.5 yards per day. Landfill generation was about 2 yards per day, occasionally spiking due to increased activities and events. Overflowing bins were rare, typically occurring only on Mondays when bins

were not emptied the night before. Adjusting hauling service levels could result in cost savings, as dumpsters were never overflowing. This has been suggested to administration and continues to be an action item we recommend for additional cost savings.

The most frequent problem noted was with janitorial staff mixing waste streams. Mixed waste was sorted and handled by Waste Busters Zero Waste Facilitators but was noted almost daily. Other issues included improper disposal of waste and landfill waste being placed in recycling totes. Despite communication with janitorial managers, little improvement was observed.

Education and Outreach

Waste Busters provided two trainings in August 2023 for SF Superior Court staff, with at least 50 staff attending. A custom training video was created and shared with Administration for future use. A survey showed increased understanding and excitement for the ZWF program.

Two trainings were also provided for janitorial staff with MEK, recorded in both English and Spanish, which were shared with MEK supervisors. These presentations were also uploaded online and shared with the janitorial service provider. Despite these efforts, cooperation remained an issue, although the day staff at CCC were particularly helpful.

An action plan for source separation was created and presented to janitorial staff and court administration. This included establishing uniform three-bin waste collection areas. However, incorrect bins were purchased, limiting the effectiveness of this initiative. Waste Busters staff set up the available slim-jim bins with signage.

Conclusion

Waste Busters has provided high-quality sorting and ZWF services to SF Superior Court in FY23-24. Contamination rates decreasing over time to show more participation from janitorial and court staff thanks to Waste Busters ZWF program education and outreach. Waste Busters has created site-specific media that the court can continue to use to train staff and janitorial service providers. Waste generation rate analysis shows steady waste generation rates, indicating potential

cost savings from decreasing waste hauling service levels. Increased participation from court staff showed general excitement for a ZWF program at the SF Superior Court. Waste Busters has made a positive impact through ZWF services in FY23-24 at the SF Superior Court, achieving compliance with the SF RSO and improving environmental performance related to waste management, demonstrated by the passing of an audit by Recology on the SF Superior Court's waste streams which it had previously failed, prompting the hiring of our service. Only 25% of properties in San Francisco pass their Recology audits in the past audit cycle. SF Superior Court Administration and Waste Busters presented to the CA State Judicial Council Sustainability Partnership on the best practices and successes learned from establishing this sorting program and passing the Recology audit in March 2024. Waste Busters has been proud to serve as a successful Zero Waste Facilitator for the CCC SF Superior Court building.

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