

RIDER B

RFP 21916 CUSTODIAL SERVICES

The technical portion of the service specifications may exclude some areas of some buildings from service requirements. Building mechanical rooms are typically excluded from service requirements. Additional spaces may be excluded, by departmental request, for varying periods of time. Facilities and Planning, PSU, will advise the Contractor as these occur.

1. GENERAL REQUIREMENTS

A. INTRODUCTION:

Custodial services required by this Agreement shall be carried out during agreed upon work hours. Service may be required twenty-four hours a day, seven days per week. PSU expects the Contractor will have sufficient and responsible personnel on the premises during those hours. Modifications to this schedule may be negotiated with PSU.

Responses to Custodial service issues at all buildings are expected within fifteen (15) minutes. Custodians must be blood pathogen trained for bodily fluids clean-up and sanitizing.

The Contractor will train and assign employees to specific areas. Such assignments shall be considered permanent except in emergency situations or by written consent of the PSU Custodial Coordinator.

Assignment rosters will be updated to provide the PSU Custodial Coordinator with an accurate and current listing of all custodial personnel by date, shift, building and space assignment.

Contractor is responsible for obtaining card access badges at their expense (currently \$15/card).

The following general procedures will be followed by all Contractor's personnel:

- Communicate items requiring repair by maintenance to their supervisor who will enter the information in PSU's work order system. . Special attention should be given to leaks and restore problems, as well as lighting problems and other safety hazards to assure prompt repair by maintenance.
- Be familiar with the building emergency telephone list.
- Report any evidence of security breaches to PSU Campus Security immediately.
- Maintain all custodial closets, service sinks and storerooms in a safe and clean condition at all times.
- Unlock building entrances according to the building access schedule, work orders, and other schedules or instructions provided by PSU.
- Lock all entrance doors during the entire cleaning operation. Only the cleaner assigned to clean an area, and the supervisory staff, is to be admitted to the respective area.
- Use care with carts to prevent nicks and dings in and around the buildings.

The Contractor is not required to perform general services under this Agreement on those holidays or any other day(s) on which the PSU is formally closed. Those holidays are: New Year's Day, Martin

Luther King, Jr. Birthday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day After Thanksgiving, Christmas Day.

Schedules for holidays shall be coordinated with the Custodial Coordinator at least ten (10) calendar days before the holiday.

B. SECURITY AND CONSERVATION

It is the policy of PSU that custodial services shall be performed in a manner that enhances the security of buildings and facilities within buildings by unlocking only that space in which work is to be performed and by securing all doors to that space upon completion of custodial tasks.

Additionally, custodial services are to be performed in an energy conservation manner by utilizing only such lighting as is necessary to comply with public safety requirements. Following completion of custodial tasks, lights will be turned off as appropriate for specific areas.

The Contractor is further required, in compliance with ORS 279A.125(s), to use recyclable products to the maximum extent economically feasible in the performance of the custodial services set forth in this Agreement.

C. MATERIALS AND SUPPLIES

PSU will provide the following supplies for use in campus buildings:

1. Hand soap (liquid, powder or bar)
2. Paper towels
3. Toilet paper
4. Seat covers
5. Sand for ash urns
6. Waste baskets, torpedo cans & liners
7. Sanitary napkin disposal bags
8. Chalk, whiteboard pens & erasers
9. Entrance mats

The Contractor will provide all other supplies for use in campus buildings.

The Contractor shall provide all equipment and materials necessary to satisfy the obligations of this Agreement.

The Contractors custodial equipment shall be properly maintained so as to assure safe, effective operations and shall be subject to the inspection and approval/rejection by PSU's Custodial Coordinator. Non-approved equipment shall be repaired or replaced immediately.

D. ENVIRONMENTAL HEALTH & SAFETY REQUIREMENTS

- (1) The Contractor will comply with all applicable provisions of the Federal Hazard Communication Program (29 CFR 1910.1200). Within two work days of receipt of materials or products for which a Material Safety Data Sheet (MSDS) has been promulgated by the manufacture, the Contractor must provide the Custodial Coordinator with a valid copy of the MSDS for each hazardous material in use or stored on the campus. In addition, the Contractor will provide the Custodial Coordinator with the approximate quantities (i.e., + ten percent) and the location(s) of all hazardous materials stored by the Contractor on campus.

The Contractor must update this information at least once each quarter or more frequently when quantities for any hazardous material change by more than ten percent for any single product. The Contractor will also ensure that any chemicals, aerosol cans, and batteries to be disposed of which are hazardous are disposed of by PSU through the PSU Environmental Health & Safety Department.

- (2) The Contractor must submit to the Custodial Coordinator a list indicating the name of the manufacturer, the brand name, and the intended use of each of the materials, chemicals, and compounds proposed for use in the performance of its work. The Contractor shall not use any materials, chemicals, or compounds which the Custodial Coordinator determines would be unsuitable for the intended purpose of use, harmful to the surfaces to which applied or, as might be the case for such items as paper or soap products, unsatisfactory for use by students, staff, or faculty.
- (3) Whenever practical, the Contractor shall utilize products and materials made from recovered materials (e.g., recycled paper) to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user. To meet LEED EB:O&M 2009 IEQ 3.3 disposable custodial paper products and trash bags will meet the minimum requirements of 1 or more of the following programs for the applicable product category:

- Environmental Protection Agency (EPA) Comprehensive Procurement Guidelines for Custodial Paper and Plastic Trash Can Liners
- Green Seal GS-09, for paper towels and napkins
- Green Seal GS-01, for tissue paper
- Environmental Choice CCD-082, for toilet tissue
- Environmental Choice CCD-086, for hand towels
- Custodial paper products derived from rapidly renewable resources or made from tree-free fibers

For the recycled content products evaluation, all non-chemical products proposed for use under this Agreement must conform to the Environmental Protection Agency (EPA) Comprehensive Procurement Guide (CPG) <http://www.epa.gov/cpg/products.htm> if the products are CPG-designated items. It is desirable for products that meet the desired objective (e.g., ability to clean effectively) and are not CPG-designated items also to contain the highest possible amounts (by percentage) of recovered material(s) and post-consumer content.

- (4) The Contractor shall define proper procedures for the storage of hazardous materials in conformance with good housekeeping practices, the National Fire Prevention Association (NFPA) Code, and applicable federal and municipal regulations.

All products shall be used according to manufacturer's directions.

In the event of a health related emergency the Contractor will comply with PSU's sanitation protocols.

The Contractor is required to clean up biohazard material e.g. blood, vomit, urine, etc. Contractor employees who respond will be property trained for such clean up and sanitation by Contractor.

E. KEYS

The Contractor will prepare a key check-out/check-in procedure to be approved by PSU. Once approved, a key inventory shall be conducted monthly or at such intervals deemed appropriate by

PSU. Contractor shall be liable for damages due to lost keys which require replacement of the keys and/or re-keying of locks.

F. DOOR UNLOCKING/LOCKING PROCEDURES

Unlock/lock doors according to the Building Lock/Unlock Schedule, Facilities Work Order prepared by Smith Memorial Student Union Scheduling Office, Building Activity Schedule prepared by the Peter W. Stott Center, and other schedules and special instructions.

The Contractor will coordinate activities with the Campus Public Safety Office in implementing building access schedules.

G. REFUSE HANDLING PROCEDURES/RECYCLING ‘CORRALS’

Prior to 7:00 a.m., pick up all plastic bags of refuse from outside building entrances and place in refuse containers designated by Custodial Coordinator. At no time are disposal bags to be left on or blocking stairs or entrances. All recycling areas are to be checked during normal rounds of the buildings to ensure that any non-recyclable trash left in the areas is removed.

2. AGREEMENT SERVICES STANDARDS

The following Agreement Services Standards describe a variety of custodial service tasks that are required under this Agreement. Because these services recur many times throughout the building to be serviced, references elsewhere shall be to the generic task and frequency of service. For spaces in which a frequency of service is not provided for a task, that frequency shall be left to the discretion of the Contractor, with the provision that spaces provide the expected appearance of care and cleanliness.

It is the intent of PSU to permit the Contractor the maximum degree of flexibility in the scheduling of these services. The Contractor will provide service that is equal or superior to that which would be obtainable through conformance with the Agreement Services Standards and the frequencies described therein. PSU retains the right to enforce the task frequency schedules, in whole or in part, at any time if, in the judgment of PSU, the Contractor has failed to maintain the quality of service as defined above. If the level of cleaning at any time is considered to be unacceptable to PSU, then the Contractor will be required to increase its staffing situation, and any additional cost resulting from actions so taken shall be borne by the Contractor.

In addition, certain specialized areas are described which require special attention or have special staffing requirements. The Contractor should assume that the services as set forth in the Agreement Services Standards shall apply unless exceptions are specifically noted. Further, the expectations of PSU are described in full in the Agreement Services Standards and may be only referenced elsewhere in the Service Schedules. It is understood that wherever the words ‘adequate’ or ‘as necessary’ or ‘if necessary’ are indicated in the specifications, these terms shall be construed to mean ‘as determined by PSU.’

All service frequencies listed in Rider A to the RFP 21916 take precedence in case of a conflict with schedules contained herein.

(1) SERVICE SCHEDULES DEFINITIONS

- a.** DAILY – Five (5) days per week, Monday through Friday.
- b.** WEEKENDS – Saturday and/or Sunday
- c.** SPECIAL SERVICES – See Special Service Schedules

(2) GENERAL CLEANING

At a minimum, remove trash, clean floors, dust/wash/spot clean/vacuum/shampoo all interior building surfaces and hard surface and upholstered furnishings, clean interior glass, remove graffiti, dust, dry soil, cobwebs and debris from all vertical and horizontal surfaces. Dust, vacuum or wash ceiling and wall vents, air grilles and Venetian blinds.

(3) CLEAN FLOORS

Sweep, dust mop, wet mop, spot clean and vacuum.

(4) DISINFECT

Clean, with an approved antibacterial disinfectant, all restrooms, lockers/locker rooms, showers and athletic, medical and food preparation and service areas.

(5) PREPARE FLOORS

Sweep, dust mop, wet mop, or vacuum (or by use of other prescribed tools) to remove litter, i.e. paper, tape, gum, rubber bands, paper clips, spills, stains, and other dust and debris from all surfaces, including all accessible areas, such as around furnishings, behind doors, corners, etc.

(6) REMOVE TRASH

Empty all waste receptacles and other trash containers and return to their assigned locations. Empty pencil sharpeners. Do not remove other items, unless marked 'TRASH.' Remove all waste from trash receptacles and empty into a designated trash dumpster or receptacle in a manner as to prevent the adjacent area from becoming littered.

Damp wipe exteriors of wastebaskets and trash receptacles to remove evident soil. Remove soil from the interior of wastebaskets and trash receptacles to restore containers to a sanitary condition. DISINFECT.

(7) EMPTY ASH TRAYS/ASH URNS

Empty ashtrays/ash urns and damp wipe to remove soil and return to assigned locations. Strain sand in cigarette urns to remove ashes and debris and change the sand when necessary to provide an acceptable appearance.

(8) DAMP/SPOT MOP NON-CARPETED FLOORS

PREPARE FLOORS. Spills, stains, and soil not removed by dry cleaning methods will be removed by the application of a detergent solution from a well-wrung damp mop. DISINFECT.

(9) WET MOP NON-CARPETED FLOORS

PREPARE FLOORS. DISINFECT. Replace furnishings only after the floor is completely dry. After wet mopping, the floors will have a uniform appearance with no streaks, film, swirl marks, detergent residues, mop strings, or other evidence of soil. There will be no splash marks or mop streaks left on furniture, walls, baseboards, etc. Remove such splashing or marking immediately.

(10) VACUUM NON-CARPETED AREAS

Certain non-carpeted areas are to be vacuumed rather than swept or dust mopped. PREPARE FLOORS. Vacuum.

(11) MOP AND DISINFECT RUNNERS

Remove mats. Vacuum, sweep, or empty as necessary to remove soil. Clean surface beneath mat and replace mat after surface is dry.

(12) CLEAN ENTRANCE MATS

Remove mats. Vacuum, sweep, or empty as necessary to remove soil. Clean surface beneath mat and replace mat after surface is dry.

(13) VACUUM CARPETED FLOORS

PREPARE FLOORS. Vacuum.

(14) SPOT REMOVAL – CARPETED FLOORS

PREPARE FLOORS. Treat all stain areas with an approved spot cleaning solution, according to the manufacturer's directions. After cleaning, brush the nap in one direction.

(15) CLEAN STAIRS

PREPARE FLOORS. Dust and spot clean hand railings, ledges, grilles, fire apparatus, doors, lights, radiators, etc. Stairs, landings, and metal surfaces of anti-ski stair nosings will be free of dust, dirt, gum, spillage, etc.

(16) STRIP AND REFINISH VAT, VCT, BRICK AND TERRAZZO

a. STRIPPING

The complete removal, without damage to the floor surface, of all finish and/or sealer from all visible floor surfaces and from those floor surfaces that can be exposed by the removal of non-fixed furnishings.

Stripping also includes the complete removal of all marks, scuffs, and stains, except in cases in which there is damage to the floor surfaces. Where stripping chemicals are used, the areas will be rinsed to completely remove any traces of the solution. The pH of the floor surface will be brought to neutral (pH of 7) after stripping, by rinsing with a mild acid base detergent. Stripping solution will be removed from all vertical and horizontal surfaces. During the Stripping process, care will be taken to avoid flooding of the immediate floor or adjacent spaces with either the stripping solution or the rinse so as to prevent damage.

b. REFINISHING

Apply two coats of sealer; follow by applying at least two coats of a metal interlock polymer floor finish. ONLY every other coat will be applied all the way to the baseboard. The alternating coat will be applied so as to leave a one-half inch to one inch border around the area. The coats will be thin and evenly applied. A single coat of wax will be applied to baseboards. After the finish has dried, the appearance will be uniform with no visible streaks, swirls, etc. Upon completion, no floor finish will be on any surface other than baseboards and floors. NOTE: Extreme care must be taken to avoid damage.

(17) REWAX VAT, VCT, BRICK AND TERRAZZO FLOORS

PREPARE FLOORS. Remove all non-fixed furnishings. The floor will be partially stripped by machine scrubbing. Partial stripping is the removal of only 1 to 2 layers (coats) of floor finish. Neutralize floor. One or two uniform thin coats of metal cross-link polymer floor finish will be applied. A one-tile border next to the walls will not be recoated. After the finish has dried, the appearance will be uniform with no visible streaks, swirls, etc. Remove all stripping or detergent solution from the baseboards, doors or other non-floor surfaces and in adjacent spaces.

(18) REWAX WOOD FLOORS

Clean wood floors with an approved cleaning agent to remove all soil, stains, and marks. Apply at least three (3) thin, even coats of an approved finish. After the finish has dried, the appearance will be uniform with no visible streaks, swirls, etc. All cleaning agents will be removed from baseboards, furniture, etc. Sufficient care will be observed when cleaning wood floors to avoid damage to floor surface or adjacent areas.

(19) SHAMPOO CARPETS

PREPARE FLOORS. (Pre-spot carpets with an approved cleaning agent.) Rotary shampoo and extract carpet. Upon completion the carpet will be dry, have a uniform appearance, and all soil, stains, spots, and chemical cleaning agents will be removed. Apply approved carpet protector or approved equal following extraction. Care will be exercised to prevent saturating the carpet with excess solution. Sufficient protection will have been provided when both water and oil bead upon application to carpet. Vacuum carpet after completely dry to give a uniform appearance. Carpeting will be completely dry by morning. Furniture with metal glides or any other rust susceptible metal surfaces must not come into contact with damp carpets. Return furniture to assigned location after carpet is completely dry.

(20) NEW CARPETING

Contractor will apply approved carpet protector or approved equal to all new carpeting following an initial, thorough vacuuming. Sufficient protection will have been provided when both water and oil bead upon application to carpet.

(21) SPOT SHAMPOO CARPET

PREPARE FLOORS. Pre-spot carpet with an approved agent. The carpet will be shampooed by the spin pad method. After cleaning, the carpet will be dry, have a uniform appearance, with all soil, stains, and spots removed. Contractor will use approved carpet care products. Care will be exercised to prevent saturating the carpet with excess solution. Return furniture to assigned location after carpet is completely dry.

(22) MACHINE SCRUB RESTROOMS, LOCKER ROOMS, SHOWERS, AND POOL DECK

PREPARE FLOORS. Apply the approved cleaning solution compatible with type of surface. Scrub the surface with a floor buffer equipped with a nylon grit embedded brush. After scrubbing, the surface will be rinsed thoroughly. After cleaning, the floor and grout will have a uniform appearance free from film, mineral deposits, corrosion, stains, etc. Areas not accessible with the buffer will be manually scrubbed with an abrasive pad. No sealer or other finish will be applied to floor surfaces upon completion of machine scrubbing.

(23) SERVICE RESTROOMS AND RESTROOM LOUNGES

NOTE: The Contractor is required to maintain and use a separate set of sponges, cloths, brushes, etc. for the cleaning of toilets and urinals. These supplies are not to be used for any other cleaning purposes.

a. CLEAN MIRRORS

Remove soil, streaks, smudges, film etc., from the surface of mirrors with a damp cloth or sponge and polish dry. Clean mirror frames, shelves, and other adjacent areas and fixtures.

b. REFILL PAPER PRODUCT DISPENSERS

1. Re-supply paper towel dispensers
2. Re-supply toilet tissue dispensers
3. Fill seat cover dispensers
4. Remove sanitary disposal bags and replace with new bags
5. Wipe and DISINFECT dispensers and adjacent surfaces
6. Check all devices for proper operation after filling
7. Do not leave extra supplies in restroom areas

c. REFILL SOAP DISPENSERS

Fill or replace soap in dispensers. Clean delivery system prior to refilling. DISINFECT. Check all devices after filling for proper operation.

d. CLEAN AND DISINFECT SINKS

Completely clean and disinfect all exposed surfaces of sinks. Use only a non-abrasive cleaner on all exposed hardware. Cleaning includes drying and polishing. After cleaning, the fixture will present a clean and bright appearance and will be free of all visible soil, streaks, smudges, corrosion, cleaning agents, residue, etc.

e. CLEAN AND DISINFECT TOILETS/URINALS

NOTE: A special set of sponges, cloths, scouring pads and brushes will be maintained and used ONLY for the cleaning of the urinals and toilets. These supplies are not to be used for any other cleaning purposes.

f. DE-SCALE TOILETS, URINALS, AND SINKS

Remove scale, scum, mineral deposits, corrosion, rust stains, etc., from the interior/exterior of all fixtures.

g. SPOT CLEAN WALLS, PARTITIONS, DOORS AND REMOVE GRAFFITI

Clean and DISINFECT. Wipe the surface dry using a clean cloth. All graffiti will be removed by an approved cleaner.

h. PREPARE FLOORS

Clean and mop floor. DISINFECT.

i. CLEAN FLOOR DRAINS

Remove and clean all built-up deposits, including hair, mop strings, scum etc., from the grate of the drain. After wet mopping the floor, empty the remaining germicidal disinfectant into the floor drain; this will both disinfect the drain and seal the trap. After cleaning, the drain and grate will be free of odors and built-up deposits.

j. REPORT MAINTENANCE ITEMS

Any items requiring maintenance or repairs for all buildings shall be reported as soon as possible to the Facilities and Planning Work Order Center at (5-8362) or by radio.

(24) SCRUB SHOWER WALLS

Thoroughly clean and disinfect all walls and floor surfaces. Remove all stains, spots, rust stains, mildew, corrosion, and mineral deposits from the walls, partitions, grout, and floor. Wipe all fixtures dry with a clean cloth to provide a clean and bright appearance. Shower and privacy curtains will be left in the closed position to dry. **CLEAN FLOOR DRAINS.**

(25) CLEAN DRINKING FOUNTAINS

Remove all obvious soil, streaks, smudges, etc., from drinking fountains and the entire cabinet. **DISINFECT** all porcelain and polished metal surfaces, including the drain. Stainless steel will be polished with an appropriate cleaner.

(26) RESTORE FURNITURE TO STANDARD ARRANGEMENT

In the process of normal daily room use, furniture is often displaced from its standard arrangement. Upon completion of the cleaning tasks, the furniture will be arranged in the original pattern.

In the classroom setting, there will be a uniform appearance with straight, evenly spaced chairs in rows with equal space between rows. The designated aisles will be straight with sufficient width for occupant movement. Sufficient space will be left at the front of the room. Diagrams of standard furniture arrangement for specific areas will be provided as required.

(27) CLEAN ENTRANCE GLASS

Clean both sides of entry door glass and entry doors for a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc. Remove all paper and tape from surfaces. Report any damaged PSU information decals to Custodial Coordinator.

(28) DUST/WASH DOORS

Dust and wash all doors, doorframes, and threshold plates and clean automatic door foot treadles (mats). (This includes building entry doors and all other type of interior doors).

(29) SHAMPOO FURNITURE

Vacuum upholstered fabric furniture to remove hair, dust, lint, debris etc. and spot clean prior to shampooing. Shampooing will be performed by using a powered brush.

(30) CLEAN CHALK/WHITEBOARDS

Remove all chalk/marker marks, finger marks, and dust from the writing surface of chalk/whiteboards. Erasers will be cleaned biweekly. Remove written data on chalk/whiteboards in general classrooms only.

UNDER NO CIRCUMSTANCES WILL WATER OR OTHER LIQUIDS BE USED TO CLEAN CHALK BOARDS.

DO NOT ERASE OR CLEAN WRITTEN DATA from chalk/whiteboards in areas other than general classrooms except upon request. Replenish chalk/markers.

Expectations: The cleaned chalk/whiteboard, tray and all moldings, baseboards, conduit, and floor surfaces will show no evidence of chalk/marker dust.

(31) PERFORM ROUTINE ATTENTION TO ROOMS

NOTE: Contractor is responsible for security of assigned spaces.

After performing custodial tasks in any area, attention must be paid to the following details: straighten Venetian blinds or drapers, CLOSE AND LOCK WINDOWS, TURN OFF LIGHTS AS APPROPRIATE. LOCK AND CLOSE DOORS AS SCHEDULED.

(32) REPORT MAINTENANCE ITEMS

Any items requiring maintenance repair shall be reported as soon as possible to the Facilities and Planning Work Order Center at (5-8362) or by radio.

Emergency repairs such as broken pipes, floods, roof leaks, etc., shall be reported immediately to the Campus Public Safety Office (5-4404) and the Facilities Maintenance Department at (5-2460) or by radio.

(33) CLEAN CUSTODIAL CLOSETS/STORAGE

GENERAL CLEANING. Liquid cleaning agents will be stored in shatterproof containers and labeled to indicate contents and dilutions. Contractor shall comply with the Oregon hazard communication standard, including employee training, MSDS records and secondary container labeling.

(34) DEAD RODENT REMOVAL

Remove dead rodents as requested, including proper disposal and disinfection of the area.