








STANDARD SERVICES

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|  | <p>BUILDING ACCESSIBILITY</p> <p>Within the constraints of historic-preservation requirements, General Services is responsible for identifying and accomplishing projects to increase or enhance accessibility in the building and compliance with the Americans with Disabilities Act of 1989 and subsequent amendments.</p> |
|  | <p>CONTINUITY OF OPERATIONS MANAGEMENT AND PLANNING</p> <p>On an ongoing basis, the General Services works closely with the Office of Emergency Management and Human resources Risk Management Division to develop and refine contingency plans in the event that a part or all of our buildings cannot be used by occupants for any reason.</p> |
|  | <p>CUSTODIAL SERVICES</p> <p>The services provided by our custodial contractor are among the most important services we provide. The contractor’s responsibilities include cleaning offices and rest rooms, maintaining floors, emptying trash, picking-up materials to be recycled. Cleaning includes vacuuming floors, cleaning hard floor surfaces, cleaning of restrooms and restocking of paper products on a regular basis.</p> |
|  | <p>DAILY OPERATION OF THE HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) SYSTEMS</p> <p>HVAC services are provided between the hours of 7:00 a.m. and 5:00 p.m. on each government workday. Adjustments, repairs to, and periodic maintenance on the HVAC system and the costs associated with utility services are included as part of this responsibility. Centralized HVAC Control Systems are managed by Facops staff.</p> |
|  | <p>EMERGENCY RESPONSE</p> <p>The staff in the Facilities Management is on call 24 hours per day, on a year-round basis. Call 707-585-2550 Monday through Friday, 8-5 p.m. After hours emergency, call dispatch at 707-565-2213.</p> |
|  | <p>ENERGY CONSERVATION</p> <p>General Services is responsible for the overall energy conservation program for County Buildings. We identify and implement energy conservation initiatives, and work to constantly increase occupant awareness of and support for the program.</p> |
|  | <p>HISTORIC PRESERVATION</p> <p>If the building is listed on the National Register of Historic Places it is eligible for consideration as an historic building. General Services is responsible for maintaining the historic, architectural, and aesthetic characteristics of buildings, and must plan carefully when scheduling work to maintain, repair, or alter buildings that are on the National Register.</p> |
|  | <p>PARKING PATROL & SECURITY SERVICES</p> <p>General Services has been responsible for the management of parking enforcement since 1987. Parking enforcement was established to regulate and discourage the abuse of parking and promote public access to public services (Sonoma County Code 18-1). General Services Parking Enforcement Officers are trained in both customer service and safety and on a daily basis are present to assist County employees and the public.</p> |

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|  | <p>PEST MANAGEMENT</p> <p>Our division provides contract management and oversight of pest control services in our buildings. The contractor uses an integrated pest-management program that provides extremely effective results without the potentially harmful health effects that often result from the use of sprayed on or aerosol chemicals.</p> |
|  | <p>RECYCLING PROGRAM</p> <p>Our division manages the recycling program and provides both scheduled and unscheduled collections of materials to be recycled.</p> |
|  | <p>REFRESH OF WORKSPACE FINISHES</p> <p>As funding is available departments may periodically refresh finishes. The refresh will include the following:</p> <ul style="list-style-type: none"> • Replace carpet every 10 years as needed • Replace ceiling tiles every 10 years as needed |
|  | <p>REPAIR AND MAINTENANCE OF THE BUILDINGS AND THEIR STRUCTURES AND COMPONENT SYSTEMS</p> <p>This includes repair and maintenance services such as elevators, plumbing and electrical systems, lighting, heating, cooling, and ventilation equipment, roofs, parking lot and garages, and fire-suppression systems and equipment. Emergency generators and associated switchgear and uninterrupter power systems (UPS) are also repaired and maintained as standard systems components.</p> |
|  | <p>SECURITY SYSTEMS</p> <p>Security systems including access controls to each building and to the main entry to a department’s space is provided and installed and maintained by General Services. Management of access cards (Prox Cards) and their issuance is also managed by General Services. Access controls including building keys are the responsibility of General Services. Additional access controls within the department space, security cameras, duress alarms and special construction are available at additional cost to the department.</p> |
|  | <p>SIDEWALK & PARKING LOT SURFACE SAFETY</p> <p>Surfaces that are identified as a hazard or safety issue are reviewed by our division for repair. Uneven sidewalks may require surface grinding. Potholes in parking lots are filled in to make flush with the rest of the lot.</p> |
|  | <p>SIGNAGE</p> <p>General Services is responsible for the upkeep, maintenance, and repair or replacement of general signage. General signage includes wayfinding in public areas, regulatory signage such as building use notices and restroom signs and signage at the entry to the main departmental space. Signage beyond the entry to the department space, such as occupant names for individual offices, shall be the responsibility of the tenant.</p> |

ABOVE-STANDARD SERVICES

When above-standard services are used, General Services will require reimbursement for all costs associated with providing those services; these costs may include material, equipment, labor and utility charges. While not all-inclusive, the list below provides a few examples of above-standard services that are available on a reimbursable basis. If you would like to request an Above-Standard Service, you may contact General Services; if the request is specific to HVAC, enhancements will be limited by provisions of the California Building Code and the California Energy Code. Energy use may be limited to comply with the Climate Action Plan.

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|  | <p>24/7 OPERATIONS</p> <p>Operation of program-support equipment and supporting HVAC equipment on a 24-hour basis. Departments are urged to consider the expense and environmental implications of energizing the entire building HVAC system for a few staff.</p> |
|  | <p>EVENT SET UP</p> <p>General Services primary function is to ensure safe, efficient and comfortable work environments for County Departments. As such General Services has established contracts with event service providers to support departments in set up of tents, table chairs and podia for special events. Please contact the General Services Front Desk for referral to event set up vendors under Blanket Purchase Order for direct purchase of services.</p> |
|  | <p>PERSONAL PROPERTY</p> <p>The purchase, maintenance, cleaning, installation, and/or repair of many personal-property items typically are the responsibility of the individual office or department. While not all-inclusive, the list of these items includes:</p> <ul style="list-style-type: none"> • Office furniture • Pictures, portraits, marker boards or other artwork on walls • Appliances <p>Please contact the General Services Front Desk for referral to vendors under Blanket Purchase Order for direct purchase of services.</p> |
|  | <p>ROUTINE TESTING OF AIR</p> <p>Services shall be requested through HR Risk Department for contracting with an industrial hygienist. General Services will ensure all building systems are functioning and maintained prior to evaluation.</p> |
|  | <p>ROUTINE TESTING OF WATER</p> <p>Generally, standards for water quality are established by the Sonoma County Water Agency. Services shall be requested through HR Risk Management Department for contracting with an industrial hygienist. General Services will ensure all building systems are functioning and maintained prior to evaluation.</p> |
|  | <p>SPECIAL TESTING</p> <p>Services shall be requested through HR Risk Department for contracting with an industrial hygienist. General Services will ensure all building systems are functioning and maintained prior to evaluation.</p> |