

PRICING FORM – EXHIBIT D

The undersigned hereby proposes and agrees that, if this proposal is accepted, the Proposer will contract with the City of Burlingame, California, for any or all of the facilities listed below for the prices quoted. The Proposer agrees to furnish all labor, materials, tools, and equipment and to furnish all incidental work and services required to complete all items of work described herein.

As noted, the City requires that a Proposer pay all types of workers performing work under the contract a living wage, consistent with the rates set by the County of San Mateo’s Living Wage Ordinance. The County living wage rate effective July 1, 2025 is \$20.19. The County living wage rate is updated on a fiscal year basis (first of July of the given year).

NOTE: Each Proposer MUST attach as a separate sheet a spreadsheet listing all types of workers that may perform work on this contract, and identifying their rate of pay.

By submitting this proposal, the Proposer agrees that it will pay any worker a living wage, consistent with the rate set by the County of San Mateo’s Living Wage Ordinance, as may be adjusted each year through the duration of the contract.

	YEAR 1		YEAR 2		YEAR 3	
<u>MONTHLY SERVICES</u>	Cost/Month	Annual Cost	Cost/Month	Annual Cost	Cost/Month	Annual Cost
1. City Hall	\$ <u>3,107.00</u>	\$ <u>6,214.00</u> (2 months only)	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
2. Main Library	\$ <u>8,716.00</u>	\$ <u>104,592.00</u>	\$ <u>8,978.31</u>	\$ <u>107,739.71</u>	\$ <u>9,247.66</u>	\$ <u>110,971.90</u>
3. Easton Library	\$ <u>508.00</u>	\$ <u>6,096.00</u>	\$ <u>523.74</u>	\$ <u>6,284.85</u>	\$ <u>539.45</u>	\$ <u>6,473.39</u>
4. Public Works Corp Yard	\$ <u>3,223.00</u>	\$ <u>38,676.00</u>	\$ <u>3,320.30</u>	\$ <u>39,843.59</u>	\$ <u>3,419.91</u>	\$ <u>41,038.90</u>
5. Police Station	\$ <u>3,827.00</u>	\$ <u>45,924.00</u>	\$ <u>3,942.55</u>	\$ <u>47,310.63</u>	\$ <u>4,060.83</u>	\$ <u>48,729.95</u>
6. Village Park Preschool	\$ <u>1,459.00</u>	\$ <u>17,508.00</u>	\$ <u>1,502.88</u>	\$ <u>18,034.60</u>	\$ <u>1,547.97</u>	\$ <u>18,575.64</u>
7. Parks Corp Yard	\$ <u>289.00</u>	\$ <u>3,468.00</u>	\$ <u>298.08</u>	\$ <u>3,576.96</u>	\$ <u>307.02</u>	\$ <u>3,684.27</u>
8. Community Center	\$ <u>7,622.00</u>	\$ <u>91,464.00</u>	\$ <u>7,851.05</u>	\$ <u>94,212.62</u>	\$ <u>8,086.58</u>	\$ <u>97,039.00</u>
9. Day Porter	\$ <u>5,793.00</u>	\$ <u>69,516.00</u>	\$ <u>5,967.31</u>	\$ <u>71,607.66</u>	\$ <u>6,146.32</u>	\$ <u>73,755.89</u>
Total Year 1 Annual Cost		\$ <u>383,458.00</u>				
Total Year 2 Annual Cost				\$ <u>388,610.62</u>		
Total Year 3 Annual Cost						\$ <u>400,268.94</u>
Base Bid = Total for Years 1, 2 & 3 (Written in Figures) \$ <u>1,172,337.56</u>						

CITY OF BURLINGAME
Request for Proposals – Janitorial Services

Base Bid = Total for Years 1, 2 & 3 (Written in Words)	One million, one hundred seventy two thousand, three hundred thirty seven dollars and fifty six cents.
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<u>ADDITIONAL SERVICES</u>	Cost/Hour
1. Services during normal working hours on a weekday with no less than 24 hours' notice	\$ <u>38.00</u>
2. Services outside normal work hours with on a weekday with no less than 24 hours' notice	\$ <u>48.00</u>
3. Service with less than 24 hours' notice during normal working hours on weekday	\$ <u>38.00</u>
4. Service with less than 24 hours' notice during outside working hours	\$ <u>48.00</u>
5. Cost of each service for all perimeter glass cleaning at Community Center	\$ <u>1,200.00</u>
6. Cost of each service for all partition glass cleaning at Community Center	\$ <u>1,200.00</u>

Note: The contractor may request pricing adjustments if the County Living wage rate increases by more than 4% from the previous fiscal year. Pricing provided for years 2 and 3 shall incorporate any anticipated increase in costs.

CITY OF BURLINGAME
Request for Proposals – Janitorial Services

PRICING FORM

Proposers shall list their proposed workforce and supervisory personnel to be assigned to each facility. The City of Burlingame reserves the right to reject any or all proposals/bids. Proposers are cautioned not to attach any conditions, limitations, or provisions to the proposal because such conditions, limitations or provisions may render such proposal non-responsive and may cause its rejection.

Location	Personnel Resources	Supervisory Resources	
City Hall	Number of Janitors _____ Evening Cleaners: <u>1</u> Number of hours assigned to each janitor per day of service _____ Evening Cleaners: <u>4</u>	Title: <u>Night Area Manager</u> Title: <u>Branch Manager</u> Title: _____	Total Daily Hours: <u>.25</u> Total Weekly Hours: <u>1</u> Total Monthly Hours: <u>9</u>
Main Library	Number of Janitors <u>1</u> Evening Cleaners: _____ Number of hours assigned to each janitor per day of service _____ Evening Cleaners: <u>8</u>	Title: <u>Night Area Manager</u> Title: <u>Branch Manager</u> Title: _____	Total Daily Hours: <u>.25</u> Total Weekly Hours: <u>1</u> Total Monthly Hours: <u>9</u>
Easton Library	Number of Janitors <u>1</u> Evening Cleaners: _____ Number of hours assigned to each janitor per day of service _____ Evening Cleaners: <u>1</u>	Title: <u>Night Area Manager</u> Title: <u>Branch Manager</u> Title: _____	Total Daily Hours: <u>.25</u> Total Weekly Hours: <u>.25</u> Total Monthly Hours: <u>4.5</u>
Village Park	Number of Janitors _____ Evening Cleaners: <u>1</u> Number of hours assigned to each janitor per day of service _____ Evening Cleaners: <u>2</u>	Title: <u>Night Area Manager</u> Title: <u>Branch Manager</u> Title: _____	Total Daily Hours: <u>.25</u> Total Weekly Hours: <u>.25</u> Total Monthly Hours: <u>4.5</u>

Pricing Schedule Supplement

b. Each Proposer must attach to the submitted Pricing Form a separate sheet listing all types of workers that may perform work on this contract, whether as an employee of the Proposer or a subcontractor, and identify the rate of pay for each worker. If any worker will be paid an hourly rate lower than the Living Wage set by the County of San Mateo, the City reserves the right to reject the Proposal as non-responsive.

Types of Workers	Pay Rate
Janitor	\$ 21.33
Day Porter	\$ 22.33
Floor Technician	\$ 25.00

We will not pay any of our employees within San Mateo County less than the living wage.



Proposal For Janitorial Services

RFP for Janitorial Services; CCS Facility Services' Response

Prepared for



April 24, 2026

Executive Summary

To Whom It May Concern:

Thank you for the opportunity to provide a proposal for the City of Burlingame's Request for Proposal Janitorial Services. I believe you will find our proposed solution for your program compelling and cost-effective. With a proven track record of delivering high-quality cleaning and maintenance services to local governments and public agencies, we are confident that our team can meet the high standards of the City of Burlingame and bring you your cleanest facilities yet.

Encompassed in this proposal, you will see our understanding of the scope of work as stated in the RFP. Through our nearly 40 years in the janitorial / custodial industry, we have refined our approach to providing services. We recognize that the City of Burlingame requires a partner who is not only experienced, but also deeply committed to your community's standards. CCS Facility Services combines national resources with a strong local presence, ensuring both scalability and personal service.

Here are a couple things you can expect when you work with CCS Facility Services:

Experience with Local Governments and Public Agency Janitorial Programs: Our Northern California leadership team has experience with dozens of other local government client sites in the region, and our San Jose branch has experience providing janitorial services to dozens of high traffic government and education facilities in the area.

Employee Retention: Janitorial jobs are difficult, physical, and often unseen. We are proud to share that we experience among the highest employee tenure in the industry, with 1/3 of the industry standard company turnover.

Local Infrastructure: We service dozens of locations near the City of Burlingame facilities. This means we have administrative and operational infrastructure to support the City of Burlingame, as well as a deep bench of trusted professional cleaners we can pull from for emergencies or contingencies.

High customer satisfaction: The proof is in happy clients. We have a 94% customer retention rate, and 9 out of 10 customers give us an "A" for service during our biannual customer satisfaction surveys. The City of Encinitas will have one point of contact for all needs relating to CCS Facility Services, and access to local branch leadership.

Quick, easy, successful transitions: We have conducted hundreds of smooth and successful transitions for our customers across the country, and we have the resources in our San Jose branch to conduct a quick, smooth, and successful transition for the City of Burlingame.

We are excited about the opportunity to partner with the City of Burlingame. Thank you for considering our proposal. We look forward to discussing our services in more detail and answering any questions you may have.

A handwritten signature in black ink, appearing to read "Maryll Betzold".

Maryll Betzold
Director of Government Services
CCS Facility Services
720-955-5421, mbetzold@ccsbts.com

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Evaluation Criteria	Page #
Qualification, experience and technical competence of the proposer	6, 7, 18, 19
Qualification, experience and technical competence of key proposer personnel who will be responsible for overseeing and performing the work requested in the RFP	13-16
Familiarity with the type of issues, sensitivities, and challenges associated with the engagement	8-9
Demonstrated ability to perform tasks timely and efficiently and to immediately undertake the project, including references	12, 17, 21
Cost of requested services, willingness to work with City to minimize costs, and whether proposer’s proposed wages will adequately compensate workers	22, and submitted separately
Benefits offered by the proposer	20




1. Contact Information

1. Contact Information
 - a. Name of the Proposer.
 - b. Proposer contact information, including e-mail address.
 - c. Name, title, contact information for person authorized to contractually obligate the Proposer. If the Proposer is a franchisor, it must provide actual franchisee (operators) information as to who will be performing the work, type of work performed, and direct work references.

- a. CCS Facility Services – Fresno, Inc.
- b. Maryll Betzold, 720-955-5421, mbetzold@ccsbts.com
- c. Ryan Bunn is authorized to obligate the proposer. His contact information is: rbunn@ccsbts.com, his cell number is 310-299-6698. Ryan is the Vice President of Business Development. CCS Facility Services is not a franchise.

2. Content of the Proposal
 - a. A brief statement of the Proposer's understanding of the Services.
 - b. Length of time the Proposer has been in business.
 - c. Any other information the Proposer feels is appropriate in response to this RFP, including any limitations of Proposer's capacity or ability fully to perform all Services required under this RFP.
 - d. The signature of the person called out in Item 1.c above, who is authorized to make offers of this nature in the name of the Proposer submitting the Proposal.
 - e. Provide an electronic copy of the company's training manual on cleaning services and procedures for janitorial staff.

- a. The CCS Facility Services team has read and thoroughly understands the scope listed in the RFP, and not only are we exceptionally qualified to provide service to the City of Burlingame, but we are also confident that our approach to your scope requirements will result in an unprecedented and unparalleled level of cleanliness for your facilities.
- b. CCS Facility Services has been in business since 1988, providing janitorial services throughout that time.
- c. CCS Facility Services is exceptionally qualified to provide services to the City of Burlingame, and if awarded this contract, will self-perform all scope items in this scope of work using full-time W2 employees, with the exception of external window cleaning. For those services we will utilize Norcal Cleaning Services, a reputable partner and tried window cleaner for us at other client sites. CCS Facility Services has provided similar scopes of work to dozens of local government client sites across California.

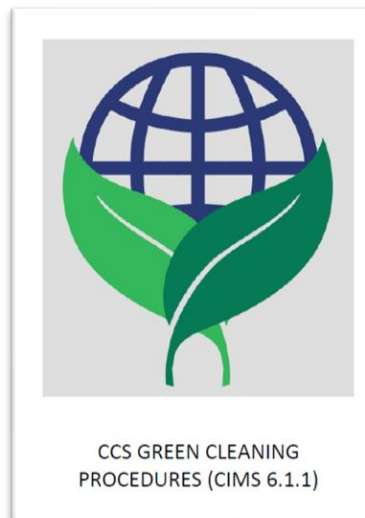
- d. Ryan Bunn's Signature: 

2. Content of Proposal

- e. Provide an electronic copy of the company’s training manual on cleaning services and procedures for janitorial staff.

Cleaning Procedure Training Manual

CCS Facility Services has uploaded separately a soft copy of our training manual. We are so committed to sustainability and green cleaning that our standard cleaning services training policy is our Green Cleaning Procedures handbook. We have included a snip to the right of that policy to showcase the policy’s thoroughness and content. Additionally, we have included this manual at the end of this proposal.



CCS GREEN CLEANING PROCEDURE
Table of Contents

Statement of Purpose

Green Cleaning Supplemental Procedures

- Measuring/Diluting Concentrated Chemicals
- Dusting, Mopping & Vacuuming
- Carpet Care
- Hand Hygiene
- Documentation

Injury & Illness Prevention

Additionally, we have provided a snip of our Injury & Illness Prevention Program which details our injury prevention, safety and security training, hazard identification, accident reporting, infectious materials, bloodborne pathogens, etc. This can be provided upon request.



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3. Background and Experience

- a. Describe the Proposer’s background, business expertise/experiences, specialties, and capabilities to perform the scope of services described in this RFP. The City currently has a contractor performing janitorial services for the City, whose contract will expire on June 30, 2026. Please describe your experience as a follow-on contractor for services similar to those solicited in this RFP, and detail a plan for taking over such services and any foreseeable issues that the City may confront. Describe your process for complying with the DJOA.

About CCS Facility Services & Background

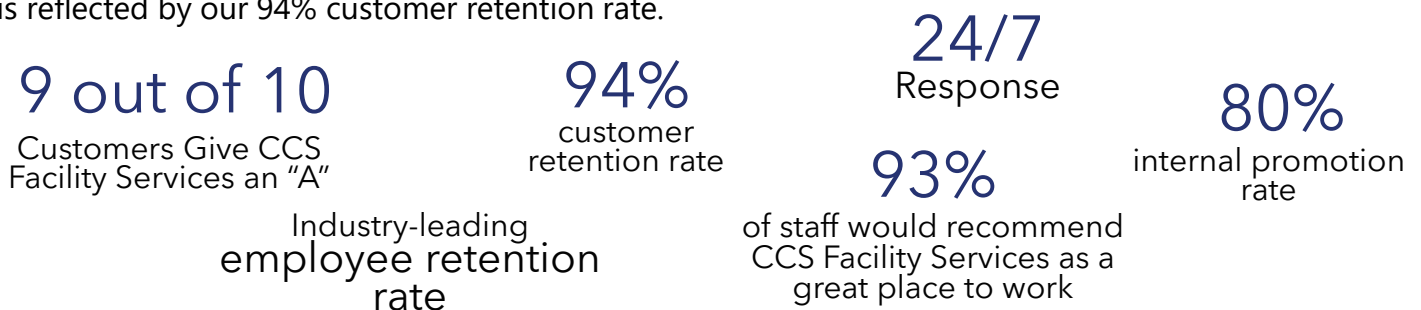
In 1988, CCS Facility Services was formed by a small team of service-directed individuals who believed they could bring a new level of professionalism and quality to commercial janitorial service. Today, we deliver expert janitorial to premium brands across 13 states. We proudly have grown into one of the largest and most respected building services contractors in the United States. Our extensive experience and commitment to excellence have allowed us to serve thousands of commercial businesses and government entities with top-tier janitorial services. Our team is dedicated to maintaining the highest standards of cleanliness and operational efficiency, ensuring that every facility we serve is not only clean but also epitomizes what else “clean” conveys: hospitality, professionalism, and trust. Our comprehensive approach to facility services sets us apart as we tailor our services to meet the unique needs of each client, ensuring satisfaction and peace of mind.

Subcontractors

CCS Facility Services will use an established partner, Norcal Cleaning Services, to provide exterior window cleaning services.

CCS Facility Services’ Business Expertise & Experiences

CCS Facility Services delivers expert janitorial services to premium brands across twelve states, and to over 500 local government sites across the country. We exceed in this space due to our attention to scope details and commitment to contract compliance. Please see the next page for more detail about our extensive experience in providing comprehensive janitorial services to local government entities across California. Our specialty, as seen below, is our employees. We have phenomenal leadership, most of whom have been promoted internally to their current roles, and we have exceptional employee retention rates, especially as compared to other companies in this industry. The way we take care of our employees shapes how our employees take care of our clients, and this is reflected by our 94% customer retention rate.



3. Background and Experience: Extensive Government Experience

CCS Facility Services' Extensive Government Experience

CCS Facility Services provides full-service janitorial and cleaning services to over 500 local government sites across the country. Our local management team is unrivaled in providing excellent cleaning services, quality assurance, proactive communication, and extraordinary customer service. Many of our longest tenured customers are municipalities.

We approach government contracts a little differently than other industries. While we bring the same superior level of cleanliness to all our customers, we have a specific focus on contract compliance with government clients. Whether your contract requires specific background testing, periodic reporting, record keeping, or even a specific invoicing style, our team is ready to support the City as required.

Below is a list of local government contracts we support in California, designed to give the City of Burlingame an understanding of our experience in performing contract work of a similar size, scope, and complexity. Additionally, this proves our qualification to provide services to the City of Burlingame. The contracts below require CCS Facility Services to provide janitorial services for City facilities, including City Hall, Community Centers, Libraries, and police departments, etc.

Account Name	Account Location	Year Initiated
City of Chino	Chino, CA	2019-Present
City of Rancho Cucamonga	Rancho Cucamonga, CA	2014-Present
City of Fullerton	Fullerton, CA	2014-Present
City of Rialto	Rialto, CA	2013-Present
City of Claremont	Claremont, CA	2025-Present
City of Westminster	Westminster, CA	2019-Present
City of Monterey Park	Monterey Park, CA	2025-Present
City of Monrovia	Monrovia, CA	2016-Present
City of La Mesa	La Mesa, CA	2014-Present

Below is a list of local government contracts we support out of our San Jose office and will give the City of Burlingame an understanding of our experience in performing contract work of a similar size, scope and complexity. Additionally, the same leadership that oversees these contracts will oversee the City of Burlingame, if awarded to CCS Facility Services, and will ensure program success.

Account Name	Account Location	Year Initiated	Scope
Santa Clara Valley Water	Santa Clara, CA	2023-Present	15 buildings serviced
City of Modesto	Modesto, CA	2020-Present	30 buildings serviced, including day porter and night cleaning
Madera County	Madera, CA	2018-Present	25 buildings serviced, including day porter and night cleaning

3. Background and Experience: Transition Planning

Transition Planning

With dozens of local government customers and over 500 local government client sites in California, CCS Facility Services is exceptionally prepared to support the City of Burlingame with a seamless transition.

Typically, our local government clients implement an industry standard 30-day transition period, however this year alone, we have had two new local government customers ask us to transition their programs within 1 week, and we have done so successfully here in California.

We are fully committed to following all laws, including the Displaced Janitors Opportunity Act and all Living Wage ordinances, and these play a critical role in our transitions.

CCS Facility Services is positioned to begin services immediately through a structured two-week transition plan that prioritizes continuity, compliance, and workforce stability.

During Week 1, our leadership team will conduct onsite walkthroughs, confirm schedules for night cleaners and day porters, and coordinate with any outgoing contractor to ensure full alignment with the Displaced Janitor's Act. All incumbent staff wishing to remain will be interviewed and onboarded in accordance with local living-wage requirements and our internal HR standards. Simultaneously, we will stage and deliver all necessary equipment—vacuums, autoscrubbers, iMops, carts, and safety supplies—so that all sites are fully operational on Day One.

In Week 2, we focus on staffing refinement, training, and operational stabilization. Our existing local floater bench, which includes several team members actively seeking additional hours, will be deployed immediately to support staffing coverage, training, and any gaps that emerge during the transition. Site leads will train teams on scope requirements, quality expectations, safety procedures, and reporting protocols, ensuring day porters and night cleaners are fully prepared for ongoing service. By combining our living-wage commitment, compliance with the Displaced Janitor's Act, and a ready-to-work bench of experienced floaters, CCS ensures a smooth, uninterrupted transition with no service disruption to the City.

For more information about our transition plan for the City of Burlingame, please see page 21, Item 3.F.

Ready for Transition

Our existing workload operated out of our San Jose office is fully staffed, supported by supervisors, operations managers, and a senior leadership team based locally. Our local bench team is looking for additional work hours. Additionally, our San Jose warehouse maintains ample supplies, equipment, chemicals, and consumables, enabling us to mobilize equipment and materials to City of Burlingame facilities immediately following award.

3. Background and Experience: Anticipated Transition Challenges & Proposed Solutions

Below you will see our understanding of challenges we have faced in local government program transitions and how we approach solving those challenges. Additionally, on the following page we have identified the most common challenges with ongoing services, and our proposed solutions to those challenges.

Anticipated Transition Challenges & Solutions for Local Government Program Transitions

Transitioning janitorial services for local government facilities requires careful coordination to maintain uninterrupted service, security, and public confidence. CCS Facility Services anticipates the most common challenges and proactively manages each to ensure a smooth, on-time startup.

Staff Retention & Onboarding: Retaining experienced incumbent staff is key to stability, and CCS Facility Services is committed to operating within the California Displaced Janitor Opportunity Act. CCS Facility Services works with the client to ensure appropriate timing, and then conducts early outreach to existing employees, and once we determine incumbent staff retention, we will work with our strong bench in the area to determine which of our professional cleaners would make a great fit for this account. If there are any openings after those steps, which we do not anticipate for the City of Burlingame, we reach out to new candidates, offer competitive wages, and complete all onboarding and background checks before the start date to ensure full staffing starting on day one.

Site Familiarity & Knowledge Transfer: Utilizing incumbent janitors, even a partial roster, is a great way to transfer institutional knowledge to a new team and is a benefit to our compliance with the California Displaced Janitors Act. Our leadership will conduct a transition meeting and site walk with City stakeholders upon award, create site-specific cleaning profiles, and train staff using documented procedures tailored to each location based on feedback from the incumbent janitors staying on staff and the meetings with our new customer.

Equipment & Supply Readiness: Mobilizing consumables and equipment across multiple facilities can cause delays. We stage and test all materials in advance through our local warehouse network to guarantee operational readiness. Additionally, due to our size and buying power, we have longstanding partnerships for equipment, cleaning products, uniforms, and consumables that ensure that we acquire great products at a great price for our customers, in a timely manner.

Communication & Change Management: Transitions can create uncertainty among building occupants. CCS Facility Services provides clear communication, a transition schedule, regular transition updates, and a single point of contact for consistent operational coordination. This starts with a timely transition meeting, using our proven transition matrices, and our leadership's understanding of your scope of work.

Through structured planning, proactive staffing, and open communication, CCS Facility Services ensures a seamless transition that upholds service quality, safety, and trust from the beginning.

3. Background and Experience: Anticipated Program Challenges & Proposed Solutions

Anticipated Challenges in Providing Ongoing Janitorial Services to Local Government

Delivering high-quality, ongoing janitorial services for local government facilities requires consistent coordination, proactive planning, and a deep understanding of how public buildings operate. Based on our extensive experience managing similar programs, we have identified key operational considerations that may arise throughout the life of the contract, along with the strategies we employ to ensure seamless service delivery and sustained public confidence:

1. Public Agency clients operate continuously, occasionally necessitating extended service hours, sometimes including weekends and holidays. To address the demand for weekend and late-night staffing in this area, we will implement an hourly wage structure that ensures we can effectively fulfill these requirements and meets all local living wage requirements.
2. Given the nature of many City facility schedules, our team will frequently interact with multiple stakeholders or points of contact, depending on the reason for communication and the time of day. Additionally, most Cities have complex and decentralized agency infrastructures for various buildings, depending on their size. To minimize confusion and ensure we have the correct contact information in emergencies, we will maintain an organized program book and designate a single point of contact from the CCS Facility Services team, our Branch Manager. Coordination and communication with in-house staff is crucial to the success of any janitorial program.
3. Public facilities can endure higher levels of wear and tear than other industry verticals, making them more challenging to maintain than standard public-facing facilities. This characteristic can impact our cleaning staff's ability to efficiently complete the scope of work, and we have accounted for this anticipated challenge in our planning.
4. Safety is paramount at any client site, and we recognize that it is a heightened concern at facilities like the City of Burlingame. CCS Facility Services is dedicated to providing our employees with the best training to prevent workplace accidents and to ensure the safety of our teams and your employees, residents, and visitors.
5. Security is also critical, and our professional cleaners will be trained in your facility protocols to ensure compliance with all procedures, including building alarms, closed-door policies, and uniform and badging requirements. CCS Facility Services will be well-versed in your security protocols to safeguard our employees, your facilities, and property.
6. Finally, as a taxpayer-funded organization open to the public, City facilities are often subject to increased public scrutiny. Therefore, our cleaners and day porters are trained to be professional, solution-oriented, customer service-focused, and efficient.

3. Background and Experience: Displaced Janitor Opportunity Act

- a. Describe the Proposer’s background, business expertise/experiences, specialties, and capabilities to perform the scope of services described in this RFP. The City currently has a contractor performing janitorial services for the City, whose contract will expire in December 31, 2025. Please describe your experience as a follow-on contractor for services similar to those solicited in this RFP, and detail a plan for taking over such services and any foreseeable issues that the City may confront. Describe your process for complying with the DJOA.

California Labor Code Section 1060-1065 (Displaced Janitor Opportunity Act)

CCS Facility Services is fully committed to complying with the California Displaced Janitor Opportunity Act (Labor Code §§1060–1065). We view this not just as a legal requirement, but as an opportunity to ensure stability for employees and continuity of service for our clients.

90-Day Retention Commitment

When awarded a new janitorial services contract in California, we honor the statutory requirement to retain the existing qualified janitorial employees of the prior contractor for a period of not less than 60 days, unless just cause exists for termination. At the end of this period, we evaluate performance in good faith and may extend permanent employment offers to those employees.

Notification & Hiring Process

We coordinate with the outgoing contractor to obtain the list of current service employees as required. These employees are provided with written notice of their right to continued employment and are offered positions with wages, hours, and working conditions consistent with our program.

Non-Discrimination

We do not interfere with, restrain, or retaliate against any covered employees exercising their rights under this statute. Employment decisions during the retention period are based strictly on performance and operational needs.

Training & Onboarding

Retained employees are enrolled in our onboarding, safety, and compliance training to ensure a smooth transition into our program standards while preserving their employment rights.

Documentation & Recordkeeping

We maintain required documentation of employee lists, notices, retention offers, and evaluation outcomes to ensure full compliance with statutory obligations.

3. Background and Experience: References

- b. Describe all prior engagements in which the Proposer assisted a public agency in services similar to those described in this RFP, or any organization of size similar to the City, within the last five (5) years, and include the following:
1. Name of the public agency or client;
 2. Name of the point of contact for the public agency or client, including telephone number and email address;
 3. Duration of the contract, and if the contract was terminated early, the reason for such termination; and
 4. All claims or litigation arising from the contract, if any. Provide information related to the issues in the claim or litigation, the status, names of parties, and the outcome. Claims shall include any administrative citations by authorities having jurisdiction over the parties to the contract and/or services.

As we service over 1,000 local government facilities in the United States, it is not feasible to provide a comprehensive list of all current engagements with public agencies. To meet the need of this RFP requirement, we have included below a list of our public agency clients in Northern California. There are no claims or litigation arising from any of these agreements, and all of these agencies remain customers of CCS Facility Services, demonstrating our commitment to quality service and stability.



Santa Clara Valley Water
Zachary DeVine
Supervising Program Administrator
5750 Almaden Expy, San Jose, CA 95118
zdevine@valleywater.org, Tel. (408) 630-2495



City of Modesto
Patrick Crowley
Senior Public Works Manager
PO Box 672, Modesto, CA 95353
pcrowley@modestogov.com, 209-342-2274



Madera County
Lisette Lopez
County Administration, General Services, Sr Program Assistant
200 West Fourth St, Madera, CA 93637
559-675-7703, Lisette.lopez@maderacouny.com

3. Background and Experience

- c. Provide the name(s) of the key personnel who would be assigned to work on the Project and a summary of their education and experience to demonstrate their qualifications. Provide resumes for each key personnel and a brief description of the role they will perform. Identify the person that will be primarily responsible for communicating with the City.

Name & Title	Education & Experience
Cameron Hall, Regional Vice President	<p>Education: Bachelor’s Degree in Business Administration, Chapman University, Juris Doctor (JD), Western State College of Law</p> <p>Experience Demonstrating Qualifications: 10+ years of leadership with CCS overseeing multi-state operations across the West Coast. Former Regional Vice President for Orange County/Inland Empire with responsibility for service quality, compliance, and customer satisfaction. Direct oversight of large, complex accounts, new business transitions, and all operational standards. Background managing 750,000+ sq. ft. of commercial/industrial facilities.</p> <p>Role on This Contract: Cameron will act as the Executive Oversight Leader for this program, and can be available as needed to the customer.</p>
Jaime Jacobo, General Manager	<p>Education: Professional development through BOMA, IREM, and IFMA memberships.</p> <p>Experience Demonstrating Qualifications: 10+ years managing day and night operations, staffing, inspections, and customer relations. Full P&L responsibility and oversight of chemicals, supplies, and equipment for a major CCS branch. Deep background in janitorial processes, safety, and quality control. Proven ability to resolve issues quickly and maintain strong client satisfaction.</p> <p>Role on This Contract: Operational and compliance mentor. Available to customer.</p>
Ayrton Flores Castro, Branch Manager & Account Manager	<p>Education: BS, Business Administration – San Francisco State University</p> <p>Experience Demonstrating Qualifications: Oversees start-ups, day-to-day operations, and evaluation of new business for CCS. Manages P&L, staffing, training, quality inspections, and customer experience. Experienced leader supervising large janitorial teams across dozens of facilities. Strong background in equipment, supplies, scheduling, and customer responsiveness.</p> <p>Role on This Contract: Manages field operations, onsite staff, inspections, scheduling, and ensures service meets all City standards.</p> <p>Ayrton will be the primary point of contact for the city, including special services or emergencies. His contact information is: ayrton.flores@ccsbts.com, 408-886-8870</p>

Resumes for the above listed individuals are on the following pages.

Key Support Resume



Cameron Hall

Regional Vice President
chall@ccsbts.com | 714.559.2283

Overview

As Regional Vice President, West Coast Region, Cameron oversees strategic and operational leadership throughout California and Washington state. She previously served as Vice President of CCS' Orange County/Inland Empire region, driving overarching growth and a passion for incredible service for both customers and employees. Cameron earned a Bachelor's degree in Business Administration from Chapman University and earned her JD from Western State College of Law.

Experience

CCS Facility Services

2013-Present

Regional Vice President

- Work with market leaders across the West Coast Region of CCS Facility Services to ensure compliance and adherence to CCS standards for operations, customer service, and all business functions
- Guide emerging markets by providing ongoing supervision, support, and coaching
- Oversee large new accounts in new and expansion markets
- Oversee all levels of operations across the West region
- Active member in numerous commercial real estate industry associations
- Oversee large new accounts in new and expansion markets
- Performance of Quarterly Business Reviews for major accounts
- Cameron began with CCS Facility Services as a Senior Account Manager and was promoted numerous times due to her strong work ethic, attention to detail, and deep understanding of the business

Previous Employment

- Prior to joining CCS Facility Services in 2013, Cameron worked in commercial real estate where she oversaw 750,000-plus square feet of commercial and industrial properties. Cameron earned a Bachelor's degree in Business Administration from Chapman University and earned her JD from Western State College of Law.

Skills

- Operations Management & Labor Relations
- P&L Management
- Team Building
- Client Retention & Customer Service Improvement
- Strategic Leadership & Growth Strategies

Key Support Resume



Jaime Jacobo

General Manager, Fresno Branch
jjacobo@ccsbts.com | 949.872.4886

Overview

Jaime is primarily responsible for the management and supervision of all daytime and nighttime operations, including strategic and operational leadership, developing and maintaining customer relations, quality assurance, and training and developing account managers.

Experience

CCS Facility Services

2016-Present

General Manager

- Manage all day and night operations, including strategic and operational leadership
- Ownership of P&L and all related expense/revenue categories for business unit
- Develop highly empathetic client relationships and earned a reputation for delivering exceptional customer service
- Resolve customer problems and complaints by clarifying the issue, explaining the best solution, and following up with the clients
- Build trust in the company by responding efficiently and helpfully to customer needs
- Analyze customer satisfaction levels and define customer-specific plans to ensure satisfaction of all current and prospective customers
- Manage procurement of supplies, chemicals, and equipment to ensure service excellence
- Empower and train frontline employees to grow into supervisory roles
- Associate Member of Building Owners and Manager Association, a Friend of IREM, and an Associate Member of International Facility Managers Association

Previous Employment

- Prior to joining CCS Facility Services more than a decade ago, Jaime acquired his leadership skills as a janitorial supervisor

Skills

- Janitorial Operations, Processes, & Performance Standards
 - Building and Facility Inspections
 - Safety and Security
 - Customer Service
 - Leadership & Training
-

Key Support Resume



Ayrton Flores

Branch Manager, San Jose
 ayrton.flores@ccsbts.com | 559.348.1090

Overview

Ayrton joined CCS Facility Services in 2025 to lead our fast-growing San Jose branch. An experienced operational leader, Ayrton is well-versed in implementing streamlined operational processes to increase customer satisfaction and ensure compliance, passionate about employee training, and a collaborative communicator between customers and the front-line staff. Ayrton earned his BS in Business Administration from San Francisco State University.

Experience

CCS Facility Services

2025-Present

Branch Manager

- Oversight of start-up, development, and evaluation of new business
- Manage all day and night operations, including strategic and operational leadership
- Ownership of P&L and all related expense/revenue categories for the business unit
- Develop highly empathetic client relationships and an earned reputation for delivering exceptional customer service and a thoughtful problem-solving approach
- Build trust in the company by responding efficiently and helpfully to customer needs
- Analyze customer satisfaction levels and define customer-specific plans to ensure satisfaction of all current and prospective customers
- Manage procurement of supplies, chemicals, and equipment to ensure service excellence

Previous Employment

- Ayrton has been a fixture in facility services in Northern California since 2019, beginning his career with ABM Industries as a supervisor, managing a team of more than 50, then as an Operations Support Manager with Service by Medallion, where he oversaw the day-to-day operations of a dozen accounts, including regular quality inspections.

Skills

- Janitorial Operations, Processes, & Performance Standards
- Building and Facility Inspections
- Safety and Security
- Customer Service
- Leadership & Training

3. Background and Experience

- d. Describe any characteristics of the Proposer that would be uniquely relevant in evaluating the experience of the Proposer to handle the proposed Services.

CCS Facility Services brings a combination of scale, stability, and specialized municipal experience that is uniquely suited to delivering the proposed Services. As one of the largest janitorial providers in the country—with decades of continuous operations, thousands of frontline employees, and a proven record serving hundreds of public-sector facilities nationwide—we have developed a service model specifically designed for the complexity, compliance requirements, and public visibility of City programs. Our local leadership team has managed large, multi-site government contracts, overseen successful start-ups, and consistently delivered high-quality performance backed by rigorous safety, training, and quality-assurance systems. This depth of experience, paired with our strong local presence and commitment to responsive, community-oriented service, makes CCS uniquely qualified to operate this program with reliability, transparency, and excellence. The items we have listed below are the items we feel are most important for the city of Burlingame to know about us as you consider this important decision.

Experience with Local Governments and Public Agency Janitorial Programs: Our Northern California leadership team has experience with dozens of other local government client sites in the region, and our San Jose branch has experience providing janitorial services to dozens of high traffic government and education facilities in the area.

Employee Retention: Janitorial jobs are difficult, physical, and often unseen. We are proud to share that we experience among the highest employee tenure in the industry, with 1/3 of the industry standard company turnover.

Local Infrastructure: We service dozens of locations near the City of Burlingame facilities. This means we have administrative and operational infrastructure to support the City of Burlingame, as well as a deep bench of trusted professional cleaners we can pull from for emergencies or contingencies.

High customer satisfaction: The proof is in happy clients. We have a 94% customer retention rate, and 9 out of 10 customers give us an “A” for service during our biannual customer satisfaction surveys. The City of Burlingame will have one point of contact for all needs relating to CCS Facility Services, and access to local branch leadership. Furthermore, on the following pages you will see letters from several of our Northern California local government references. We believe that our customer satisfaction and retention rate is a key characteristic that the City of Burlingame would want to know about. These letters are evidence of our ability to handle the proposed services.

Ability to perform a successful and quick transition: Our San Jose team is confident in our ability to offer a successful 14-day transition period for the City of Burlingame if needed based on the scope provided, our dense bench strength, and additional operational oversight from leadership to ensure program success.

9 out of 10

Customers Give CCS Facility Services an “A”

94%

customer retention rate

24/7

Response

80%

internal promotion rate

93%

of staff would recommend CCS Facility Services as a great place to work

Industry-leading employee retention rate

3. Background and Experience



Public Works
Building Services Division
P.O. Box 642
Modesto, California 95353
209.342.2215
Modestogov.com

September 26, 2024

To Whom it May Concern,

It is without hesitation that I am writing to recommend the services of CCS Facility Services (CCS) for all custodial services your organization may need.

The City of Modesto entered into a multi-year agreement with CCS to maintain a majority of City owned facilities. This includes a variety of building types, including traditional office spaces, wastewater, recreation, corporation yards, and the City's convention center. The agreement is turn-key inclusive of all cleaning supplies, paper products and soft and hard surface floor care.

CCS has also provided specialized services managing COVID response teams to disinfect interior spaces including all previous building types as well as Fire and Police facilities. CCS staff also address, deep cleaning, special events, set-ups, and custodial services post facility rentals to maintain the facilities for the next occupants.

CCS was awarded the contract through an extensive Request for Proposals (RFP) that included an evaluation of their submittal responding to the RFP, separate cost submittal and an oral presentation that included representatives from every department. The professionalism and thoroughness throughout the process remains consistent over the last 4 years. Due to their expertise and quality work, we expanded their services to include our Police Administration building, that originally was a one-time effort which is now incorporated into the monthly services.

Their responsiveness, impartial inspections of the staff's daily activities, and ability to adjust to special requests makes this an easy recommendation. CCS can and will provide all custodial services for your organization. The firm also can provide full-service Facility Maintenance needs if required.

If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Patrick Crowley".

Patrick Crowley, P.E., FMP
Senior Public Works Manager
City of Modesto, Public Works Department
pcrowley@modestogov.com
O: 209.342.2274

3. Background and Experience



To Whom it May Concern:

RE: Letter of Recommendation

It is my pleasure to refer Commercial Cleaning Systems (CCS) for your janitorial needs. Madera County has worked with CCS and their staff for over 3 years, and they consistently do a great job at our facilities. Jaime, Carla, and their team are easy to work with and quick to respond whenever there is an issue. Their employees are professional, thorough, and committed to meeting our janitorial needs.

Therefore, I am happy to recommend the services of CCS. If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Anthony Loza".

Anthony Loza
Division Director – General Services
(559) 675-7703 Ext. 2314

3. Background and Experience

e. The City deems it important that, in addition to being adequately compensated, employees are provided sufficient benefits, including, without limitation, sick time and/or paid time off and health benefits. Please indicate whether the workers under any contract awarded by the City will be independent contractors, any employees, and identify the benefits that each worker will receive.

If awarded this contract, all CCS Facility Services teammates will be W2 employees. We recognize the importance of providing employees with meaningful benefits. Our benefits packages, including health insurance, retirement plans, nearly real-time access to earned wages through DailyPay, and professional development, not only enhance job satisfaction and loyalty but also drive higher productivity and a positive work environment. By investing in our employees' well-being, we ensure a motivated and dedicated workforce committed to delivering exceptional service.



Medical Insurance



Dental Insurance*



Vision Insurance*



Life Insurance*



Employee Assistance Program



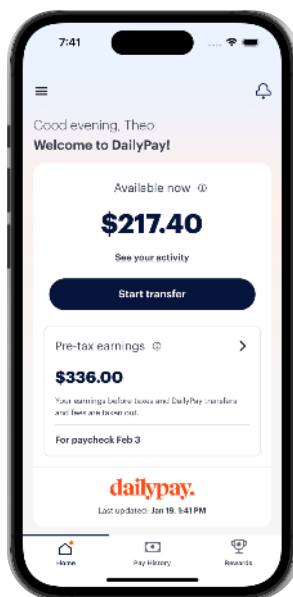
Opportunities for Advancement



Long-Term Disability*



401K Retirement*



daily pay.

Helping our teammates thrive is part of our promise to them. We provide a service called DailyPay, which gives employees **access to earned wages the very next day**, instant transfers for times of need, and tools for saving and financial wellness.

3. Background and Experience

- f. As the City may need Services immediately upon the selection of a Proposer, please describe how the Proposer intends to prepare for and undertake the needed tasks. Explain any reasons that would prevent the Proposer from undertaking this Project in short order. Provide information regarding the Proposer's current staffing, current workload, and availability to perform the Services.

CCS Facility Services is fully prepared to mobilize immediately upon award. Our transition process is built around rapid deployment, clear communication, and zero service interruption. Because CCS maintains active janitorial programs throughout the Bay Area, including in San Mateo County and surrounding jurisdictions, we have the staffing, supervision, and equipment resources in place to begin work within days of contract execution. Our San Jose branch is supported by nearly 200 professional cleaners who report directly to our San Jose office. This depth of staffing provides us with a substantial bench of experienced personnel who can be deployed quickly to support contract transition activities, day-to-day operations, and surge needs.

A key strength of CCS Facility Services is our large and highly experienced floater pool, composed of cross-trained cleaning professionals who are familiar with multiple facility types, security requirements, cleaning frequencies, and quality standards. Because floaters regularly rotate among sites across our portfolio, they are equipped to step in immediately to stabilize a new contract, support training, cover call-offs, and ensure uninterrupted service from day one. This resource allows us to maintain full-service delivery while permanent staffing is finalized, onboarded, and trained.

Furthermore, we will comply with the California Displaced Janitor Opportunity Act during a potential transition, as we have dozens of times.

CCS has no operational barriers that would prevent us from beginning this Project in short order. We currently manage a significant portfolio of local accounts without any capacity constraints. **Our existing workload is fully staffed, supported by supervisors, operations managers, and a senior leadership team based locally. Additionally, our San Jose warehouse maintains ample supplies, equipment, chemicals, and consumables, enabling us to mobilize equipment and materials to City facilities immediately following award. Overall, our strong regional infrastructure, deep labor bench, and dedicated floater pool ensure that we can begin services without delay, maintain consistent quality throughout the transition, and provide the City with a fully supported, seamless start-up process.**

Ready for Transition

Our existing workload operated out of our San Jose office is fully staffed, supported by supervisors, operations managers, and a senior leadership team based locally. Our local bench team is looking for additional work hours. Additionally, our San Jose warehouse maintains ample supplies, equipment, chemicals, and consumables, enabling us to mobilize equipment and materials to City of Burlingame facilities immediately following award.

4. Pricing Schedule & 5. Contract Certifications & Exceptions to the Contract

- a. Proposer must complete and submit the Pricing Form attached as Exhibit D (Pricing Form) for all Services to be provided by the Proposer, as detailed in the Pricing Form. Please include all costs that are typically billed separately as direct expenses (e.g. copy or document delivery fees). Prices provided by Proposers in response to this RFP shall be valid for 90 days from the Proposal due date. The City intends to award the contract within this time but may request an extension from the Proposers to hold pricing, until negotiations are complete and the contract is awarded. The rates specified by Proposers in the Pricing Form will be the rates that the Proposer will be paid throughout the duration of any contract awarded by the City.
- b. Each Proposer must attach to the submitted Pricing Form a separate sheet listing all types of workers that may perform work on this contract, whether as an employee of the Proposer or a subcontractor, and identify the rate of pay for each worker. If any worker will be paid an hourly rate lower than the Living Wage set by the County of San Mateo, the City reserves the right to reject the Proposal as non-responsive.

CCS Facility Services has submitted Exhibit D, Pricing Form separately as described in the RFP. This quote is valid for 90 days from 4/24/2026, pending alternative approval. Additionally, attached to the pricing sheet please find a list of all types of workers we will utilize on this agreement. We will not pay any of our employees within San Mateo County less than the living wage.

Proposers must complete and submit all contract certifications included in Exhibit E signed by a person authorized to bind the Proposers. In submitting a Proposal in response to this RFP, the Proposer is certifying that it takes no exceptions to this RFP including, but not limited to, the Contract (Exhibit A). If any exceptions are taken, such exceptions must be clearly noted in the Proposal with a reference to the specific section in the Agreement and a proposed revision. Any such exception may be reason for rejection of the Proposal. As such, each Proposer is directed to carefully review the proposed Contract and, in particular, the insurance and indemnification provisions therein.

CCS Facility Services has read the contract and does not take exception to any of the language provided in the agreement.

Adequate Pay

CCS Facility Services will not pay any of our employees within San Mateo County less than the living wage

Acknowledgement of Addendum

CCS Facility Services acknowledges the 3 Q&A issued as part of this procurement here and on PlanetBids, and has incorporated the changes outlined in those addendum to our proposal, including:

Set 1, issued 4/7/2026

Set 2, issued 4/9/2026

Set 3, issued 4/20/2026

Set 4, issued 4/20/2026



Arizona | Arkansas | California | Colorado | Iowa | Kansas | Mississippi
Nevada | New Mexico | Oregon | Ohio | Texas | Washington | Wisconsin
