



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: MAY 3, 2023

SUBJECT: NEW CONTRACTS: **AIM TO PLEASE JANITORIAL SERVICES AND M&M HAULING & HEAVY CLEANING ASSISTANCE COMPANY (FOR-PROFIT) PROVISION OF HEAVY CLEANING AND PEST TREATMENT PREPARATION SERVICES FOR OLDER ADULTS AND ADULTS WITH DISABILITIES SERVICE**

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CONTRACT TERM: 7/1/2023-6/30/2028

CONTRACT AMOUNT:	New \$3,500,000	Contingency \$350,000	Total \$3,850,000
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ANNUAL AMOUNT

FY23/24	FY24/25	FY25/26	FY26/27	FY27/28
\$700,000	\$700,000	\$700,000	\$700,000	\$700,000

Funding Source	<u>County</u>	<u>State/Fed</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$1,050,000	\$2,450,000	\$350,000	\$3,850,000
PERCENTAGE:	30%	70%		100%

London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into contracts with Aim to Please Janitorial Services and M&M Hauling & Heavy Cleaning Assistant Company for the period of July 1, 2023 and ending June 30, 2028, in the amount of \$3,500,000, plus a 10% contingency for a total amount not to exceed \$3,850,000. The purpose of the contracts are to reduce the



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risk of eviction of Adult Protective Services (APS) clients who are in violation of San Francisco Health and Building Codes by providing heavy cleaning and preparation for landlord-initiated pest treatment preparation services.

Contractors	Annual Budget for FY23/28	Total Budget for FY23/28	Contingency	Total Not to Exceed
Aim to Please Janitorial Services	\$250,000	\$1,250,000	\$125,000	\$1,375,000
M&M Hauling & Heavy Cleaning Assistant Company	\$450,000	\$2,250,000	\$225,000	\$2,475,000
Totals	\$700,000	\$3,500,000	\$350,000	\$3,850,000

Background

Adult Protective Services (APS) is a state-mandated program within the Department of Disability and Aging Services (DAS). The program's clients are elders or dependent adults that are incapable of self-care and self-protection due to physical or mental limitations, incompetence or poor health. Many of the program's clients are at risk of eviction because they are in violation of San Francisco Health or Building Codes. These violations are typically brought about by conditions of severe hoarding, clutter, and/or filth within the client's residence, which may be compounded by infestations of bedbugs, roaches, fleas, rodents, and/or other pests. Rectification of these violations through heavy cleaning and/or pest control services promotes safety, increases client well-being, and prevents evictions and homelessness. We are anticipating 140 – 150 dispatches per year for the heavy cleaning services.

Services to be Provided

Contractors will perform heavy cleaning and preparation for pest treatment preparation services, and essential laundry when required at the request of Adult Protective Services Workers and with the permission of Adult Protective Services clients. Prior to rendering services, contractors will visit the client in the home to evaluate work needed, and provide a written estimate to the APS program with the scope of the project and the estimated cost. The written estimate will include a detailed cost of each aspect of the service that is proposed to be rendered. All estimates are reviewed and approved by the APS Program Manager or Director.



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Contractors will perform heavy cleaning and preparation work for pest control services as required and as authorized by the APS Program Director and by the APS client. Cleaning services will focus on reducing health and safety risks to the client and assisting clients to fix health and building code violations. Contractors shall collaborate with APS during the cleaning process to ensure minimal negative impact on the client.

For more specific information regarding the services to be provided to the target population, please refer to the attached Appendix A.

Selection

Contractors were selected through Request for Proposals #1046, which was competitively bid in February 2023.

Funding

Funding for the contracts are provided through a combination of Federal, State, and County General Funds.

ATTACHMENTS

Aim to Please Janitorial Services:

Appendix A - Services to be Provided
Appendix B - Calculation of Charges

M&M Hauling & Heavy Cleaning Assistant Company:

Appendix A - Services to be Provided
Appendix B - Calculation of Charges

APPENDIX A - SERVICES TO BE PROVIDED
Aim to Please Janitorial Services

Heavy Cleaning and Pest Treatment Preparation Services
July 1, 2023 – June 30, 2028

I. Purpose of Contract

The purpose of the contract is to reduce the risk of eviction of Adult Protective Services (APS) clients who are in violation of San Francisco health or building codes as a result of conditions of hoarding, clutter, and/or squalor. This contract will promote stable housing for vulnerable older adults and adults with disabilities by providing heavy cleaning and/or necessary unit preparation for pest management services for those clients who are living in hazardous conditions when client is unable to afford private services. Services will only be provided to APS clients with the express authorization and consent of the client.

II. Definitions

Contractor	Aim to Please Janitorial Services.
APS	Adult Protective Services, (a Program of DAS)
DAS	Department of Disability and Aging Services,
DPH	Department of Public Health
HSA	Human Services Agency

III. Target Population

The target population for these services is limited to vulnerable adults who are also low income older adults and/or adults with cognitive or physical disabilities served by the APS program.

IV. Description of Services

Contractor shall provide the following services during the term of this contract:

- Contractor shall recommend and provide heavy cleaning and pest abatement preparation services and essential laundry
- Contractor shall perform heavy cleaning and/or the coordination of pest management services as specified and coordinated by APS (Adult Protective Services). Referrals will be made to the Contractor by the APS staff via phone or e-mail.

- Contractor shall collaborate with APS during the cleaning process to ensure minimal negative impact on the client.
 - The cleanup shall be completed in one day whenever possible to reduce impact on the client.
- If specified by APS, Contractor shall provide one-time pest treatment preparation services as follows:
 - Contractor will conduct a general cleaning of the unit in preparation of pest control service.
 - Contractor will discard all trash and items deemed too infested to remain in unit, placing bagged items in approved on-site containers for pick-up.
 - Contractor will vacuum all cracks and crevices on all items to remove pests and pest-produced waste prior to treatment.
 - Contractor will determine what clothing, bedding, and other washable items must be removed or washed. Contractor will bag items, and coordinate cleaning and/or hauling services.
 - Contractor will communicate cleaning schedule with APS and building management/property manager to arrange treatment of the unit by their pest control company of choice.
- Contractor will possess and maintain all current and necessary licenses and permits to perform the scope of work and conduct the vendor's business.

V. Location and Time of Services

- Contractor will provide services in the homes of APS clients. Contractor will only enter the residence when permission is granted by the APS client. Contractor will only provide services when granted permission by the APS client. Contractor will coordinate the timing of the provision of services with designated APS staff, taking into account special circumstances and needs of the client that will be served.

VI. Service Objectives

- In 100% of referred cases, contractor will respond within 3 working days by visiting the client's residence in person and sending photos (minimum 1-2 photos) to the assigned APS social worker of area to be cleaned, unless client insists no photographs are taken.
- In 100% of referred cases after an in-person assessment, contractor will provide a written estimate within 2 working days detailing the cleaning service(s) needed and the cost of the service(s) needed using APS Heavy Cleaning Assessment form provided.

- In 100% of referred cases after completion of the heavy cleaning, Contractor will send photo of the cleaned site to the assigned APS social worker and indicate the work has been completed, or if any follow-up is required.

VII. Outcome Objectives

- A minimum of 90% of clients served will have their place of residence restored to a safe and clean state.
- A minimum of 90% of clients served will have a reduced risk of eviction by annual review of dispatches against client evictions.
- A minimum of 90% of clients served will have resolved their Health Code violations as cited by the Department of Public Health (DPH) as well as Building Code violations as cited by the Department of Building Inspection.
- A minimum of 90% of clients served involving hoarding/cluttering will have their residences restored to a score of 1-3 out of 9 on the Cluttering Index.

VIII. Reporting Requirements

- A. Contractor will provide a **monthly** report of activities, referencing the tasks as described in Section VI & VII - Service and Outcome Objectives. Contractor will enter the monthly metrics in the CARBON (Contracts, Administration, Reporting, and Billing Online) database by the 15th of the following month.
- B. Contractor will provide Ad Hoc reports as required by the Department.
- C. For assistance with reporting requirements or submission of reports, contact:

Steve Kim
Contract Manager
Human Services Agency
Office of Contract Management
P.O. Box 7988
San Francisco, CA 94120-7988
steve.kim@sfgov.org

Akiles Ceron
APS Program Director
P.O. Box 7988
San Francisco, CA 94120-7988
akiles.ceron@sfgov.org

**Appendix B - Calculation of Charges
Aim to Please Janitorial Services**

**Heavy Cleaning and Pest Treatment Preparation Services
July 1, 2023 through June 30, 2028**

- I. The City and County will reimburse the contractor for services provided based on the following schedule of rates. After an in-person assessment, contractor will provide a written estimate within 2 working days detailing the cleaning service(s) needed and the cost of the service(s) needed using APS Heavy Cleaning Assessment form provided.

Billable Service Unit	Proposed Rate per Unit
Base Charge for Day	\$ 1,920 per day, 8 hour minimum
Room Charge	\$ 1,440 per room
Dump Fee	\$ 220 per load (addition to base charge)
Pest Treatment Preparation	\$ 960 flat rate fee (addition to base charge)
Hazardous Waste Fee	\$ 120 flat rate fee (addition to base charge)
Laundry Service Coordination	\$ 120 (addition to base charge)
Client Same-Day Cancellation	\$ 120 flat rate fee

- There may be some cases that present extreme challenges in conducting a heavy cleaning -- beyond the challenges in a common case of heavy cleaning for hoarding, squalor or biohazard cleanup. In these cases, Aim to Please Janitorial Services will contact the program analyst or program manager to get authorization for any additional labor or costs associated with completing the heavy cleaning that may be outside the standard billable services.

- II. Contractor will invoice on a monthly basis for actual services provided, in to CARBON.

III. Total contract amount is not to exceed \$1,375,000 for FY23-28.

- A. For Fiscal Year 2023-2024, the contract amount will not exceed \$250,000
- B. For Fiscal Year 2024-2025, the contract amount will not exceed \$250,000
- C. For Fiscal Year 2025-2026, the contract amount will not exceed \$250,000.
- D. For Fiscal Year 2026-2027, the contract amount will not exceed \$250,000.
- E. For Fiscal Year 2027-2028, the contract amount will not exceed \$250,000.

Plus 10% contingency of \$125,000 for FY23-28.

**APPENDIX A - SERVICES TO BE PROVIDED
M&M Hauling & Heavy Cleaning Assistant Company**

**Heavy Cleaning and Pest Treatment Preparation Services
July 1, 2023 – June 30, 2028**

I. Purpose of Contract

The purpose of the contract is to reduce the risk of eviction of Adult Protective Services (APS) clients who are in violation of San Francisco health or building codes as a result of conditions of hoarding, clutter, and/or squalor. This contract will promote stable housing for vulnerable older adults and adults with disabilities by providing heavy cleaning and/or necessary unit preparation for pest management services for those clients who are living in hazardous conditions when client is unable to afford private services. Services will only be provided to APS clients with the express authorization and consent of the client.

II. Definitions

Contractor	M&M Hauling & Heavy Cleaning Assistant.
APS	Adult Protective Services, (a Program of DAS)
DAS	Department of Disability and Aging Services,
DPH	Department of Public Health
HSA	Human Services Agency

III. Target Population

The target population for these services is limited to vulnerable adults who are also low income older adults and/or adults with cognitive or physical disabilities served by the APS program.

IV. Description of Services

Contractor shall provide the following services during the term of this contract:

- Contractor shall recommend and provide heavy cleaning and pest abatement preparation services and essential laundry
- Contractor shall perform heavy cleaning and/or the coordination of pest management services as specified and coordinated by APS (Adult Protective Services). Referrals will be made to the Contractor by the APS staff via phone or e-mail.

- Contractor shall collaborate with APS during the cleaning process to ensure minimal negative impact on the client.
 - The cleanup shall be completed in one day whenever possible to reduce impact on the client.
- If specified by APS, Contractor shall provide one-time pest treatment preparation services as follows:
 - Contractor will conduct a general cleaning of the unit in preparation of pest control service.
 - Contractor will discard all trash and items deemed too infested to remain in unit, placing bagged items in approved on-site containers for pick-up.
 - Contractor will vacuum all cracks and crevices on all items to remove pests and pest-produced waste prior to treatment.
 - Contractor will determine what clothing, bedding, and other washable items must be removed or washed. Contractor will bag items, and coordinate cleaning and/or hauling services.
 - Contractor will communicate cleaning schedule with APS and building management/property manager to arrange treatment of the unit by their pest control company of choice.
- Contractor will possess and maintain all current and necessary licenses and permits to perform the scope of work and conduct the vendor's business.

V. Location and Time of Services

- Contractor will provide services in the homes of APS clients. Contractor will only enter the residence when permission is granted by the APS client. Contractor will only provide services when granted permission by the APS client. Contractor will coordinate the timing of the provision of services with designated APS staff, taking into account special circumstances and needs of the client that will be served.

VI. Service Objectives

- In 100% of referred cases, contractor will respond within 3 working days by visiting the client's residence in person and sending photos (minimum 1-2 photos) to the assigned APS social worker of area to be cleaned, unless client insists no photographs are taken.
- In 100% of referred cases after an in-person assessment, contractor will provide a written estimate within 2 working days detailing the cleaning service(s) needed and the cost of the service(s) needed using APS Heavy Cleaning Assessment form provided.

- In 100% of referred cases after completion of the heavy cleaning, Contractor will send photo of the cleaned site to the assigned APS social worker and indicate the work has been completed, or if any follow-up is required.

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- B. Contractor will provide Ad Hoc reports as required by the Department.
- C. For assistance with reporting requirements or submission of reports, contact:

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Appendix B - Calculation of Charges
M&M Hauling & Heavy Cleaning Assistance Company

Heavy Cleaning and Pest Treatment Preparation Services
July 1, 2023 through June 30, 2028

- I. The City and County will reimburse the contractor for services provided based on the following schedule of rates. After an in-person assessment, contractor will provide a written estimate within 2 working days detailing the cleaning service(s) needed and the cost of the service(s) needed using APS Heavy Cleaning Assessment form provided.

Billable Service Unit	Proposed Rate per Unit
Base Charge for Day	\$ 896 per day, 8 hour minimum \$ 112 per hour, for additional workers Partial days accepted after one full day
Room Charge	\$ 304 per room (addition to base charge)
Dump Fee	\$ 350 per load (addition to base charge) *certain large items carry an additional disposal fee
Pest Treatment Preparation	\$ 650 flat rate fee (addition to base charge)
Hazardous Waste Fee	\$ 650 flat rate fee (addition to base charge)
Laundry Service Coordination	\$ 728 up to 10 loads (addition to base charge)
Client Same-Day Cancellation	\$ 250 flat rate fee

- There may be some cases that present extreme challenges in conducting a heavy cleaning -- beyond the challenges in a common case of heavy cleaning for hoarding, squalor or biohazard cleanup. In these cases, M&M Hauling will contact the program analyst or program manager to get authorization for any additional labor or costs associated with completing the heavy cleaning that may be outside the standard billable services.

- II. Contractor will invoice on a monthly basis for actual services provided, in to CARBON.

III. Total contract amount is not to exceed \$2,475,000 for FY23-28.

- A. For Fiscal Year 2023-2024, the contract amount will not exceed \$450,000
 B. For Fiscal Year 2024-2025, the contract amount will not exceed \$450,000
 C. For Fiscal Year 2025-2026, the contract amount will not exceed \$450,000.
 D. For Fiscal Year 2026-2027, the contract amount will not exceed \$450,000.
 E. For Fiscal Year 2027-2028, the contract amount will not exceed \$450,000.

Plus 10% contingency of \$225,000 for FY23-28.