REQUEST FOR PROPOSAL

CUSTODIAL SERVICES

RFP 231906

DUE: 3:00 P.M., MST, 07/30/19

Time and Date of Pre-Proposal Conference 10:00 A.M., MST, 07/09/19

Deadline for Inquiries 3:00 P.M., MST, 07/16/19

Time and Date Set for Closing 3:00 P.M., MST, 07/30/19
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SECTION I – REQUEST FOR PROPOSAL

RFP 231906

Arizona State University is requesting sealed proposals from qualified firms or individuals for Custodial Services.

Proposals are to be addressed and delivered to the receptionist area, first floor, University Services Building, Purchasing and Business Services, Arizona State University, 1551 S. Rural Road, (located on the east side of Rural Road between Apache Boulevard & Broadway Road) Tempe, Arizona 85281 on or before 3:00 P.M., MST, 07/30/19 at which time a representative of Purchasing and Business Services will announce publicly the names of those firms or individuals submitting proposals. No proposals will be accepted after this time. No other public disclosure will be made until after award of the contract.

Arizona State University’s Overnight Delivery (FedEx, Airborne, and UPS) address is:

Purchasing and Business Services
University Services Building
Arizona State University
1551 S. Rural Rd
Tempe, AZ 85281

Arizona State University’s U.S. Postal Service Mail address is:

Purchasing and Business Services
Arizona State University
P.O. Box 875212
Tempe, AZ 85287-5212

ARIZONA STATE UNIVERSITY

Erik Villescaz
Erik Villescaz
Buyer
SECTION II – PURPOSE OF THE RFP

1. INTENT

Arizona State University is seeking proposals from qualified firms or individuals for Custodial Services for the following campus locations, but not limited to, Downtown Phoenix, Polytechnic, Tempe, and West campuses that will provide maximum value through enhanced technology, superior customer service, streamlined processes, and most reasonable cost.

Proposers may submit for one, several, or all four of the campuses. For each campus proposed, all buildings on that campus must be included in that proposal. Exhibits 3 through 9 provide a list the buildings on each campus included in this RFP.

The University may elect to award to a single, or multiple firms.

2. BACKGROUND INFORMATION

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

More information about ASU is located at ASU Home Page.

3. TERM OF CONTRACT

The contract term will be determined at the time of award as either an initial three (3) year term with five (5) annual renewals or an initial five (5) year term with three (3) annual renewals. The total term for this contract shall not exceed eight (8) years. The contract will be available for use by other University departments during this term.
SECTION III – PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held on 07/09/19 at 10:00AM MST in the University Services Building, Room 1302. See Section I for location information.

The purpose of this conference will be to clarify the contents of this Request for Proposal in order to prevent any misunderstanding of the University's intention and desires, and/or to give prospective suppliers an opportunity to review the site of the work. Any doubt as to the requirements of this solicitation, or any apparent omission or discrepancy should be presented to the University representative at this conference. The University representative will then determine the appropriate action. If necessary, the University representative will issue a written amendment to this Request for Proposal. Oral statements or instructions shall not constitute an amendment to this Request for Proposal.

You do not have to send a representative to this pre-proposal conference. However, if you decide to not send a representative, then we may not know of your intent to participate in this Request for Proposal, and so may not send you any written amendments to this Request for Proposal. Further, we will assume that your failure to attend the pre-proposal conference is an indication that you expect us to review your proposal as if you had taken advantage of the pre-proposal conference.
SECTION IV – INSTRUCTIONS TO PROPOSERS

1. You must address and deliver your proposal to the receptionist area, first floor, University Services Building, Purchasing and Business Services, Arizona State University, 1551 S. Rural Road, Tempe, Arizona 85281, on or before the time and date set for closing. No proposal will be accepted after this time. The University Services Building is located on the east side of Rural Road between Apache Boulevard and Broadway Road. PROPOSALS MUST BE IN A MARKED SEALED CONTAINER (i.e., envelope, box):

Name of Proposer
Title of Proposal
RFP Number
Date and Time Proposal is Due

All times noted are Mountain Standard Time (MST). Please note that Daylight Savings Time is NOT observed. No telephone, electronic or facsimile proposals will be considered. Proposals received after the time and date for closing will be returned to the proposer unopened.

2. DIRECTIONS TO USB VISITOR PARKING. Purchasing and Business Services is in the University Services Building (“USB”) 1551 S. Rural Road, Tempe, AZ, 85281 (located on the east side of Rural between Broadway Ave and Apache Boulevard). A parking meter is located near the main entry to USB.

All visitors to USB are required to check in at the USB Reception Desk to obtain a visitor’s badge to wear while in the building. The receptionist will call to have you escorted to your meeting.

3. Proposer should use recycled paper and double-sided copying for the production of all printed and photocopied proposal documents. Furthermore, the documents should be clearly marked to indicate that they are printed on recycled content (minimum 30% post-consumer waste paper).

4. You may withdraw your proposal at any time prior to the time and date set for closing.

5. No department, school, or office at the University has the authority to solicit or receive official proposals other than Purchasing and Business Services. All solicitations are performed under the direct supervision of the Chief Procurement Officer and in complete accordance with University policies and procedures.

6. The University reserves the right to conduct discussions with proposers, and to accept revisions of proposals, and to negotiate price changes. During this discussion period, the University will not disclose any information derived from proposals submitted, or from discussions with other proposers. Once a contract is executed, the solicitation file, and the proposals contained therein, are in the public record and will be disclosed upon request.

7. Proposers submitting proposals which meet the selection criteria and which are deemed to be the most advantageous to the University may be requested to give an oral presentation to a selection committee. Purchasing and Business Services will do the scheduling of these oral presentations.
8. The award shall be made to the responsible proposer whose proposal is determined to be the most advantageous to the University based on the evaluation factors set forth in this solicitation. Price, although a consideration, will not be the sole determining factor.

9. If you are submitting any information you consider to be proprietary, you must place it in a separate envelope and mark it "Proprietary Information". If the Chief Procurement Officer concurs, this information will not be considered public information. The Chief Procurement Officer is the final authority as to the extent of material, which is considered proprietary or confidential. Pricing information cannot be considered proprietary.

10. The University is committed to the development of Small Business and Small Disadvantaged Business ("SB & SDB") suppliers. If subcontracting (Tier 2 and higher) is necessary, proposer (Tier 1) will make every effort to use SB & SDB in the performance of any contract resulting from this proposal. A report may be required at each annual anniversary date and at the completion of the contract indicating the extent of SB & SDB participation. A description of the proposers expected efforts to solicit SB & SDB participation should be enclosed with your proposal.

11. Your proposal should be submitted in the format shown in Section X. Proposals in any other format will be considered informal and may be rejected. Conditional proposals will not be considered. An individual authorized to extend a formal proposal must sign all proposals. Proposals that are not signed may be rejected.

12. The University reserves the right to reject any or all proposals or any part thereof, or to accept any proposal, or any part thereof, or to withhold the award and to waive or decline to waive irregularities in any proposal when it determines that it is in its best interest to do so. The University also reserves the right to hold all proposals for a period of one hundred twenty (120) days after the opening date and the right to accept a proposal not withdrawn before the scheduled proposal opening date.

13. EXCEPTIONS: The Arizona State University contract terms and conditions are included in this Request for Proposal in Section XII. These terms and conditions will be incorporated into the contract between the University and the successful proposer. Proposals that are contingent upon any changes to these mandatory contract terms and conditions may be deemed nonresponsive and may be rejected. All exceptions must be submitted with justification and alternate language, and MUST be submitted with the proposal. In no event is a Proposer to submit its own standard contract terms and conditions as a response to this RFP.

14. Unless specifically stated to the contrary, any manufacturer's names, trade names, brand names or catalog numbers used in the specifications of this Request for Proposal are for the purpose of describing and/or establishing the quality, design and performance required. Any such reference is not intended to limit or restrict an offer by any proposer and is included in order to advise the potential proposer of the requirements for the University. Any offer, which proposes like quality, design or performance, will be considered.

15. Days: Calendar days

May: Indicates something that is not mandatory but permissible/ desirable.

Shall, Must, Will: Indicates mandatory requirement. Failure to meet these mandatory requirements will result in rejection of your proposal as non-responsive.
16. Any person, firm, corporation or association submitting a proposal shall be deemed to have read and understood all the terms, conditions and requirements in the specifications/scope of work.

17. All proposals and accompanying documentation will become the property of the University at the time the proposals are opened. **It will be the proposer’s responsibility to request that samples be returned to the proposer and provide a method for doing so at the expense of the proposer.** If a request is not received and a method of return is not provided, all samples shall become the property of the University 45 days from the date of the award.

18. All required performance and payment bonds shall be held by the University in a secure location until the performance of the contract and the payment of all obligations rising there under have been 100% fulfilled. Upon completion of the project and all obligations being fulfilled, it shall be the proposer’s responsibility to request the surety bonding company to submit to the University the necessary documents to approve the release of the bonds. Until such time the bonds shall remain in full force and effect.

19. The University of Arizona, Northern Arizona University, and Arizona State University are all state universities governed by the Arizona Board of Regents. **Unless reasonable objection is made in writing as part of your proposal to this Request for Proposal, the Board or either of the other two Universities may purchase goods and/or services from any contract resulting from this Request for Proposal.**

20. The University has entered into Cooperative Purchasing Agreements with the Maricopa County Community College District and with Maricopa County, in accordance with A.R.S. Sections 11-952 and 41-2632. Under these Cooperative Purchasing Agreements, and with the concurrence of the proposer, the Community College District and/or Maricopa County may access a contract resulting from a solicitation done by the University. **If you do not want to grant such access to the Maricopa County Community College District and/or Maricopa County, please state so in your proposal.** In the absence of a statement to the contrary, the University will assume that you do wish to grant access to any contract that may result from this Request for Proposal.

21. Arizona State University is also a member of the Strategic Alliance for Volume Expenditures ($AVE) cooperative purchasing group. $AVE includes the State of Arizona, many Phoenix metropolitan area municipalities, and many K-12 unified school districts. Under the $AVE Cooperative Purchasing Agreement, and with the concurrence of the proposer, a member of $AVE may access a contract resulting from a solicitation done by the University. **If you do not want to grant such access to a member of $AVE, please state so in your proposal.** In the absence of a statement to the contrary, the University will assume that you do wish to grant access to any contract that may result from this Request for Proposal.

22. All formal inquiries or requests for significant or material clarification or interpretation, or notification to the University of errors or omissions relating to this Request for Proposal must be directed, in writing, to:

Erik Villescaz
Purchasing and Business Services
Requests must be submitted via email to erik.villescaz@asu.edu. All formal inquiries must be submitted at least ten (10) calendar days before the time and date set for closing this Request for Proposal. Failure to submit inquiries by this deadline may result in the inquiry not being answered.

Note that the University will answer informal questions orally. The University makes no warranty of any kind as to the correctness of any oral answers and uses this process solely to provide minor clarifications rapidly. Oral statements or instructions shall not constitute an amendment to this Request for Proposal. Proposers shall not rely on any verbal responses from the University.

23. The University shall not reimburse any proposer the cost of responding to a Request for Proposal.

24. In accordance with an executive order titled “Air Pollution Emergency Proclamation” modified by the Governor of Arizona on July 16, 1996, the University formally requests that all products used in the performance of any contract that results from this Request for Proposal be of low- or no-content of reactive organic compounds, to the maximum extent possible.

25. Arizona requires that the University purchase ENERGY STAR® products or those certified by the Federal Energy Management Program as energy efficient in all categories available. If this Request for Proposal is for a product in a category for which ENERGY STAR® or certified products are available, please submit evidence of the ENERGY STAR® status or certification for the products you are bidding. Please note that if you fail to submit this information but a competitor does, the University will select your competitor’s product as meeting specifications and deem your product as not meeting specifications. See A.R.S. §34-451.

26. The University requires that all desktop computers, notebooks, and monitors purchased must meet Electronic Product Environmental Assessment Tool (EPEAT) Gold status as contained in the IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products. The registration criteria and a list of all registered equipment are at http://www.epeat.net on the Web.

27. To the extent applicable to any contract resulting from this Request for Proposal, the proposer shall comply with the Standards for Privacy of Individually Identifiable Information under the Health Insurance Portability and Accountability Act of 1996 contained in 45 CFR Parts 160 and 164 (the “HIPAA Privacy Standards”) as of the effective date of the HIPAA Privacy Standards on April 14, 2003 or as later determined. Proposer will use all security and privacy safeguards necessary to protect Protected Health Information (PHI), as defined by HIPAA, and shall immediately report to University all improper use or disclosure of PHI of which it becomes aware. Proposer agrees to ensure that its agents and subcontractors agree to and abide by these requirements. Proposer agrees to indemnify the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and
employees against all harm or damage caused or contributed to by proposer’s breach of its obligations under this paragraph.

28. The University believes that it can best maintain its reputation for treating suppliers in a fair, honest, and consistent manner by conducting solicitations in good faith and by granting competitors an equal opportunity to win an award. If you feel that we have fallen short of these goals, you may submit a protest pursuant to the Arizona Board of Regents procurement procedures, section 3-809,

Protests should be directed to:

Jamon Hill
Deputy Chief Procurement Officer
Purchasing and Business Services
PO Box 875212
Tempe AZ 85287-5212
Email: Jamon.Hill@asu.edu

Please note that as the University takes protests very seriously; we expect you to do so as well. Frivolous protests will not result in gain for your firm.

29. Other Opportunities with the University NOT related to this Request for Proposal.

The ASU Magazine

Connect your business with an affluent, educated audience through a business partnership with the ASU Alumni Association. The Association is the touchstone for the University’s 450,000 alumni and provides valuable connections between them and a wide variety of businesses. By doing business with the University, the largest university in the United States, your company can stand above the competition.

ASU alumni represent a responsive target market for your product or service.

☐ Alumni live worldwide.
☐ 230,000 of alumni reside in Arizona.
☐ More than 200,000 alumni live in Maricopa County.
☐ 38,000 of alumni reside in California.
☐ 55% of ASU alumni are under the age of 55.
☐ 85% own their own place of residence.
☐ 60% earn more than $50,000 annually.
☐ 40% fall in the top two highest wealth rating categories.
☐ 14% hold multiple and/or advanced degrees.

Specific partnership opportunities exist in a variety of areas.

☐ Advertise in the ASU Magazine, mailed to more than 400,000 homes around the world three times per year.
☐ Sponsor one of the Association’s many programs and events and receive recognition and access to targeted audiences. Events include: Founder’s Day, Homecoming, Legends Luncheon, Sun Devil 100, football tailgates, Career Fairs and many more! Create a unique partnership with us to suit your needs.
Establish benefits for ASU alumni by offering targeted discounts and services to Sun Devil alums all over the world.

- Advertise on the ASU Alumni Web site or on our 110 Chapter/Club websites or in monthly E newsletter which is sent out to more than 240,000 people monthly. Cost is $1000 per month per each advertising venue.
- Learn more by Contacting John Davis at 480-965-5051 or jadavis@asu.edu today to start doing business with Sun Devil nation!

Sun Devil Sports Marketing

Sun Devil Sports Properties is the exclusive marketing and corporate sponsorship partner for Arizona State University Athletics and manages all corporate marketing opportunities surrounding Sun Devil Athletics. Sponsorship opportunities include, but are not limited to, on-premise signage, radio, print, digital, premium hospitality, event marketing and promotions. If you are interested in partnering with ASU Athletics, please contact Brittany Mack at 480-727-4151.

Arizona PBS Delivers…

Arizona PBS, delivers award-winning, educational, cultural and current events programming to approximately 1.5 million viewers each week. Become an AZPBS sponsor.

- **AZPBS delivers – reach.** Comparable to other TV channels, well beyond cable channels and way beyond the top local radio stations and print media. AZPBS / KAET reaches 85 percent of the people of Arizona.
- **AZPBS delivers – quality audience.** Business leaders, decision makers, high income households, educated citizens & boomers and spenders with disposable income.
- **AZPBS delivers – marketing benefits:**
  - Build brand awareness by linking your business with high-quality programs
  - Generate community goodwill through support of public television
  - Promote your offerings to a broad audience at an affordable price
  - Market your brand in an environment free of commercial clutter
- **AZPBS delivers – multiple media platforms:**
  - 3 TV Channels – Eight HD, Eight Life & Eight World
  - Web views – [www.azpbs.org](http://www.azpbs.org) (150,000 unique visitors a month)
  - E-Marketing – 40,000 email addresses … and more.

Contact: Chad Bowen at AZPBS corporate support at 602-496-8669 or Chad.Bowen@asu.edu
Kelly McCullough, General Manager at 602-496-2422 or Kelly.McCullough@asu.edu
SECTION V – SPECIFICATIONS/SCOPE OF WORK

The following list provides the Exhibits as referenced in the RFP:

Exhibit 1 - Definitions
Exhibit 2 - APPA Levels of Cleaning
Exhibit 3 - Downtown Phoenix Campus Buildings
Exhibit 4 - Polytechnic Campus Buildings
Exhibit 5 - Polytechnic Campus Residences
Exhibit 6 - Tempe Campus Buildings
Exhibit 7 - Tempe Campus Residences
Exhibit 8 - West Campus Buildings
Exhibit 9 - West Campus Residences
Exhibit 10 - MU&SU Custodial Scope
Exhibit 11 - Residential Services Schedule
Exhibit 12 - MU Cleaning Map
Exhibit 13 - STPV Cleaning Map

TECHNICAL SPECIFICATIONS – GENERAL

1. Common cleaning and building terms used in this RFP are defined for clarification in Exhibit 1.

2. ASU business hours are from 8:00 AM to 5:00 PM, Monday through Friday. Academic, research, laboratory and study area hours are typically 6:30 AM to 9:30 PM, Monday through Friday, with many spaces open beyond those hours and on weekends. The Contractor will provide cleaning services for all of the areas during the day, and most areas during the evening and nighttime hours. Exhibits will provide alternative schedules, which are identified within the campus specific requirements.

3. Students are our primary customers, and the residential facilities are their homes for the time that they attend ASU. Custodians play a key role in student success and retention. It is important that these buildings be maintained and cleaned by highly trained staff capable of executing at the highest possible Association of Physical Plant Administrators (APPA) standards. Exhibit 11 identifies the specific cleaning schedules and expectations required in these buildings.

The Residence Halls are 24 hour x 365 day living environments and need services provided to accommodate needs at all times including evenings, weekends, and holidays.

- Noise disturbances in the residential environments are not allowed from 9pm-9am daily
- Scheduled service hours are 7:00 AM to 3:30 PM, but scheduling hours can be proposed to change with the ASU Contract Administrator
- The Contractor must staff employees during evening hours (3:30 PM – 7:00 AM), weekends (Sat & Sun), and holidays to provide services and respond to emergency and duty calls.
- During the summer months (Mid May through Mid-August) hours start at 6:00 AM
4. The following are currently observed University holidays: New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day (to include the following Friday), and Holiday Break (two days centered or adjacent to December 25th).

A current listing of University holidays can be found at [ASU Holiday Schedule](https://www.asu.edu). Services will not be provided on these days unless the University makes such a request, and Contractor will be compensated for these additional services.

5. It is strongly recommended that proposers obtain, read and understand the Custodial Operational Guidelines for Educational Facilities. This publication is available from APPA at [the APPA Bookstore](https://www.appa.org).

- ASU facilities will be cleaned at minimum to the Level 2 – Ordinary Tidiness standard as provided in [Exhibit 2 - APPA Levels of Cleaning](https://www.appa.org).
- Signature Facilities (see Exhibits for campus specific requirements) will be cleaned to the Level 1 – Orderly Spotlessness standard.
- Proposed staffing and service levels shall be consistent with the APPA staffing guidelines (ISBN 1-890956-65-1).

6. An awarded contract will be administrated by ASU Facilities Management, Director of Contract Administration. Each campus will designate the responsible person(s) that will serve as Contract Representative(s) for daily operations on that campus, including but not limited to inspection of work, approval of Contractor invoices, and problem resolution.

7. Each campus has specific requirements regarding parking and driving on campus. The Contractor may be required to purchase parking permits and/or mall passes for vehicles used within the scope of this RFP.

8. ASU has a goal of achieving Zero Waste to landfill. The materials generated from building and events make up a large part of total ASU solid waste and can contribute positively to the goals if properly managed. Zero Waste practices also contribute to the economic and environmental health of the communities in which ASU resides. Custodial services play a significant role in accomplishing these goals through observation of and communication about collection points, and the handling, movement, and proper separation of solid waste.

Contractor employees will collect and remove landfill and recycling from the buildings and areas under this contract to designated collection points. Custodians will cycle compactors as required to prevent overflow or at a minimum after each shift. Overflowing containers and broken compactors should be reported promptly to the Contract Administrator.

All Contractor employees will be required to receive zero waste training two times per year as scheduled by ASU-FDM Zero Waste staff.

9. Services for special event cleanup are not included in this RFP. The Contractor may be asked to submit proposals for the cost of event cleanup services and upon approval by the Contract Administrator will be issued a Task Order to authorize this work. Additional training may be necessary for seasonal and/or special events.

13  Revision Feb. 12, 2019
10. Excepting facility emergency responses (e.g. water extraction to flooding), all out-of-scope work by the Contractor will be performed via a Task Order. All out-of-scope invoices will reference a previously accepted and executed proposal or, in the event of an emergency response, include documentation supporting the amount being invoiced.

11. The Contractor will submit monthly invoices for services provided at each campus. In some cases separate invoices will be required for particular buildings and/or areas of buildings. The Contract Administrator shall be copied on all invoices, including out-of-scope services. Invoice amounts will be due and payable within 30 days of receipt by the University. The Contract Administrator in consultation with the Campus Representatives will designate how invoices are be submitted and to whom.

12. Buildings and/or areas of buildings may be added to or deleted from the scope of an awarded contract with a 30 day notice to the Contractor.

13. All material changes to an awarded contract, will include adding or deleting buildings/space and increasing/decreasing scope of work, will be done via a formal amendment issued by ASU Purchasing. Temporary or short term changes in scope or service levels will be done via a Task Order.

14. All Contractor managers, supervisors, leads, and service employees will be dressed professionally and appropriately for their specific roles. At minimum, the Contractor’s leads and service employees will wear a uniform shirt which clearly identifies them as Contractor employees. Dress shirts with a company logo are recommended for supervisory and managerial staff. Close-toed work shoes are required.

All Contractor supervisors, leads, and service employees will wear identification badges while on duty which clearly display their company, name and a current picture. No Contractor employees are to be on site without displaying a badge.

15. The Contractor shall maintain a current list of their employees and will provide a report monthly to the Contract Administrator or immediately upon request. The list will include:

- Employee number
- Employee name
- Job title
- Date of employment
- Most recent dates of all training required under this contract
- Assigned campus
- Building or area of assignment
- Scheduled work hours

The Contractor will advise the Contract Administrator in advance of changes occurring for management-supervisory positions related to an awarded contract.
16. All Contractor managers, supervisors, leads, and service employees will be trained for their specific duties as identified in Section V – Specifications/Scope of Work. The Contractor will maintain a record of all training completed by each employee and have those records available for inspection, at any time, by the Contract Administrator and/or other designated University official.

All Contractor managers, supervisors, assistant supervisors, leads, day porters, service employees and call desk operators that will be in frequent contact with ASU Contract Representatives, building managers and personnel must be able to speak and write fluently and effectively in English.

The following training is required for any Contractor employee working under this contract on any of the University campuses. This training is to be provided by the Contractor, completed upon employment and prior to employee beginning work under an awarded contract.

It is the responsibility of the Contractor to train their staff to meet OSHA Safety Regulations including blood borne pathogens, asbestos awareness and hazard communication.

- Hazardous Communications – Contractor employees shall be able to identify hazardous chemicals in the workplace and understand the potential health effects from exposure (OSHA 29 CFR 1910.1200). An annual training refresher is required.
- Asbestos Awareness – Contractor employees shall understand the types of asbestos, its uses and forms, and the potential health effects from exposure (OSHA 29 CFR 1910.1001). An annual training refresher is required.
- Laboratory Safety - Contractor employees working in University laboratories shall understand the procedures for working in areas with chemicals present (OSHA 29 CFR 1910.1450). EH&S provides the following training document specifically for custodial employees: Safety Guidance for Custodial Personnel. This training is required before any employee is assigned to clean in a laboratory space. An annual refresher training is required so long as the employee is working in a University laboratory.
- Driving On The Mall – This training is required for all Contractor employees that will be driving vehicles and carts on University owned streets, sidewalks, or malls. The training is available on the [Environmental Health and Safety webpage](#). Contractor employees shall complete this training prior to driving on any ASU campus. An annual training refresher is required.

17. All campuses utilize the TMA work order system, which shall be the system of record for all service requests. All requests for services under this RFP, regardless of source, shall be entered into TMA. Facilities emergencies may be called out to the Contractor at the discretion of the campus service center, including but not limited to restroom product outages, cleanup of spills and extraction of water. The Contractor will be given access to TMA and shall be required to update work orders with completion dates and a summary of work performed. Training for these activities will be provided by ASU as needed.
18. For each campus location the Contractor will provide internal quality control checks. Quality control reports for each campus will be provided to the Contract Administrator and the designated campus Contract Representative. The cost of these checks and reviews are to be included in the proposal.

19. ASU personnel will conduct quality assurance inspections in all buildings and campuses included in this RFP. Formal reports will be issued to the Contractor detailing the inspection results. All deficiencies noted during these inspections shall be corrected by the Contractor within three (3) days of notification.

20. There will be times when the Contractor must be called out to perform emergency cleaning requests due to storms, floods, vandalism, or extra services. The Contractor will provide emergency services, such as water extraction, until the immediate concern has been resolved or the Contractor is relieved by University personnel and/or a contracted restoration specialist.

   It is the responsibility of the Contractor to train their staff in asbestos awareness. Custodial staff are not permitted to handle, disturb or remove any potential asbestos-containing material resulting from an emergency, but will be expected to clean up blood, vomit and urine spills as part of routine custodial services. Further information see Service Provider Job-Site Safety Information.

   The Contractor shall respond within 1 hour on site after receiving a request for emergency services. Where a porter/service responder is assigned to a complex and the request is made during business hours, the porter/service responder shall respond within 20 minutes.

   The Contractor will provide emergency services at no additional cost so long as the emergency occurs during the normal business hours of the Contractor, to include days and nights on which normal cleaning work or portering is being performed. This requirement is for all buildings under contract and includes student rooms within the residential buildings.

21. The Contractor shall furnish and maintain all equipment required to adequately provide the services under this Contract. A detailed list of the equipment that is proposed to be used is to be provided with your response.

   - The Contractor will maintain a current list of all equipment used within the scope of this contract and shall provide to the Contract Administrator monthly inspection and maintenance records for all powered equipment, including but not limited to vacuums, scrubbers, burnishes and extractors.
   - All equipment must be in good operating condition and meet or exceed all OSHA requirements for the class of work being performed. All vacuums, sweepers and burnishers shall have HEPA filtration.
   - Use of propane fueled equipment is not allowed in any University building.
   - Lead-Acid batteries may not be used in any equipment used or stored within any University building. Gel Cell or Absorbed Glass Matt batteries may be used in place of Lead-Acid batteries providing that they are properly maintained and charged using a charger intended for the particular battery in use.
22. It is the responsibility of the Contractor to provide all necessary cleaning chemicals and support materials required under this RFP. A detailed list of all cleaning chemicals to be used under this RFP is to be provided with your proposal. The Contractor will comply with the following policies in the purchase, storage and use of chemicals.

23. The Contractor shall comply with all federal, state, and local regulations for the storage, use and disposition of all chemicals.

- Empty chemical containers must be disposed of in accordance with any applicable federal, state and/or local regulations. It is the responsibility of the Contractor to arrange for independent removal of empty chemical containers to appropriate off-campus locations.
- The Contractor will maintain on-site Safety Data Sheet (SDS) binders for all hazardous chemicals used under this contract. The binders shall be readily accessible to all Contractor employees for all work shifts (OSHA 29 CFR 1910.1200). A digital representation of the binder or an on-line service is acceptable so long as it meets the OSHA accessibility requirements. All SDS binders shall be kept current and inspected monthly by the Contractor. A current copy of the binder or its digital representation shall be kept in the Facilities Management office at each campus.
- Primary and secondary containers must be properly labeled and meet all federal, state, and local regulatory requirements. Under no circumstances will secondary containers be used without clear/concise labeling (OSHA 29 CFR 1910.1200).
- Chemicals with an offensive odor shall be minimized. Ammoniated products, bleach or products with high vapors or volatility are not to be used in any University buildings.
- All floor finishes must be UL listed as to slip resistance.
- Chemicals used will be the least hazardous available for the environment, the employees and staff of the University and Contractor employees. All products used in the performance of this contract should contain little or no reactive organic compounds and, whenever possible, be Green Seal certified. Any variation from this expectation must be approved by the Contract Administrator. A detailed listing of the chemicals proposed to be used under this RFP must be provided with your proposal.

24. All paper products provided by the Contractor for use on campus will to the maximum extent possible be composed of recycled materials. A detailed listing of paper products to be used under this RFP must be provided with your proposal.

25. All hand and body soap products provided for use by the Contractor on campus will to the maximum extent possible be composed of recycled materials. A detailed listing of soap products to be used under this RFP must be provided with your proposal.

26. Day porters and service responders are on-site to perform minor custodial tasks (i.e. check and restock rest rooms, check common areas, emergency clean-ups). The Contractor shall utilize
a separate cleaning crew for the actual cleaning services and floor work required under this contract. Day porters and service responders may be requested to perform minor cleaning of areas not properly or adequately performed by the cleaning crew.

Day porter and service responder staffing levels are listed in the campus site specific sections. Buildings with dedicated porter service shall require porters to remain on site within the assigned building(s) for the specified hours and days per week. Multi-site porters and service responders shall provide services to specified buildings and complexes. The Contractor will provide substitute porters and service responders for any call offs and/or vacations taken by assigned personnel.

27. The University requires all spills of potentially infectious and/or hazardous bio matter to be reported immediately to Environmental Health and Safety, who may secure the area and, if necessary, call for specialized clean-up services.

The Contractor must be knowledgeable of all Federal, State, and local bio hazard containment programs and provide trained personnel for such cleanups. Materials used to cleanup such spills shall be disposed of into an approved OSHA infectious biohazards disposal bag, following all guidelines established by OSHA for packaging and removal. It shall be the Contractor's responsibility to dispose of contaminated bags. Fresh unused bags shall be kept readily available by the Contractor in each custodial closet.

28. The Contractor will provide monthly a spreadsheet (MS Excel or similar) to the Contract Administrator detailing all materials and supplies used in the performance of this contract. At minimum, the report will include the building where the product was used, product name, packaging, quantity and unit cost used as a basis for billing under this RFP.

29. The Contractor will provide monthly a spreadsheet (MS Excel or similar) to the Contract Administrator detailing all labor hours worked and billed in the performance of this RFP. At minimum, the report will include name, position title, date of work, location of work, hours worked and the rate used as a basis for billing under this RFP.
TECHNICAL SPECIFICATIONS – SPACE REQUIREMENTS

Technical space requirements are comprised of the following groups:

Group 1: Restroom Areas, Locker Rooms, and Showers
Group 2: Administrative, Office, and Cubicles
Group 3: Classrooms, Teaching Labs and Auditoriums
Group 4: Gym, Dance and Multi-Purpose Wood Floors
Group 5: Common Areas, Service Areas, Elevators, Entrances and Patios
Group 6: Research Laboratories and Medical Areas
Group 7: Data and Computer Centers
Group 8: Custodial Closets

GROUP 1 – RESTROOMS, LOCKER ROOMS, AND SHOWERS

NOTE: CLEANING TOOLS USED IN RESTROOMS SHALL NOT BE UTILIZED IN OTHER GROUP REQUIREMENTS (i.e. mops, sponges, gloves, etc.). Contractor employees shall use appropriate personal protective equipment (PPE) for work being performed, including but not limited to eye protection, breathing mask and disposable sanitary gloves. Disposable gloves are mandatory for all restroom cleaning and shall be discarded after each restroom cleaning. String mops are not to be used under this contract.

DAILY:

Empty trash receptacles and replace liners.

Repair and replace as needed the approved dispensers for paper towels, soap, toilet paper, and water closet deodorizers. The preferred method for installation of these dispensers is with double-stick tape. Due to concerns regarding asbestos the Contractor must check with the Contract Administrator prior to making any wall penetrations for mounting of these dispensers. Supplies for these dispensers are to be refreshed nightly by the cleaning crew.

Re-supply, repair and replace as needed the approved vending dispensers for sanitary napkins. Due to concerns regarding asbestos the Contractor must check with the Contract Administrator prior to making any wall penetrations for mounting of these dispensers. The Contractor will collect and retain proceeds from these dispensers.

Clean mirrors, countertops, sinks, and fixtures (including toilets) using germicidal solution allowing for recommended dwell time prior to rinsing. Acid based cleaners or any other cleaner that erodes the finish shall not be used on any surfaces or fixtures.

Flush Toilets: Mist all surfaces with germicidal solution allowing for recommended dwell time. Wipe Clean and dry toilet seats, inside bowl, bowl rims, base including hold down bolts and flush valve.
Flush Urinals: Remove any foreign objects from urinals. Mist all surfaces with germicidal solution allowing for recommended dwell time. Wipe clean and dry entire bowl inside and out, bowl rims, and flush valve. Clean urinal screens and replace deodorizers as needed.

Waterless Urinals: Remove any foreign objects from urinals. Mist all surfaces with germicidal solution and allow recommended dwell time. Add sealant to cartridge as required according to manufacturer’s recommendations. Wipe clean and dry entire bowl inside and out, and bowl rims. Clean urinal screens and replace deodorizers as needed or at a minimum monthly. The Contractor shall be responsible for maintenance, repair and/or replacement of the waterless urinal cartridges.

Wipe toilet and privacy partitions with a microfiber cloth and germicidal solution. Remove stains, heavy soil, graffiti, candy gum or other foreign material.

Spot clean ceramic tile/concrete walls, removing stains, heavy soil, candy, gum or other foreign material.

Mop floor with germicidal solution. High use restrooms may require daily use of a Kaivac or similar to properly clean floors.

Clean and polish all stainless steel, metal and chrome.

Clean and sanitize showers using germicidal solution, allowing for recommended dwell time prior to using a Kaivac or similar to properly remove residual chemicals and soil.

Pour one half gallon of water into floor drains.

Wipe all restroom/shower entry and exit doors with a microfiber cloth and germicidal solution.

Remove graffiti/stickers and report any non-removable graffiti, stickers, or etchings promptly to the Contract Administrator or the campus call desk.

WEEKLY:

Pour one-gallon germicidal solution into floor drains. Clean grate to remove mildew or other stains.

Clean trash receptacles (interior and exterior) using germicidal solution allowing for recommended dwell time. If stainless steel, polish afterwards.

Machine scrub and buff floors, including a complete machine scrubbing on tile and grout.

MONTHLY:

Remove cobwebs on walls, ceiling corners, and any other places up to a height of 12 feet of the floor surface.
Completely clean all wall surfaces and partitions using germicidal solution.

Wipe down interior of all vacant lockers in area using cleaning solution. Clean all exterior surfaces of lockers.

Vacuum and clean HVAC supply and return vents within 10 feet of floor surface and surrounding ceiling within one foot perimeter of vent. Scrub vent if needed.

**SEMI-ANNUAL:**

Clean light fixture diffusers within 10 feet of the floor surface where diffusers are removable without tools.

Clean interior window glass up to 12 feet in height from the floor surface.

**GROUP 2 – ADMINISTRATIVE, OFFICE, AND CUBICALS**

INCLUDES, BUT NOT LIMITED TO: ADMINISTRATIVE OFFICES, FACULTY OFFICES, CUBICALS AND STORAGE ROOMS.

**WEEKLY:**

Empty waste receptacles and recycling receptacles. Transport waste and recycling to main location in building or adjacent area as designated by the University. Replace waste plastic liners as needed. Individual office/cubical recycle receptacles are not to be lined.

Vacuum all areas of interior carpets and hard floors.

Dust mop all non-carpeted floors, then damp mop afterwards.

Dust around clear areas of furniture tops, vacant shelves, windowsills, ledges, chairs and benches. DO NOT MOVE ITEMS LOCATED ON THESE AREAS.

Vacuum all fabric upholstery on chairs. Spot clean as necessary. Clean all washable non-fabric seating.

Spray buff floors that are coated with floor finish, to restore luster and dust mop afterwards.

Spot clean carpets, walls, cubicle partitions and interior window/door glass.

**MONTHLY:**

High dust all horizontal surfaces within 12 feet of floor surface. Remove cobwebs on walls, ceiling corners, and any other places with 12 feet of the floor surface.
Vacuum and clean HVAC supply & return vents within 10 feet of floor surface and surrounding ceiling within one foot of vent. Scrub vent if needed.

Machine scrub & apply 2-coats of floor finish to all VCT, polished/epoxied concrete and other designated hard floors. Furniture, fixtures and equipment removed for this purpose will not be replaced until floor is fully dry.

Clean and sanitize the interior and exterior surface of all trash and recycling containers.

**QUARTERLY:**

Dust or vacuum blinds (or other window coverings) on both sides.

**SEMI-ANNUAL:**

Strip, seal and refinish all VCT, polished/epoxied concrete and other designated hard floors (2 coats of sealer, 3 coats of finish). Furniture, fixtures and equipment removed for this purpose will not be placed back in place until floor is fully dry. A schedule is to be provided to the Contract Administrator at least 3 weeks prior to work being performed. The Contractor is responsible for notifying building personnel of the cleaning schedule.

Clean light fixture diffusers within 10 feet of the floor surface where diffusers are removable without tools.

Clean interior window glass up to 12 feet in height from the floor surface.

**ANNUALLY:**

Use hot water extraction (HWE) to clean all carpeted areas. The bonnet cleaning method is not to be used in place of extraction unless prior approval from the Contract Administrator is received.

A schedule is to be provided to the Contract Administrator at least 3 weeks prior to work being performed. The Contractor is responsible for notifying building personnel of the cleaning schedule.

**GROUP 3 – CLASSROOMS, TEACHING LABS AND AUDITORIUMS**

INCLUDES, BUT NOT LIMITED TO: CLASS ROOMS, AUDITORIUMS, TEACHING LABS, GENERAL STUDY AREAS AND DEPARTMENTAL LIBRARIES.

**DAILY:**

Empty the waste and recycling receptacles. Transport waste and recycling to main location in building or adjacent area as designated by the University. Waste and recycling cannot be co-mingled and use of separate collection barrels is required. Replace plastic liners as needed. Blue liners are required to be used in recycle receptacles and may not be used for waste receptacles.
Clean all white/chalk boards areas where content is not marked as “Save”.

Vacuum all areas of interior carpets. Vacuum floor and entry mats.

Dust mop all non-carpeted floors, then damp mop afterwards.

Dust and spot clean clear areas of furniture tops, desk tops, vacant shelves, windowsills, ledges, chairs and benches. DO NOT MOVE ITEMS LOCATED ON THESE AREAS. IN TEACHING LABS DO NOT CLEAN LAB BENCHES OR SINKS UNLESS DIRECTED TO DO SO BY LAB PERSONNEL.

Remove any chewing gum from desks, chairs, tables, hard floors and carpets.

Clean doors, door/window glass, entry door handles, push plates, kick plates and switch plates.
Spot clean wall surfaces, desktops and tables.

Spot clean carpets, tile/concrete floors, and interior window glass.

Where a seating chart is posted contractor will ensure that desks and chairs are placed in accordance with that chart.

All missing furniture, damage, or other conditions that are not the responsibility of the Contractor should be reported promptly to the Contract Administrator.

**WEEKLY:**

Many University classrooms and auditoriums are in use on weekends. The Contractor will ensure that classrooms and auditoriums are clean and trash/recycling are removed prior to 6:30 AM every Monday (or the first day following a University holiday). Where a seating chart is posted contractor will ensure that desks and chairs are placed in accordance with that chart.

All missing furniture, damage, or other conditions that are not the responsibility of the Contractor should be reported to the Contract Administrator prior to 6:30 AM every Monday (or the first day following a University holiday).

Clean and sanitize all desktops/tables, non-fabric seating, entry door handles and push plates. DO NOT CLEAN TEACHING LAB COUNTER AND SINKS UNLESS DIRECTED TO DO SO BY LAB PERSONNEL.

Spot clean and vacuum all fabric upholstery on chairs, including crevices.

Spray buff floors that are coated with floor finish, to restore luster and dust mop afterwards.

Spot clean walls and partitions.

Clean and sanitize the interior and exterior surface of all trash and recycling containers.
MONTHLY:

High dust horizontal surfaces within 12 feet of floor surface. Remove cobwebs on walls, ceiling corners, and any other places up to a height of 12 feet of the floor surface.

Vacuum and clean HVAC supply & return vents within 10 feet of floor surface and surrounding ceiling within one foot perimeter of vent. Scrub vent if needed.

Machine scrub & apply 2-coats of floor finish to all VCT, polished/epoxied concrete and other designated hard floors.

QUARTERLY:

Dust or vacuum blinds or other window coverings on both sides.

BI-ANNUAL:

The following cleaning is be done at the conclusion of the Fall and Spring semesters.

Hot water extract all carpeted areas. Bonnet cleaning method is not to be used in place of extraction unless prior approval from the Contract Administrator is received.

Vacuum and steam clean all upholstered chairs backs and seats.

Strip, seal and refinish all VCT, polished/epoxied concrete and other designated hard floors (2 coats of sealers, 3 coats of finish).

A schedule is to be provided to the Contract Administrator at least 3 week prior to work being performed. The Contractor is responsible for notifying building personnel of the cleaning schedule.

Clean light fixture diffusers within 10 feet of the floor surface where diffusers are removable without tools.

ANNUAL:

Clean interior window glass up to 12 feet in height from the floor surface.

GROUP 4 – Gym, Dance and Multi-purpose Wood Floors

INCLUDES, BUT NOT LIMITED TO: GYM FLOORS, BASKETBALL COURTS, HANDBALL COURTS, RACQUET BALL COURTS, DANCE FLOORS AND OTHER INDUSTRIAL WOOD FLOORS.

The methods and frequencies identified in this section are intended as general requirements. Specific floors may require a different method and/or frequency. When in doubt, the Contractor
should review manufacturer’s recommendations and consult with the facility representative or Contract Administrator.

**DAILY:**

Vacuum entry floors and walk off mats. Report any missing or worn walk off mats immediately to the Contract Administrator.

Dust mop all wood floors using appropriately dressed microfiber mop. The dust mops used on these floors are to be dedicated to this purpose and may not be the same mops used in other areas of the facility.

Remove any spills, gum or scuff marks promptly using a neutral cleaner.

Report any unusual floor wear or damage to the Contract Administrator.

Clean entry door surfaces, door glass (if applicable), and adjacent glass and frames. Clean entry door handles, push plates and kick plates.

**WEEKLY:**

Auto scrub floors using a neutral cleaner and non-abrasive pad. Certain floors may not be auto scrubbed and will need to be damp mopped or hand tacked using an appropriate neutral cleaner and method as approved by the facility representative or Contract Administrator.

Clean and sanitize the interior and exterior surface of all trash and recycle containers.

Wash entry mats using water pressure and cleaning solution during non-business hours as necessary. Report any damaged or worn entry mats immediately to the Contract Administrator.

**MONTHLY:**

High dust horizontal surfaces within 12 feet of floor surface. Remove cobwebs on walls, ceiling corners, and any other places within 12 feet of floor surface.

**GROUP 5 – COMMON AREAS, ELEVATORS, ENTRANCES AND PATIOS**

Includes, but not limited to: conference rooms, enclaves, service areas, corridors, lobbies, patio areas, stairwells, elevators, elevator landings, entry ways, handicap ramps, employee break/lunch rooms, and lounges.

Excluded from this contract are cafeterias and cafeteria food preparation areas. Floor care may be required in designated cafeteria eating areas as specified in detailed campus specifications.
DAILY:

Empty the waste and recycling receptacles. Transport waste and recycling to main location in building or adjacent area as designated by the University. Waste and recycling cannot be co-mingled and use of separate collection barrels is required. Replace plastic liners as needed. Blue liners are required to be used in recycle receptacles and may not be used for waste receptacles.

Vacuum all areas of interior carpets. Vacuum floor and entry walk off mats. Report any missing or damaged walk off mats promptly to the Contact Administrator.

Dust mop all non-carpeted floors, then damp mop afterwards.

Clean and sanitize drinking fountains and remove scale. Polish as needed using metal polish.

Dust around clear areas of furniture tops, windowsills, ledges, table tops and chairs. DO NOT MOVE ITEMS LOCATED ON THESE AREAS.

At entrancesways and under building canopies pick up trash, remove lint, cobwebs, debris and mud from walkways, steps, floors, canopies, and ceiling corners. This includes outside areas up to 20 feet from the doorway. If necessary, clean up bird droppings. Spot clean interior and exterior stair wells.

Clean entry door surfaces, door glass (if applicable), side lights, kick plates and adjacent glass/frames. Clean and sanitize entry door handles and push plates.

Clean top surface of exterior patio tables and chairs. (Exception: Cafeteria tables and chairs).

In break rooms and lounges: Clean and sanitize sinks and countertops. Clean tabletops and chairs. Fill paper towel dispensers and soap dispensers. If present, clean inside and outside of microwave ovens and exterior surface of refrigerator doors.

Clean surfaces of elevator walls, doors, door panels, control panels and door tracks.

Dust mop hard floors inside elevators and vacuum carpeted floors. Spot clean both types as needed.

Clean elevator landings on all floors, including garage levels.

Spot clean interior glass surfaces.

Spot clean carpets and hard floors.

WEEKLY:

Vacuum all fabric upholstery on chairs. Spot clean as necessary. Clean all washable non-fabric seating.
Spray buff floors that are coated with floor finish, to restore luster and dust mop afterwards.

Spot clean walls and partitions.

Clean and sanitize the interior and exterior surface of all trash and recycle containers.

Heavy sweep walks and entranceways, including all areas under canopies and 20 feet from building entrances. Debris is to be collected and removed, not blown/swept into landscaping or parking lot. Wash entry mats using water pressure and cleaning solution during non-business hours as necessary. Report any damaged or worn entry mats immediately to the Contract Administrator.

Heavy sweep all loose soil, rocks, debris from patio areas, building stairwells/steps, and handicap ramps.

Clean ceiling and/or light diffusers in elevators. Dust wipe light bulbs if no diffusers are present.

**MONTHLY:**

High dust horizontal surfaces within 12 feet of floor surface. Remove cobwebs on walls, ceiling corners, and any other places within 12 feet of floor surface.

Vacuum and clean HVAC supply & return vents within 10 feet of floor surface and surrounding ceiling within one foot of vent. Scrub vent if needed. (Exception: Vents over stairways and/or landings adjacent to open areas where fall protection would be required).

Clean all baseboards/cove bases in high traffic areas.

Clean/polish elevator tracks and matching landing track.

Machine scrub & apply 2-coats of floor finish to all tiled or hard floors.

Sweep interior and exterior stairwells and wet mop. Clean stairwell rails and landings. Clean rails located on handicap ramps to remove dust accumulation and residue (including stairwells in garages).

**QUARTERLY:**

Dust or vacuum blinds or other window coverings on both sides.

**SEMI-ANNUAL:**

Hot water extract all carpeted areas. Bonnet cleaning method is not to be used in place of extraction unless prior approval from the Contract Administrator is received.

Strip, seal and refinish all VCT, polished concrete, epoxied concrete and other designated hard floors (2 coats of sealers, 3 coats of finish).
A schedule is to be provided to the Contract Administrator at least 3 week prior to all semi-annual floor work being performed. The Contractor is responsible for notifying building personnel of the cleaning schedule.

Vacuum and steam clean all upholstered chairs backs and seats.

Clean light fixture diffusers within 10 feet of the floor surface where diffusers are removable without tools. (Exception: Light fixtures over to stairways and/or landings adjacent to open areas where fall protection would be required).

Clean interior and exterior window glass up to 12 feet in height from the floor/ground surface.

GROUP 6 – RESEARCH LABORATORIES AND MEDICAL AREAS

ALL CONTRACTOR EMPLOYEES WILL HAVE RECEIVED LAB SAFETY TRAINING FROM EH&S PRIOR TO WORKING IN RESEARCH LABORATORIES. THIS TRAINING IS REQUIRED TO BE REFRESHED ANNUALLY FOR ALL CONTRACTOR EMPLOYEES CONTINUING TO WORK IN THESE LABS.

Custodial workers shall use disposable non-sterile rubber gloves. Gloves must be changed in between cleaning the labs and other areas of the facility. If there are no Blood Borne Pathogens present, the gloves may be disposed of within the normal trash procedures. If contaminated, the gloves are to be disposed of in a contaminated waste (red bag) container.

The methods and frequencies identified in this section are intended as general requirements. Specific areas in research and medical buildings or areas may require different methods and/or frequencies. When in doubt, the Contractor should consult with the facility representative or Contract Administrator.

DAILY:

Empty all trash and recycling receptacles. Transport waste and recycling to main location in building or adjacent area as designated by the University. Waste and recycling cannot be co-mingled and use of separate collection barrels is encouraged. Damp wipe soiled receptacles. Replace plastic liners as needed. Blue bags are required to be used in recycle receptacles and may not be used in waste receptacles.

Dust windowsills, ledges, and other horizontal building surfaces: e.g., shelves high ledges and furniture. **Do not** move any items on these areas.

Clean glass in display partitions and interior doors. Clean and sanitize all door handles and push plates. Clean kick plates.
Clean and sanitize all sinks and adjacent counter surfaces. Do not move any equipment or materials on counters. Wipe down all vinyl and hard surface furniture in common areas and lobbies with disinfectant cleaner. Clean and sanitize all entry/exit door handles and push plates.

Dust mop entire floor. Mop floor with neutral cleaner disinfectant (Use clear water to rinse).

DO NOT REMOVE RED BAGS OR SHARPS CONTAINERS LOCATED IN RESEARCH AREAS; THIS WILL BE PERFORMED BY THE RESEARCH STAFF.

Spot clean all carpets and hard floors in traffic areas.

Vacuum all carpeted floors.

**WEEKLY:**

Spray-buff finished floors and dust mop floors afterwards.

Exam rooms: If carpeted, vacuum behind and under tables. If hard floor, dust mop in same manner. Move mobile tables if necessary, but restore to original position.

Clean any stainless steel exam tables with metal polish, removing all residues.

Pour one-gallon diluted germicidal solution into floor drains. Clean grate to remove mildew or other stains.

**MONTHLY:**

Damp wipe exterior surfaces of light refrigerators (not in the labs).

Dust or vacuum blinds or other window coverings on both sides.

High dust any horizontal surface within 12 feet of floor surface. Remove cobwebs on walls, ceiling corners, and any other places up to a height of 12 feet of floor surface.

Vacuum and clean HVAC supply and return vents within 10 feet of floor surface and surrounding ceiling within one foot perimeter of vent. Scrub vent if needed. (Exception: Vents over stairways and/or landings adjacent to open areas where fall protection would be required).

Machine scrub & apply 2-coats of floor finish to all VCT, polished/epoxied concrete and other designated hard floors.

**QUARTERLY:**

Wash entire wall surfaces, doors and door facings using mild detergent solution.
SEMI-ANNUAL:

Hot water extract (HWE) all carpeted traffic areas. Bonnet cleaning method is not to be used in place of shampoo/extraction unless prior approval from the Contract Administrator is received.

Strip, seal and refinish all VCT, polished/epoxied concrete and designated hard floors (2 coats of sealers, 3 coats of finish).

A schedule is to be provided to the Contract Administrator at least 3 week prior to work being performed. The Contractor is responsible for notifying building personnel of the cleaning schedule.

Clean light fixture diffusers within 10 feet of the floor surface where diffusers are removable without tools. (Exception: Light fixtures over to stairways and/or landings adjacent to open areas where fall protection would be required).

ANNUALLY:

Hot water extract all carpeted areas, including cubicle & office areas. Bonnet cleaning method is not to be used in place of extraction unless prior approval from the Contract Administrator is received.

A schedule is to be provided to the Contract Administrator at least 3 weeks prior to work being performed. The Contractor is responsible for notifying building personnel of the cleaning schedule.

GROUP 7 – DATA AND COMPUTER CENTERS

Note: Data center managers and operators may have specific instructions for work performed in these areas.

DAILY:

Empty all trash and recycling receptacles. Transport waste and recycling to main location in building or adjacent area as designated by the University. Waste and recycling cannot be co-mingled and use of separate collection barrels is encouraged. Replace liners as needed. Blue liners are to be used in recycling bins ONLY.

Dust mop non-carpeted floors, vacuum all carpeted floors.

Because of some data processing areas having elevated floors, lightly damp mop floors using anti-static cleaning solution. The elevated floor requires no sealers, finish, or other coating.

Spot clean carpets and hard floors.

Wet mop hallway and office tiled floors.
WEEKLY:

Spot clean walls and doors.

Dust furniture, windowsills, and ledges. Do not move items located on these areas.

Clean and sanitize the interior and exterior surface of all trash containers.

Spray buff floors that are coated with floor finish, to restore luster, and dust mop afterwards.

Vacuum behind equipment using a vacuum wand, this will avoid damage to equipment and/or equipment cords.

MONTHLY:

Remove cobwebs on walls, ceiling corners, and any other places up to a height of 12 feet of the floor surface.

Vacuum and clean HVAC supply and return vents (and surrounding ceiling within one foot perimeter of vent). Scrub vent if needed.

Machine scrub & apply 2-coats of floor finish to all VCT, polished/epoxied concrete and other designated hard floors (Exception: data processing elevated floors).

QUARTERLY:

Blinds (or other window coverings) to be dusted or vacuumed, both sides.

SEMI-ANNUAL:

Hot water extract all carpeted traffic areas. Bonnet cleaning method is not to be used in place of extraction unless prior approval from the Contract Administrator is received.

Strip, seal and refinish all VCT and designated hard floors (2 coats of sealers, 3 coats of finish).

A schedule is to be provided to the Contract Administrator at least 3 week prior to floor work being performed. The Contractor is responsible for notifying building personnel of the cleaning schedule.

Clean light fixture diffusers within 10 feet of the floor surface where diffusers are removable without tools.

ANNUALLY:

Hot water extract all carpet area (including cubicle & office areas). Bonnet cleaning method is not to be used in place of extraction unless prior approval from the designated University Contractor Administrator is received.
A schedule is to be provided to the Contract Administrator at least 3 week prior to work being performed. The Contractor is responsible for notifying building personnel of the cleaning schedule.

GROUP 8 – CUSTODIAL CLOSETS

DAILY:

Clean the custodial sink. Floor and wall sinks are to be left empty with no material or waste blocking the drain. Where water pressured chemical mixers are utilized hoses are to be disconnected from the faucets and the valves closed whenever chemicals are not being actively mixed. Promptly notify Facilities Management of any missing sink strainers, leaking faucets and any other facility deficiency with the closet.

Rinse and clean mops/buckets and put in their respective place.

Damp mop any spills immediately to prevent leaks to the lower level.

Clean all custodial equipment and tools and keep stored in an orderly fashion. Put supplies/materials on shelves at proper height in orderly fashion and do not store oily rags on these shelves. Give all cloth materials adequate ventilation for drying.

Make certain all cleaning products are properly labeled in accordance with OSHA guidelines and stored in sealed and closed containers to avoid fumes being released into the HVAC System.

Waste and recycling collection containers are to be emptied at the main location in building or adjacent area as designated by the University prior to storing in closet.

Custodial equipment and materials may not be stored in building equipment areas unless prior authorization is received from the Contract Administrator.

Food and drinks are not to be stored or consumed within the custodial closet.

WEEKLY:

Spot clean walls and doors, and dust shelves and ledges.

MONTHLY:

Sweep and damp mop floor to remove heavy soil.

Remove cobwebs on walls, ceiling corners, and any other places up to a height of 12 feet of the floor surface.

Vacuum and clean HVAC supply & return vents within 10 feet of floor surface and surrounding ceiling within one foot of vent. Scrub vent if needed.
SEMI-ANNUALLY:

Clean light fixture diffusers within 10 feet of the floor surface where diffusers are removable without tools.

CAMPUS SPECIFIC REQUIREMENTS

Certain buildings and areas on the individual ASU Phoenix area campuses require a level of care that differs from those defined within the general groupings above. These exceptions are detailed by campus and building in the following sections.

ASU DOWNTOWN PHOENIX CAMPUS

GENERAL DESCRIPTION OF CAMPUS

ASU Downtown Phoenix Campus is situated on 18 acres of land with a total facility count of 23 buildings/structures, although not all of these will be serviced by the Contractor. Much of the campus is open 7 days per week and it is not unusual to see faculty, researchers and students in the buildings late at night and on weekends.

Downtown Phoenix Campus metrics relevant to this RFP:

- Number of Facilities Under Contract: 17
- Gross Square Feet Under Contract: 1,739,682
- Cleanable Square Feet Under Contract: 1,468,390

Additional information, including summary data listed by building is available on our Campus Data Sheets web site at [https://fdm-apps.asu.edu/UFRM/CDS/](https://fdm-apps.asu.edu/UFRM/CDS/). Exhibit 3 specifies the Downtown Phoenix campus facilities to be included in this contract.

CLEANING TIMES AND UNIQUE REQUIREMENTS

ASU Downtown Phoenix Campus buildings will generally be cleaned after close of business for the spaces within each in accordance with the usage of that space. Business areas may generally be cleaned earlier than academic spaces such as classrooms, study areas and libraries.

The Contractor will maintain an inventory of space to be cleaned and the cleaning requirements within that space. There are spaces on campus that will be designated as No Entry/No Clean, Enter/Clean with Customer Present, Enter/Clean Upon Request, Unlock/Enter/Clean/Lock Daily, and Enter/Clean Daily (unsecured space). Additional designations may be added. The Contractor will maintain a system that identifies these spaces accordingly and must be prepared for changes in space utilization.
The following ASU Downtown Phoenix Campus facilities will be cleaned on alternate schedules and/or have unique requirements:

- The regular cleaning schedule for the Downtown Phoenix Campus will be Sunday through Thursday. Custodial hours are typically 7:00 PM to 3:30 AM. Classroom floors and main lobbies are usually cleaned after 10:00 PM.
- Keys are to be checked out by custodial staff at the electronic key boxes, which are available at multiple locations around the campus. All keys must be returned to the electronic key boxes they were checked out from at the end of the shift.

**SIGNATURE BUILDINGS**

The following Downtown Phoenix Campus facilities have been identified as Signature Buildings by the University. As such, the areas identified below are to be maintained at the highest possible level. Cleaning standards and expectations for these buildings will be in accordance with **APPA Level 1 – Orderly Spotlessness**. A copy of the APPA cleaning levels is provided in Exhibit 2. Cleaning schedules will be determined by building managers and/or the designated University representative:

- Cronkite/KAET (All Floors)
- University Center (1st Floor)
- BCLS (All Floors)

**DAY PORTERS AND SERVICE RESPONDERS**

The following ASU Downtown Phoenix Campus facilities require the indicated number of day porters and/or service responders:

- General Campus – 8 porters. The regular cleaning schedule for the Downtown Phoenix Campus will be Monday through Friday. Custodial hours are typically 7:30 AM to 4:00 PM.
  - At least one porter is dedicated to servicing the exterior areas of the campus buildings, malls, and sidewalks. Activities include cleaning ground floor glass to a height of 12 feet; Emptying receptacles and providing liners; picking up trash; washing surface areas with avian fecal matter and human bodily waste; power washing concrete & paver walkways; wiping down patio furniture.

- Weekend Services – 2 porters. Days to include Saturday & Sunday; hours of 9:00 AM to 5:30 PM. Areas of Service to Include:
  - Sun Devil Fitness Center (All Floors)
  - Cronkite/KAET (All Floors)
  - BCLS (All Floors)
  - University Center (Lower level through third floor)
  - Post Office (Lower level and first floor)
  - Health North (1st Floor)
  - Health South (1st Floor)
  - Mercado A (All Floors)
  - Mercado C (All Floors)
o Exterior Locations
  ▪ Taylor Mall (between Central Ave. & 1st Street)
  ▪ BCLS Patio & Canyon Area
  ▪ Health North/Health South Patio
  ▪ Sun Devil Fitness Center
o Available to respond to scheduled events/classes

The following services are to be provided by the weekend porters:

• Interiors
  o Empty trash and recycle in all common areas.
  o Clean lobbies, corridors and elevators as needed. Dust mop and vacuum floors as needed.
  o Clean common area seating areas.
  o Clean areas used for occasional weekend events.

• Restrooms
  o Clean restrooms on identified floors
  o Stock restroom supplies as needed

• Exterior
  o Pick up debris (trash, broken glass, paper, cans, and cigarette butts).
  o Empty exterior trash and recycle containers daily.
  o Clean glass entry doors and sweep entries as needed.
  o Wipe down exterior tables and chairs at listed buildings.
  o Clean avian fecal material and human bodily fluids/solids from identified locations.
  o Report and clean graffiti from walls and buildings of property if needed. The location and photo and of graffiti are to be provided.

ADDITIONAL SERVICES REQUIRED FOR SPECIFIC AREAS/BUILDINGS

ALL BUILDINGS

▪ All stairwells in DPC buildings, internal and external, are to be damp mopped and handrails thoroughly cleaned once per week.
▪ Report any maintenance issues, including, but not limited to, burned out lights, carpet or furniture stains that cannot be removed, plumbing problems, stained ceiling tiles and elevator malfunctions.
▪ Posters: Remove posters except those posted on approved bulletin boards.
▪ Walk off entry mats are purchased by the university and need to be cleaned daily with common area service.

MERCADO B
  • Suite B3 (Restaurant) is excluded from this service contract.

HEALTH SOUTH
  • Nutrition Kitchen Lab (100L3-11-A), Health Center (153-162) and Fitness Center (suite 158) are cleaned nightly.
  • The first floor lobby and Nutrition Kitchen lab concrete floors shall be machine scrubbed nightly.
POST OFFICE
- Suite 109 - United States Postal Service (USPS) is excluded from this service contract.

SUN DEVIL FITNESS CENTER
- Clean Daily, Monday-Sunday, Evening Hours

UNIVERSITY CENTER
- Suite 110 – City Café is excluded from this service contract.
- Suite 140 - MidFirst Bank receives service nightly. This area has special access requirements.
- Suite 180 – 195 – Arizona State University Police Department. This area has special access requirements.

CRONKITE/KAET 8
- Suite 102 – (Restaurant) – is excluded from this service contract.
- Suite 104 – (Restaurant) – is excluded from this service contract.
- Suite 106 – (Restaurant) – is excluded from this service contract.
- Suite 140 – (Nail Salon) – is excluded from this service contract.
- Concrete floors in common areas shall be machine scrubbed nightly (do not wax or seal concrete floors).
- 6th Floor Studio floors shall be wet mopped nightly and buffed weekly on Sunday with a floor buffer.
- Studio equipment panels shall be cleaned on top, but cleaning shall not occur on the panels themselves. This will be done by ASU studio personnel.
- Loading dock area is to be swept and trash picked up nightly.

AE ENGLAND BUILDING
- Service excludes the elevator lobbies 102L1 and LL 002L1, elevator and restrooms, 111 storage room, loading dock, 028B, Tenant suite 007, City of Phoenix offices 009, 010, 011, 012, 018-023A, custodial and maintenance areas and exterior patio and entries. These are maintained by tenant or City of Phoenix.

SECURITY REQUIREMENTS

The Contractor will be furnished any access cards and keys to the buildings included in this Contract and shall be held responsible for their proper use and accountability of such cards/keys. Keys and access cards will be checked out/in daily after filling out required forms and using the Key Box System. Keys specific for Custodial personnel will be placed in available Key Boxes on the campus in consultation with contractor.

The Contractor will be responsible for any costs incurred by the University for the loss of any card access or keys to the building included in this contract. This includes the total cost of re-keying the entire building or buildings, if necessary due to the security level of the type of key that is lost.
ASU POLYTECHNIC CAMPUS

GENERAL DESCRIPTION OF CAMPUS

ASU Polytechnic Campus is situated on 575 acres of land with a total facility count of 668 buildings and structures, although not all of these will be serviced by the Contractor. Much of the campus is open 7 days per week and it is not unusual to see faculty, researchers and students in the buildings late at night and on weekends.

ASU Polytechnic Campus metrics relevant to this RFP:

- Number of Facilities Under Contract: 53
- Gross Square Feet Under Contract: 1,131,689
- Cleanable Square Feet Under Contract: 960,705

Additional information, including summary data listed by building is available on our Campus Data Sheets web site at https://fdm-apps.asu.edu/UFRM/CDS/. Exhibit 4 and Exhibit 5 specify the Polytechnic Campus facilities to be included in this contract.

CLEANING TIMES AND UNIQUE REQUIREMENTS

ASU Polytechnic Campus buildings will generally be cleaned after close of business for the spaces within each in accordance with the usage of that space. Business areas may generally be cleaned earlier than academic spaces such as classrooms, study areas and libraries.

The Contractor will maintain an inventory of space to be cleaned and the cleaning requirements within that space. There are spaces on campus that will be designated as No Entry/No Clean, Enter/Clean with Customer Present, Enter/Clean Upon Request, Unlock/Enter/Clean/Lock Daily, and Enter/Clean Daily (unsecured space). Additional designations may be added. The Contractor will maintain a system that identifies these spaces accordingly and must be prepared for changes in space utilization.

The following ASU Polytechnic Campus facilities will be cleaned on alternate schedules and/or have unique requirements:

- Citrus Dining Restrooms Clean 3X Daily, Monday-Sunday, 7:00 AM to 7:00 PM
- Academic Center Building Restrooms 3X Daily, Monday through Friday Daytime hours.
- Student Union Restrooms 3X Daily, Monday through Sunday Daytime hours.
- Simulator Building Restrooms 2X Daily, Monday through Friday Daytime hours.
- Sun Devil Fitness Complex Clean Daily, Monday-Sunday, Daytime Hours. Exact hours of service will be identified by the building managers and/or the designated University representative.
DAY PORTERS AND SERVICE RESPONDERS

The following ASU Polytechnic Campus facilities require the indicated number of day porters and/or service responders. All day porters must be able to speak and understand English:

- Sun Devil Fitness Center – Two porters, 1 male and 1 female, 8:00AM – 8:30PM (Overlapping schedules) Monday through Sunday (only one Porter works on Fridays and Mondays). Lead/Floor tech 10:30 AM to 7:00AM, Sunday - Thursday. Day Custodial 4:00 AM to 12:00 PM, Monday through Friday. Day porter 6:00 AM to 2:00 PM, Saturday and Sunday.
- General Campus – 3 porters, Monday through Friday, overlapping shifts covering 7:30 AM to 4:30 PM, porter service to ALL buildings under contract (see Exhibit 4).
- Residential areas- 1 day porter, Monday through Friday 8:00 AM to 5:00 PM with additional needs for weekend service over summer months.
- Polytechnic Preparatory Academy (K-8) - 1 day porters, Monday through Friday from 8:00AM to 4:30PM. 3 evening cleaners, Monday through Friday 7:00PM to 3:30AM
- ASU Prep Poly STEM HS – 2 day porters, Monday through Friday from 8:00AM to 4:30PM and from 2:00PM to 10:30PM. One night cleaner from 7:00PM to 3:30AM.
- Chandler Innovation Center- 1 day porter Monday through Sunday covering 7:30 AM to 4:30 PM.

ADDITIONAL SERVICES REQUIRED FOR SPECIFIC AREAS/BUILDINGS

BUILDING EXTERIORS

- Contractor will clean ALL exterior ground floor glass to a height of 10 feet on a quarterly basis.
- Clean all deck, walkways, brick or concrete stairways and breezeways under over hanging sections or 20 feet from doorways of contract buildings.
- Remove all bird droppings, gum, food and drink residue, and natural materials form surface. Use appropriate tools and cleaners to avoid damaging surfaces.
- Use dry steam equipment (ex; Gum Wizard or similar with approved chemicals) to remove gum and other stubborn waste from walkways.
- All equipment must be demonstrated and approved by the University Contract Representative.
- Pressure wash after sweeping and dry steam completion. Avoid etching and scarring from excessive pressure/concentration on a small area. Include brick and concrete walls, concrete seating, and columns up to 60 inches from ground level. DO NOT pressure spray plaster or stucco coated surfaces. DO NOT spray water or create water accumulation near elevator shafts. DO NOT spray any electronic or electrical fixture or control.
- Wipe clean any splatter or debris from windows, doors, trim and building surfaces resulting from pressure washing.
- DO NOT leave excess water standing on stairwells and landings.
- Stairwells and exterior breezeways will be detail cleaned one day a week on a day approved by the Polytechnic FM Site Director, 1 service employee for each of the indicated days.
CLEANING STANDARDS FOR SIGNATURE BUILDINGS

Cleaning standards and expectations for these buildings will be in accordance with **APPA Level 1 – Orderly Spotlessness**. A copy of the APPA cleaning levels is provided in Exhibit 2.

The following are Signature Buildings on the ASU Polytechnic campus that are to be serviced under this contract. Cleaning schedules will be determined by building managers and/or the designated University representative:

- ISTB3
- Union & Citrus Dining
- Center Building
- Aravaipa Auditorium

STUDENT UNION

The Student Union is considered the “living room” of the ASU Polytechnic Campus and provides services to students, staff, faculty and conference groups 7 days per week. It is important that this building be maintained and cleaned to the highest possible standard. Exhibit 10 and 13 identifies the specific cleaning schedules and expectations required in this building.

RESIDENTIAL FACILITIES

Students are the primary customers of Arizona State University and the residential facilities are their homes for the time that they attend ASU. It is important that these buildings be maintained and cleaned to the highest possible standard. Exhibit 11 identifies the specific cleaning schedules and expectations required in these buildings.

Proposers should note that the daily cleaning required during the academic semesters is the limited to the common areas of the buildings and will be cleaned at minimum in accordance with **Group 1, Group 2, Group 3, Group 5, Group 7 and Group 8** identified in Section 13 – Technical Space Requirements.

Individual student rooms/apartments will be deep cleaned once per year after the Spring or Summer semesters. These services will be provided at no additional costs. The approximate cleanable square footage for the student rooms is provided in Exhibit 5. The Contractor will anticipate the labor and materials/supplies necessary for the provision of this service.

Additional deep cleans of individual student rooms/apartments may be required due to room turns, summer conferences or other unanticipated occupancies. These additional deep cleanings will be done via task order based upon an approved Contractor proposal. It is the desire of the University to have these rooms serviced at the prevailing straight time rate. Please indicate in your cost proposal the price for deep cleaning student rooms/apartments beyond the once per year requirement.
Should the University fail to provide at least 7 day notice of a change in occupancy or schedule that requires the Contractor to provide additional resources on short notice overtime rates may be approved. ALL SHORT NOTICE REQUESTS FOR STUDENT ROOM DEEP CLEANS SHALL BE IN WRITING FROM A DESIGNATED UNIVERSITY REPRESENTATIVE. Where a written proposal is not requested from the Contractor for time sensitive work the Contractor will provide supporting time and material detail to support the amounts billed.

SECURITY REQUIREMENTS

The Contractor will be furnished any access cards and keys to the buildings included in this Contract and shall be held responsible for their proper use and accountability of such cards/keys. Keys and access cards will be checked out/in daily after filling out required forms and using the Key Box System.

Keys will be stored in SAM 2 Key Box at the Facilities Services Office. Shift supervisors will check out and check in each service employee’s keys. Keys will be signed for daily and will be the responsibility of the employee. If classrooms are involved, access cards will be provided. Room schedules will be furnished as required. All computer rooms will be locked after room has been cleaned.

Unauthorized personnel are not to be allowed in the facilities by the Contractor. It shall be the Contractor’s responsibility to secure all windows and doors, and utilize the University’s door access schedule (red, yellow, green dot) when leaving the facility. The Contractor shall lock and unlock doors in accordance with the Polytechnic Campus master locking and unlocking schedule. Upon termination of this Contract, final payment will not be made until all access cards and keys have been returned to the University.

The Contractor will be responsible for any costs incurred by the University for the loss of any card access or keys to the building included in this contract. This includes the total cost of re-keying the entire building or buildings, if necessary due to the "security level" of the type of key that is lost.

Key replacement costs and re-keying costs will be the actual cost incurred by ASU to have this work performed. University's remedies hereunder are not exclusive and are in addition to any other remedies as provided by law.

ASU TEMPE CAMPUS

GENERAL DESCRIPTION OF CAMPUS

ASU Tempe Campus is situated on 664 acres of land with a total facility count of 279 buildings/structures, although not all of these will be serviced by the Contractor. Much of the campus is open 7 days per week and it is not unusual to see faculty, researchers and students in the buildings late at night and on weekends.
Tempe Campus metrics relevant to this RFP:

- Number of Facilities Under Contract: 146
- Gross Square Feet Under Contract: 10,383,199
- Cleanable Square Feet Under Contract: 8,289,492

Additional information, including summary data listed by building is available on our Campus Data Sheets web site at https://fdm-apps.asu.edu/UFRM/CDS/. Exhibits 6 and 7 specify the Tempe campus facilities to be included in this contract.

LOCKING/UNLOCKING OF TEMPE CAMPUS BUILDINGS

The Contractor will unlock all main entrances, all stairwell doors, and all secured University classrooms in all designated Tempe campus buildings by no later than 6:30 AM, and will relock these entrances (excepting University classrooms) no later than 10:00 PM. The Contractor will develop and maintain a system for exact identification of doors to be locked and unlocked and must be prepared for changes in schedule/utilization/occupancy. These services will be provided Monday through Friday, excepting University holidays. The Contractor will not be responsible for locking or unlocking building doors on weekends.

SECURITY REQUIREMENTS

The Contractor will be furnished keys and ISAAC security access cards to the buildings included in this Contract and will sign a separate key inventory card for each key and security access card requested and issued. The Contractor shall be responsible for their proper use and will be held liable for the cost of any replacement keys and security access cards, including the cost of replacing locks for any such building as deemed necessary by the University. Replacement costs will be at the prevailing market rate for labor and materials. The University’s remedies hereunder are not exclusive and are in addition to any other remedies as provided by law.

The Contractor shall promptly report to the Contract Administrator any keys and ISAAC cards that do not provide the necessary access to buildings or rooms that require cleaning. Where electronic access is not allowing access the Contractor employees shall not use a key to bypass the electronic access.

No unauthorized personnel will be allowed in the facilities by the Contractor. It is the Contractor’s responsibility to secure all windows and doors when leaving all areas within the facility (except areas designated to remain open).

CLEANING TIMES AND UNIQUE REQUIREMENTS

ASU Tempe Campus buildings will generally be cleaned after close of business for the spaces within each in accordance with the usage of that space. Business areas may generally be cleaned earlier than academic spaces such as classrooms, study areas and libraries.

The Contractor shall provide a service manager who will be on site Monday-Friday (excluding holidays) during the business hours of the university.
The Contractor will maintain an inventory of space to be cleaned and the cleaning requirements within that space. There are spaces on campus that will be designated as No Entry/No Clean, Enter/Clean with Customer Present, Enter/Clean Upon Request, Unlock/Enter/Clean/Lock Daily, and Enter/Clean Daily (unsecured space). Additional designations may be added. The Contractor will maintain a system that identifies these spaces accordingly and must be prepared for changes in space utilization.

The following Tempe Campus facilities will be cleaned on alternate schedules and/or have unique requirements:

- Material Services Building, Women’s Gymnastics Training Facility, Wrestling Training Facility, Student Athlete Facility, Carson Student Athletic Center, Student Pavilion and Greek Life Village Community Center: Clean Daily, Monday-Friday, Daytime Hours. Exact hours of service will be identified by the building managers and/or the designated University representative.
- Wells Fargo Arena – Clean Daily, Monday-Friday, Daytime Hours. Cleaning after athletic events during evenings or on weekends is not included within the scope of this contract and custodial supplies will be replenished after these events by others.
- Grady Gammage Memorial Auditorium: Clean Daily, Monday-Friday, Early Daytime Hours. Some flexibility in schedule is required due to show and event scheduling and may require flexing of hours to provide weekend services. Exact hours of service will be determined in consultation with building management in accordance with published schedules. Auditorium carpeted areas are to be cleaned using the Millicare dry cleaning system at the conclusion of each show and more often as required to maintain the facility at the highest level. Daily spot cleaning of the auditorium carpet is required.
- Old Main – Clean Daily, Monday-Saturday, Evening Hours
- Armstrong Hall, Ross-Blakely Law Library, Mona Plummer Aquatic Complex, Business Administration, Business Administration C Wing, Sun Devil Fitness Center: Cleaned Daily, Sunday-Thursday, Evening Hours
- McCord Hall – Clean Daily, Monday-Saturday, Evening Hours
- Sun Devil Fitness – Clean Daily, Monday-Sunday, Evening Hours
- Memorial Union – Clean Daily, Monday-Saturday, Evening Hours
- Nelson Fine Arts Center – Clean Daily, Monday-Friday, 8:00 AM – 11:00 AM
- Ceramic Research Center – Clean Daily, Monday-Friday, Daytime Hours with Customer Present
- Health Services – Clean Daily, Monday-Saturday, Evening Hours
- Hayden Library, Noble Library – Clean Daily, Monday-Saturday, Evening Hours
- College Avenue Commons – Clean Daily, Monday-Saturday, Evening Hours
- Moeur Building – Clean Daily, Monday-Friday, Daytime Hours, US Born Staff Member(s) Only (Federal Requirement)
- Alameda Off Campus Storage Facility – Clean Daily, Monday-Friday, Before 6:00 AM
- Skyspace Rotunda – Clean daily: Use blower to remove bulk of dust off surfaces; use a window cleaner to remove hand prints, body oils, and hair oils; use a mild, non-abrasive detergent (dish washing soap or similar) and a soft brush to clean stainless steel and benches; rinse with clear water and dry. Stubborn stains and mild scratches may be
removed with stainless steel cleaner prior to cleaning. Report any graffiti or damage immediately to Contract Administrator.

DAY PORTERS AND SERVICE RESPONDERS

The following Tempe Campus facilities require the indicated number of day porters and/or service responders:

- **Hayden Library** – 2 morning porters and 2 evening porters Monday-Friday including University holidays where the facility remains open, 1 weekend porter Saturday and Sunday. Porter coverage is required for the daytime and evening hours. Exact hours of service will be specified by University Library management.
- **Noble Library** – 1 morning porter and 1 evening porter, Monday-Sunday including University holidays where the facility remains open. Exact hours of service will be determined by library management.
- **Memorial Union** – 4 porters, Monday-Friday, morning through afternoon. 4 porters on Saturday and Sunday, morning through evening close of business. 4 porters on University holidays, mornings and afternoons where the facility remains open. Exact hours of service will be specified by Memorial Union management.
- **Student Pavilion** – 1 porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Coor Hall** – 1 porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Armstrong Hall** – 1 dedicated porter, 1 part time (0.5 FTE) porter shared with Ross Blakely, Monday-Friday, 10:00 AM through 6:30 PM.
- **Ross Blakely Library** – 1 part time (0.5 FTE) porter shared with Armstrong, Monday-Friday, 10:00 AM through 6:30 PM.
- **Business Administration (all buildings)** – 3 shared porters, Monday-Friday, daytime and evening coverage. Exact hours will be specified by the College of Business management.
- **University Services Building, Grounds Maintenance Facility and Zero Waste Office** – 1 shared porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Schwada Classroom-Office Building and Physical Education East** – 1 shared porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Student Services Building** – 1 porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Sun Devil Fitness Club** – 2 porters, Monday-Sunday, 10:00 AM through 6:30 PM, including University Holidays where the facility remains open.
- **Engineering Buildings** – 1 shared porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Language and Literature, Social Science, and Campus Health Services** - 1 shared porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Payne Hall and Farmer Education** – 1 shared porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Music Building East and West** – 1 porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Art Building, Neeb Hall and Tower Building** - 1 shared porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Design North and South** – 1 shared porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Centerpoint** – 1 porter, Monday-Friday, 8:00 AM through 4:30 PM
- **Life Sciences Buildings** - 1 shared porter, Monday-Friday, 8:00 AM through 4:30 PM.
- **Physical Sciences Buildings** - 1 shared porter, Monday-Friday, 8:00 AM through 4:30 PM.
- Interdisciplinary Sciences and Technology Building I – 1 porter, Monday-Friday, 8:00 AM through 4:30 PM.
- Interdisciplinary Sciences and Technology Building IV – 1 porter, Monday-Friday, 8:00 AM through 4:30 PM.
- Interdisciplinary Sciences and Technology Building V – 1 porter, Monday-Friday, 8:00 AM through 4:30 PM.
- Bio Design A & B – 2 porters, Monday-Friday, 8:00 AM through 4:30 PM.
- Bio Design C – 2 porters, Monday-Friday, 8:00 AM through 4:30 PM.
- College Avenue Commons – 1 porter, Monday-Friday, 8:00 AM through 4:30 PM.
- University Center A, B & C – 2 porters with overlapping schedules, Monday-Friday, 8:00 AM through 6:30 PM.
- General Campus – 5 porters (service responders), Monday-Friday, 10:00 AM through 6:30 PM. Porters will be zoned so as to provide effective and timely response to all non-portered campus buildings.
- Residential Facilities – 1 shared porter, evening hours (exact times to be specified by designated staff). 2 shared porters, Thursday-Sunday, 10:00 PM through 6:00 AM.

**SIGNATURE BUILDINGS**

The following Tempe Campus facilities have been identified as Signature Buildings by the University. As such, they are to be maintained at the highest possible level. Cleaning standards and expectations for these buildings will be in accordance with **APPA Level 1 – Orderly Spotlessness**. A copy of the APPA cleaning levels is provided in Exhibit 2.

The following are the ASU Tempe Campus Signature Buildings that are to be serviced under this contract. Cleaning schedules will be determined by building managers and/or the designated University representative:

- Grady Gammage Memorial Auditorium
- Old Main
- Piper Writers House
- Memorial Union
- Pavilion
- Health Services
- Hayden Library
- Noble Library
- Sun Devil Fitness Club
- McCord Hall

**MEMORIAL UNION**

The Memorial Union is considered the “living room” of the ASU Tempe Campus and provides services to students, staff, faculty and conference groups 7 days per week. It is important that this building be maintained and cleaned to the highest possible standard. Exhibit 10 and 12 identifies the specific cleaning schedules and expectations required in this building.
RESIDENTIAL FACILITIES

Students are the primary customers of Arizona State University and the residential facilities are their homes for the time that they attend ASU. It is important that these buildings be maintained and cleaned to the highest possible standard. Exhibit 11 identifies the specific cleaning schedules and expectations required in these buildings.

Proposers should note that the daily cleaning required during the academic semesters is the limited to the common areas of the buildings and will be cleaned at minimum in accordance with Group 1, Group 2, Group 3, Group 5, Group 7 and Group 8 identified in Section 13 – Technical Space Requirements.

Individual student rooms/apartments will be deep cleaned once per year after the Spring or Summer semesters. These services will be provided at no additional costs. The approximate cleanable square footage for the student rooms is provided in Exhibit 7. The Contractor will anticipate the labor and materials/supplies necessary for the provision of this service.

Additional deep cleans of individual student rooms/apartments may be required due to room turns, summer conferences or other unanticipated occupancies. These additional deep cleanings will be done via task order based upon an approved Contractor proposal. It is the desire of the University to have these rooms serviced at the prevailing straight time rate. Please indicate in your cost proposal the price for deep cleaning student rooms/apartments beyond the once per year requirement.

Should the University fail to provide at least 7 day notice of a change in occupancy or schedule that requires the Contractor to provide additional resources on short notice overtime rates may be approved. ALL SHORT NOTICE REQUESTS FOR STUDENT ROOM DEEP CLEANS SHALL BE IN WRITING FROM A DESIGNATED UNIVERSITY REPRESENTATIVE. Where a written proposal is not requested from the Contractor for time sensitive work the Contractor will provide supporting time and material detail to support the amounts billed.

ASU – WEST CAMPUS

GENERAL DESCRIPTION OF CAMPUS

ASU West Campus is situated on 278 acres of land with a total facility count of 30 buildings and structures, although not all of these will be serviced by the Contractor. Much of the campus is open 7 days per week and it is not unusual to see faculty, researchers and students in the buildings late at night and on weekends.

ASU West Campus metrics relevant to this RFP:

Number of Facilities Under Contract: 18
Gross Square Feet Under Contract: 1,100,722  
Cleanable Square Feet Under Contract: 913,032

Additional information, including summary data listed by building is available on our Campus Data Sheets web site at https://fdm-apps.asu.edu/UFRM/CDS/. Exhibit 8 and Exhibit 9 are a summary of the West campus facilities to be included in this RFP.

CLEANING TIMES AND UNIQUE REQUIREMENTS

ASU West Campus buildings will generally be cleaned after close of business for the spaces within each in accordance with the usage of that space. Business areas may generally be cleaned earlier than academic spaces such as classrooms, study areas and libraries.

There are spaces on campus that will be designated as No Entry/No Clean, Enter/Clean with Customer Present, Enter/Clean Upon Request, Unlock/Enter/Clean/Lock Daily, and Enter/Clean Daily (unsecured space). Additional designations may be added. The Contractor will maintain a system that identifies these spaces accordingly and must be prepared for changes in space utilization.

The primary cleaning schedule for West Campus shall be 7:30 PM to 4:30 AM, Sunday through Thursday unless otherwise noted.

West Campus requires one (1) daytime custodian to clean areas with added security daily between 6:00 AM. to 3:00 PM. That Schedule detail shall be developed through the University Contract Representative.

Daily cleaning tasks in the Sun Devil Fitness Center shall be performed between 10:30 PM and 7:00 AM.

Friday and Saturday Shifts may be proposed in advance to accomplish periodic tasks 10:00pm - 6:00 am (Weekly, Monthly, Quarterly, Tri-Annual Semi-Annual and Annual tasks).

SIGNATURE BUILDINGS

The following West Campus facilities have been identified as Signature Buildings by the University. As such, the areas identified below are to be maintained at the highest possible level. Cleaning standards and expectations for these buildings will be in accordance with APPA Level 1 – Orderly Spotlessness. A copy of the APPA cleaning levels is provided in Exhibit 2. Cleaning schedules will be determined by building managers and/or the designated University representative:

- Fletcher Library – All floors
- University Center – First floor only including La Sala Ballrooms, restrooms and passenger elevators (2). Excludes dining areas operated by food services vendors.
DAY PORTERS AND SERVICE RESPONDERS

The following ASU West Campus facilities require the indicated number of day porters and/or service responders:

- The Contractor will provide three (3) Day Porters, Monday through Friday, to cover the hours between 6:30 AM and 10:00 PM; with overlapping shifts (6:30 AM – 2:00 PM, 10:00 AM – 6:30 PM, 1:30 pm – 10:00 PM).
- The Contractor shall provide one (1) shared porter for the University Center Building and Fletcher Library on Fridays from 4:00 PM to 12:30 AM, Saturdays from 9:00 AM to 10:00 PM and Sundays from 10:00 AM to 6:00 PM.
- A rotation schedule to cover all restrooms and other critical use areas in all buildings shall be developed through the West Campus Contract Representative.
- The Contractor shall provide two (2) day porters, 1 male and 1 female, assigned specifically to Sun Devil Fitness Center. The male porter schedule is Sunday 11AM – 730PM, Monday 9AM to 5:30PM, Tuesday/Wednesday/Thursday 1PM to 9:30PM. The female porter schedule is Tuesday/Wednesday/Thursday 8AM to 4:30PM and Friday/Saturday 10AM to 6:30PM.
- All porters are available to respond to immediate requirements as directed by Facilities Management personnel. Porters shall be at the required location of service for such requests within 20 minutes.

ADDITIONAL SERVICES REQUIRED FOR SPECIFIC AREAS/BUILDINGS

- Sun Devil Fitness Club – Clean Daily, Monday-Sunday, Evening Hours
- Fletcher Library – Clean Daily, Monday-Saturday, Evening Hours
- Clean Monthly – All deck, walkways, brick or concrete stairways and breezeways under over hanging sections or 20 feet from doorways of contract buildings (98,097 SF). Remove all bird droppings, gum, food and drink residue, and natural materials from surface. Use appropriate tools and cleaners to avoid damaging surfaces.
- All equipment must be demonstrated and approved by the University Contract Representative.
- Wipe clean any splatter or debris from windows, doors, trim and building surfaces resulting from pressure washing.
- DO NOT leave excess water standing on stairwells and landings.

BUILDING INTERIORS GENERAL

- FAB – The Faculty Administration Building lobby, east entry hall and lobby stairwells share a slate floor. These surfaces shall be deep cleaned monthly using high-pressure extraction or similar. Includes extraction of carpeted island areas in 1st floor west lobby. Passenger elevators (2) are to be scrubbed and/or extracted monthly.
- CLCC – The Classroom Lab Computer Classroom building has two enclosed indoor lobbies with VCT, carpet and upholstered furnishings. The carpet and upholstered furnishings shall be cleaned/extracted monthly. The VCT shall be kept at an APPA 1 level. Passenger elevators (2) are to be scrubbed and/or extracted monthly.
• All common area (excludes offices) carpet will be extracted on a bi-annual basis (winter and summer break) unless a greater frequency is established in other contract specifications.

PERIODIC TASKS

A variety of tasks will be rendered on a periodic basis. The Contractor shall provide schedules for all periodic (Monthly, Quarterly, Semi Annual and Annual), task to include:

- Task (ex; Pressure washing, Extraction, Window cleaning)
- Location – Building, Floor, Section and/or Room Numbers or identifying description.
- Dates for tasks

The Contractor shall provide schedules 60 days prior to the start of the contract year. Any changes shall be submitted, and approved, by the University contract Representative. Schedules will be strictly adhered to insure prompt delivery and inspection of all services.

QUALITY CONTROL

Contractor will provide a full time, dedicated, managerial level representative to oversee all West Campus operations and serve as the primary contact for the West Campus contract representative and other campus associates.

SECURITY REQUIREMENTS

The Contractor will maintain and furnish to the West Campus University Contract Representative a list of their employees. The list will include the current photo, job title, scheduled hours and the initial date of assignment to University duties for each employee. All staff changes must be reported to the University Contract Representative within 48 hours. Contractor will advise the University Contract Representative in advance of changes occurring for management/supervisory positions related to this contract.

RESIDENTIAL FACILITIES

Students are the primary customers of Arizona State University and the residential facilities are their homes for the time that they attend ASU. It is important that these buildings be maintained and cleaned to the highest possible standard. Exhibit 11 identifies the specific cleaning schedules and expectations required in these buildings.

Proposers should note that the daily cleaning required during the academic semesters is limited to the common areas of the buildings and will be cleaned at minimum in accordance with Group 1, Group 2, Group 3, Group 5, Group 7 and Group 8 identified in Section 13 – Technical Space Requirements.

Individual student rooms/apartments will be deep cleaned once per year after the Spring or Summer semesters. These services will be provided at no additional costs. The approximate cleanable square footage for the student rooms is provided in Exhibit 9. The Contractor will anticipate the labor and materials-supplies necessary for the provision of this service.
Additional deep cleans of individual student rooms/apartments may be required due to room turns, summer conferences or other unanticipated occupancies. These additional deep cleanings will be done via task order based upon an approved Contractor proposal. It is the desire of the University to have these rooms serviced at the prevailing straight time rate. Please indicate in your cost proposal the price for deep cleaning student rooms/apartments beyond the once per year requirement.

Should the University fail to provide at least 7 day notice of a change in occupancy or schedule that requires the Contractor to provide additional resources on short notice overtime rates may be approved. ALL SHORT NOTICE REQUESTS FOR STUDENT ROOM DEEP CLEANS SHALL BE IN WRITING FROM A DESIGNATED UNIVERSITY REPRESENTATIVE. Where a written proposal is not requested from the Contractor for time sensitive work the Contractor will provide supporting time and material detail to support the amounts billed.

VALUE ADDED SERVICES

Please provide a summary of any other value added services or programs which may contribute to the overall value of your proposal, including but not limited to:

- Training
- Industry partnerships
- Support of ASU’s Charter and goals
- Support of Sustainable development (including sustainability education programs), veterans’ affairs, initiatives in support of women, wellness, and our changing regional demographics
- Support and enhancement of ASU’s reputation as an innovative, foundational model for the New American University
- Commitment to provide significant financial and non-financial support for the University and its signature programs.
In order to reduce the adverse environmental impact of our purchasing decisions the University is committed to buying goods and services from manufacturers and suppliers who share the University's environmental concern and commitment. Green purchasing is the method wherein environmental and social considerations are taken with equal weight to the price, availability and performance criteria that we use to make purchasing decisions.

Proposer shall use environmentally preferable products, materials and companies where economically feasible. Environmentally preferable products have a less or reduced effect on human health and the environment when compared to other products and companies that serve the same purpose. If two (2) products are equal in performance characteristics and the pricing is within 5%, the University will favor the more environmentally preferable product and company.

If you are citing environmentally preferred product claims, you must provide proper certification or detailed information on environmental benefits, durability and recyclable properties.

The University and the supplier may negotiate during the contract term to permit the substitution or addition of Environmentally Preferable Products (EPPs) when such products are readily available at a competitive cost and satisfy the university’s performance needs.

Unless otherwise specified, proposers and contractors should use recycled paper and double-sided copying for the production of all printed and photocopied documents. Furthermore, the documents shall be clearly marked to indicate that they are printed on recycled content (minimum 30% post-consumer waste) paper.

Proposer shall minimize packaging and any packaging/packing materials that are provided must meet at least one of, and preferably all, of the following criteria:

- Made from 100% post-consumer recycled materials
- Be recyclable
- Reusable
- Non-toxic
- Biodegradable

Further, proposer is expected to pick up packaging and either reuse it or recycle it. This is a requirement of the contract or purchase order.
SECTION VII – PROPOSER QUALIFICATIONS

The University is soliciting proposals from firms and individuals which are in the business of providing services as listed in this RFP. Your proposal shall include, at a minimum, the following information. Failure to include these items may be grounds for rejection of your proposal.

1. The Proposer shall present evidence that the firm and its management personnel have been engaged for at least the past five (5) years in providing custodial services as listed in this Request for Proposal.

2. Financial Statements:

   Option A. Proposers who have audited financial statements are to provide the following:

   Audited financial statements for the two (2) most recent available years. If the financial statements are intended to be confidential, please submit one (1) copy in a separate sealed envelope and mark as follows:

   Firm’s Name
   Confidential – Financial Statements

   Option B. Proposers who might not have audited financial statements are to provide the following:

   It is preferred that audited financial statements for the two (2) most recent available years be submitted. However, if not available, provide a copy of firm’s two (2) most recent tax returns or compiled financial statements by an independent CPA. If the financial statements or tax returns are intended to be confidential, please submit one (1) copy in a separate sealed envelope and mark as follows:

   Firm’s Name
   Confidential – Financial Statements

3. Minimum qualifications and experience requirements are provided below by each campus. If more than one campus is proposed or all campuses are proposed, the minimum qualifications and experience required is the aggregate of all campuses proposed. Multi campus proposals must clearly demonstrate in aggregate the minimum experience levels for all campuses proposed.

Downtown Phoenix Campus:
- Demonstrated current or recent experience cleaning at least one (1) million cleanable square feet on a college or university campus.
- Agree to establish and maintain for the duration of this contract a regional office within 25 miles of ASU Downtown Campus.
Polytechnic Campus:
- Demonstrated current or recent experience cleaning at least 900 thousand cleanable square feet on a college or university campus, including experience in cleaning student residential facilities with at least 135 thousand cleanable square feet.
- Agree to establish and maintain for the duration of this contract a regional office within 25 miles of ASU Polytechnic Campus.

Tempe Campus:
- Demonstrated current or recent cleaning experience on a higher educational institution with at least 7 million cleanable square feet, including experience in cleaning student residential facilities with at least 1 million cleanable square feet.
- Agree to establish and maintain for the duration of this contract a regional office within 25 miles of ASU Tempe Campus.

West Campus:
- Demonstrated current or recent experience cleaning at least 800,000 cleanable square feet on a college or university campus, including experience in cleaning student residential facilities with at least 100,000 cleanable square feet.
- Agree to establish and maintain for the duration of this contract a regional office within 25 miles of ASU West Campus.

4. The Proposer must prepare an organizational and staffing chart of those positions to be utilized in the performance of this contract. Detailed resumes of key supervisory and managerial personnel with experience in a college or university setting are required.

5. Pictures or facsimiles of the proposed Contractor apparel should be included with your responses and must be approved by the University prior to use on any ASU campus.

6. ASU supports the United Food and Commercial Workers (UFCW) Local 99. Proposer must provide evidence of union membership in the Local 99 or similar. If Proposer does not currently have a union membership, Proposer must submit your commitment to obtaining membership if awarded under this RFP.

7. Proposer must be able to demonstrate and show evidence of having the capability to provide the required services by possessing adequate available resources, including personnel, product line, order processing, delivery capabilities, maintenance, support systems, organization structure, operational controls, quality control, and other related factors.

8. The proposer must submit a list of customer references, including at least five (5) current and three (3) former clients, comparable to the University in size, complexity and type of educational facilities and operations. Operations would include libraries, wet/dry labs with hazardous materials, computer and video classrooms, and electronic classrooms.

9. Proposer shall provide evidence of background check process. Background checks by Proposer shall comply with all applicable laws, rules and regulations. Proposer further agrees that the background checks as required in this RFP are necessary to preserve and protect public health.
safety and welfare. Background checks will be completed prior to employment and on an annual basis while employee is assigned to ASU.

10. Proposer must review and acceptance of ASU standard contract terms. Note: all exceptions with justification and alternative language must be submitted with the proposal.
SECTION VIII – EVALUATION CRITERIA

Proposals will be evaluated on the following criteria, listed in order of their relative priority with most important listed first:

1. Response Specifications/Scope of Work (45%)
2. Response Proposer Qualifications (20%)
3. Response Pricing Schedule (15%)
4. Acknowledgment and acceptance of ASU Terms and Conditions (10%)
5. Sustainability Efforts and Sustainability Questionnaire (10%)

Confidential and/or Proprietary Information must be submitted per the instructions in Section IV, item 9. Any watermarks, footnotes or reference to Confidential and/or Proprietary throughout the submitted proposal will be disregarded as boilerplate markings.
SECTION IX – PRICING SCHEDULE

Individuals may propose for one, several or all four of the campuses. For each campus proposed all buildings on that campus must be included in that proposal. Proposals are to include a pricing schedule for each building with a total cost for each individual campus as identified, per the Specifications/Scope of Work in Section V of this Request for Proposal.

The Contractor agrees to furnish all labor, materials, tools, supplies, and equipment to provide custodial services to the proposed ASU campus(s) unless otherwise explicitly provided for by the university.

Proposers will provide their own itemized pricing schedules as follows. Provide quotes for each item below with bundled pricing with product and unbundled pricing without product:

1. The pricing schedule must include pricing for services for the following terms:
   a. 3 year + 5 option
   b. 5 year + 3 option

2. The pricing schedule must include, at minimum, a labor cost, supplies cost and cost per cleanable square foot for all listed buildings for each campus proposed, with a total proposed cost for each campus for the regular custodial services required under this contract.

3. Pricing for all buildings should be specific to the resources required to clean that facility. The indicated building price will be used to adjust contract billings in the event of the permanent addition/deletion of a facility from this contract. No ongoing fixed costs will be allowed under this contract for permanently deleted buildings.

4. Provide your standard billing rate for each service level (i.e. custodian, custodian lead, service responder, porter) and the percentage added to each for overtime work.

5. Provide your cost per square foot for carpet cleaning that is not included in the regular custodial services required under this contract.

6. Provide your cost per square foot for hard floor stripping and refinishing that is not included in the regular custodial services required under this contract.

7. Provide your standard billing rate for fabric furniture cleaning.

8. Provide costs for additional services as specified within the campus specific sections of this RFP (i.e. lock/unlock on the Tempe Campus).

9. Provide a separate schedule for all Signature Buildings identified in the campus sections of SECTION V clearly showing the cost differential between cleaning the building at APPA Level 1 and APPA Level 2.
SECTION X – FORM OF PROPOSAL/SPECIAL INSTRUCTIONS

Format of Submittal

To facilitate direct comparisons, your proposal must be submitted in the following format:

1. **One (1) clearly marked hardcopy “original” in 8.5” x 11” double-sided, non-binding form.** No metal or plastic binding – may use binder, folder, or clip for easy removal of proposal; and

2. **One (1) “single” continuous electronic copy (flash drive only),** PC readable, labeled and no passwords.

3. Any confidential and/or proprietary documents must be on a separate flash drive and labeled appropriately.

4. Proposer must check all flash drives before submitting. Company marketing materials should not be included unless the Request for Proposal specifically requests them. All photos must be compressed to small size formats.

Content of Submittal

If proposer fails to provide any of the following information, with the exception of the mandatory proposal certifications, the University may, at its sole option, ask the proposer to provide the missing information or evaluate the proposal without the missing information.

1. Mandatory Certifications per Section XIII

2. Section V - Specification/Scope of Work

3. Section VII - Propose Qualifications

4. Section IX - Pricing Schedule

5. Section VI - Green Purchasing Requirements/Specifications

6. Section XI - Acknowledgement and acceptance of all ASU Terms and Conditions. All exceptions must be submitted with justification and alternate language, and MUST be submitted with the proposal.

56  Revision Feb. 12, 2019
SECTION XI – AGREEMENT - TERMS & CONDITIONS

ASU will issue a Purchase Order(s) for goods and/or services awarded under this RFP.

The parties to the Purchase Order will be bound by the ASU Terms and Conditions effective on the date the purchase order is received. The ASU Terms and Conditions are available at ASU Standard Terms and Conditions.

Insurance requirements are outlined within this RFP and will be included in any resulting Purchase Order.

Proposals that are contingent upon any changes to these mandatory contract terms and conditions may be deemed non responsive and may be rejected. All exceptions must be submitted with justification and alternate language, and MUST be submitted with the proposal.

ASU Terms and Conditions Amendment: Unless and until the District Court's injunction in Jordahl v. Brnovich et al., Case No. 3:17-cv-08263 (D. Ariz.) is stayed or lifted, the Anti-Israel Boycott Provision (A.R.S.35-393.01 (A)) is unenforceable and the State will take no action to enforce it. Offers will not be evaluated based on whether this certification has been made.
Insurance Requirements

Without limiting any liabilities or any other obligation of Supplier, Supplier will purchase and maintain (and cause its subcontractors to purchase and maintain), until all of their obligations have been discharged or satisfied, including any warranty periods under the Agreement, insurance against claims that may arise from or in connection with the performance of the work hereunder by Supplier, its agents, representatives, employees or subcontractors, as described below.

These insurance requirements are minimum requirements for the Agreement and in no way limit any indemnity covenants in the Agreement. ASU does not warrant that these minimum limits are sufficient to protect Supplier from liabilities that might arise out of the performance of the work under the Agreement by Supplier, its agents, representatives, employees, or subcontractors. These insurance requirements may change if Supplier is a foreign entity, or with foreign insurance coverage.

A. Minimum Scope and Limits of Insurance: Supplier’s insurance coverage will be primary insurance with respect to all other available sources. Supplier will provide coverage with limits of liability not less than those stated below:

1. Commercial General Liability – Occurrence Form. Policy will include bodily injury, property damage, personal injury, and broad form contractual liability coverage.

   - General Aggregate
     - Buildings not at Downtown Phoenix Campus: $3,000,000
     - Buildings at Downtown Phoenix Campus: $5,000,000
   - Each Occurrence
     - Buildings not at Downtown Phoenix Campus: $1,000,000
     - Buildings at Downtown Phoenix Campus: $1,000,000
   - Products – Completed Operations Aggregate
     - Buildings not at Downtown Phoenix Campus: $1,000,000
     - Buildings at Downtown Phoenix Campus: $1,000,000
   - Personal and Advertising Injury
     - Buildings not at Downtown Phoenix Campus: $1,000,000
     - Buildings at Downtown Phoenix Campus: $1,000,000
   - Contractual Liability
     - Buildings not at Downtown Phoenix Campus: $1,000,000
     - Buildings at Downtown Phoenix Campus: $1,000,000

   a. Policy will include the following additional insured language: “The State of Arizona, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, and the City of Phoenix will be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of Supplier.” Such additional insureds shall be covered to the full limits of liability purchased by the Supplier, even if those limits of liability are in excess of those required by the Agreement.

   b. Policy will contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, and the City of Phoenix for losses arising from work performed by or on behalf of Supplier.

   c. Policy must be endorsed to include sexual abuse and molestation (SAM) coverage. This coverage may be sublimited to no less than $500,000. The limits may be included within the General Liability limit or provided by separate endorsement with its own limits. If unable to obtain SAM coverage under General Liability, it must be included with the Professional Liability.

   d. Policy must be endorsed to include master key coverage.

   e. Policy must be endorsed to include “care-custody-control” coverage.

2. Automobile Liability. Policy will include Bodily Injury and Property Damage for any owned, hired, and/or non-owned vehicles used in the performance of the Agreement in the following amount. Coverage will be a combined single limit of $1,000,000.

   a. Policy will include the following additional insured language: “The State of Arizona, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, and the City of Phoenix will be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of Supplier, involving vehicles owned, leased, hired, or borrowed by Supplier.”

   b. Policy will contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards,
commissions, universities, and its officers, officials, agents, and employees, and the City of Phoenix for losses arising from work performed by or on behalf of Supplier.

c. Policy will contain a severability of interest provision.

d. If hazardous materials or waste is to be transported, the policy must be endorsed with the MCS-90 endorsement in accordance with applicable legal requirements.

3. **Worker’s Compensation and Employers’ Liability.** Applicable statutory limits, as amended from time to time.

   a. Employer’s Liability in the amount of $1,000,000 injury and disease.

   b. Policy will contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, for losses arising from work performed by or on behalf of Supplier.

   c. This requirement will not apply to any contractor or subcontractor exempt under ARS § 23-901, when such contractor or subcontractor signs the Sole Proprietor Waiver Form.

4. **Commercial Crime Policy or Blanket Fidelity Bond.** Coverage should include, but is not limited to, employee dishonesty (to include coverage for theft and mysterious disappearance and inventory shortage).

   a. The bond or policy must be issued with limits of 50% of the contract value or $50,000 – whichever amount is greater.

   b. The bond or policy must include coverage for all directors, officers, agents and employees of Supplier.

   c. The policy shall be endorsed to include the State of Arizona, the Arizona Board of Regents, and Arizona State University as Loss Payee.

   d. The policy shall not contain a condition requiring a conviction or arrest in order to file a claim.

   e. Coverage shall be extended to third parties.

5. **Professional Liability (Errors and Omissions Liability).** If the Supplier will provide ASU Services under the Agreement, the Policy will include professional liability coverage as follows:

   - Each Claim $1,000,000
   - Annual Aggregate $2,000,000

   a. If the professional liability insurance required by the Agreement is written on a claims-made basis, Supplier warrants that any retroactive date under the policy will precede the effective date of the Agreement; and that either continuous coverage will be maintained or an extended discovery period will be exercised for 2 years beginning at the time work under the Agreement is completed.

   b. Policy will cover professional misconduct for those positions defined in the scope of work of the Agreement.

B. **Cancellation; Material Changes:** Cancellation notices will be delivered to ASU in accordance with all policy provisions. Notices required in this Section must be sent directly to ASU Purchasing and Business Services, email Insurance.certificates@asu.edu or mail to PO Box 875212, Tempe, AZ, 85287-5212.

C. **Acceptability of Insurers:** Insurance is to be placed with duly licensed or approved non-admitted insurers in the State of Arizona with an “A.M. Best” rating of not less than A- VII. ASU in no way warrants that the above required minimum insurer rating is sufficient to protect Supplier from potential insurer insolvency. Self-Insurance may be accepted in lieu of or in combination with insurance coverage requested.

D. **Verification of Coverage:** Each insurance policy required by the Agreement must be in effect at or prior to commencement of work under the Agreement and remain in effect for the term of the Agreement. Failure to maintain the insurance policies as required by the Agreement, or to provide evidence of renewal, is a material breach of contract.

Revision Feb. 12, 2019
If requested by ASU, Supplier will furnish ASU with valid certificates of insurance. ASU’s project or purchase order number and project description will be noted on each certificate of insurance. The State of Arizona and ASU may require complete, certified copies of policies at the time of notice of any loss or claim.

E. **Subcontractors.** Supplier’s certificate(s) may include all subcontractors as insureds under its policies as required by the Agreement, or Supplier will furnish to ASU upon request, copies of valid certificates and endorsements for each subcontractor. Coverages for subcontractors will be subject to the minimum requirements identified above.

F. **Approval.** These insurance requirements are the standard insurance requirements of ASU. Any modification or variation from the insurance requirements in the Agreement will require the approval of ASU’s Department of Risk and Emergency Management.
SECTION XII – MANDATORY CERTIFICATIONS

Fillable PDF versions of mandatory certifications are at: https://cfo.asu.edu/business/do-business-asu under the Formal Solicitations tab. ORIGINAL signatures are REQUIRED for either version.

CONFLICT OF INTEREST CERTIFICATION

____________________
(Date)

The undersigned certifies that to the best of his/her knowledge:  
( ) There is no officer or employee of Arizona State University who has, or whose relative has, a substantial interest in any contract resulting from this request.

( ) The names of any and all public officers or employees of Arizona State University who have, or whose relative has, a substantial interest in any contract resulting from this request, and the nature of the substantial interest, are included below or as an attachment to this certification.

____________________
____________________
____________________
____________________

(Email address)   (Address)
(Signature required) (Phone)
(Print name) (Fax)
(Print title) (Federal Taxpayer ID Number)
FEDERAL DEBARRED LIST CERTIFICATION

Certification Regarding Other Responsibility Matters (April 2010)

_____________________
(Date)

In accordance with the Federal Acquisition Regulation, 52.209-5:

(a) (1) The Offeror certifies, to the best of its knowledge and belief, that—
   (i) The Offeror and/or any of its Principals—

   (A) (check one) **Are (    ) or are not (    )** presently debarred, suspended, proposed for
debarment, or declared ineligible for the award of contracts by any Federal agency;

   (B) (check one) **Have (    ) or have not (    ), within a three-year period preceding this offer,**
been convicted of or had a civil judgment rendered against them for: commission of fraud or
a criminal offense in connection with obtaining, attempting to obtain, or performing a public
(Federal, state, or local) contract or subcontract; violation of Federal or state antitrust statutes
relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery,
falsification or destruction of records, making false statements, tax evasion, or receiving
stolen property; and

   (C) (check one) **Are (    ) or are not (    )** presently indicted for, or otherwise criminally or
civilly charged by a governmental entity with, commission of any of the offenses enumerated
in paragraph (a)(1)(i)(B) of this provision.

   (D) (check one) **Have (    ) or have not (    ), within a three-year period preceding this offer,**
been notified of any delinquent Federal **taxes** in an amount that exceeds $3,500 for which
the liability remains unsatisfied.

   (ii) The Offeror (check one) **has (    ) or has not (    ), within a three-year period preceding this
offer, had one or more contracts terminated for default by any Federal agency.

(2) (a) “Principal,” for the purposes of this certification, means an officer; director; owner; partner;
or, person having primary management or supervisory responsibilities within a business entity (e.g.,
general manager; plant manager; head of a subsidiary, division, or business segment, and similar
positions).

(b) The Offeror shall provide immediate written notice to the University if, at any time prior to contract
award, the Offeror learns that its certification was erroneous when submitted or has become erroneous
by reason of changed circumstances.

(c) A certification that any of the items in paragraph (a) of this provision exists will not necessarily result
in withholding of an award under this solicitation. However, the certification will be considered in
connection with a determination of the Offeror’s responsibility. Failure of the Offeror to furnish a
certification or provide such additional information as requested by University may render the Offeror
nonresponsible.
(d) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an Offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

(e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Offeror knowingly rendered an erroneous certification, in addition to other remedies available to the Government, the University may terminate the contract resulting from this solicitation for default.

____________________________________________________  ______________________________
(Email address)                                              (Address)

____________________________________________________
(Signature required)                                          (Phone)

____________________________________________________
(Print name)                                                   (Fax)

____________________________________________________
(Print title)                                                  (Federal Taxpayer ID Number)
ANTI-LOBBYING CERTIFICATION

Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions (Sept 2007)

_____________________
(Date)

In accordance with the Federal Acquisition Regulation, 52.203-11:

(a) The definitions and prohibitions contained in the clause, at FAR 52.203-12, Limitation on Payments to Influence Certain Federal Transactions, included in this solicitation, are hereby incorporated by reference in paragraph (b) of this certification.

(b) The offeror, by signing its offer, hereby certifies to the best of his or her knowledge and belief that on or after December 23, 1989—

(1) No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of this contract;

(2) If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with this solicitation, the offeror shall complete and submit, with its offer, OMB standard form LLL, Disclosure of Lobbying Activities, to the University; and

(3) Offeror will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of $100,000 shall certify and disclose accordingly.

(c) Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by Section 1352, Title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision, shall be subject to a civil penalty of not less than $10,000, and not more than $100,000, for each such failure.

________________________________ ________________
(Email address) (Address)

________________________________
(Signature required) (Phone)

________________________________
(Print name) (Fax)

________________________________
(Print title) (Federal Taxpayer ID Number)
All service providers are required to read and sign this ASU Service Provider Acknowledgement prior to performing work on ASU property. Failure on the part of the service provider to comply with these requirements may result in termination of the contract with ASU.

SERVICE PROVIDER ACKNOWLEDGEMENT

Arizona State University (ASU) is committed to protecting the health and welfare of students, faculty, staff, visitors, and to the environment. Accordingly, it is important that all members of the ASU community recognize and share this commitment and comply with the environmental, health and safety policies, rules, procedures and regulations governing ASU campus activities.

ASU is also looking to the community, including service providers, for cooperative and responsible leadership that will help the University implement a safer environment through safer practices and more sustainable solutions.

Towards this end, it is ASU’s expectation that all service providers have the responsibility for environmental, health, and safety issues created or otherwise arising from or related to their work under their contract with ASU.

The service provider shall ensure that its employees are properly identified (e.g. officially issued picture ID and/or badge) and have been instructed about the boundaries of their work areas. Service providers will comply with all applicable local, state, and federal rules and regulations, including those related to the Occupational Safety and Health Act (OSHA) of 1970.

For all service providers, ASU is providing a few general guidelines in this document concerning conducting work on ASU Job Sites.

SERVICE PROVIDER DEFINITION

Refers to any individual, company, or corporation who is hired by ASU or an ASU employee to provide construction, repair or maintenance related services on ASU property or facilities.

GENERAL SITE INFORMATION

Failure on the part of the service provider to comply with the following requirements may result in termination of the contract with ASU. Prior to working in areas where site-related hazards might be present, all service providers shall consult with the project manager for more information.

- Permission must be obtained from the project manager whenever it is necessary for personnel to go to the roof of any building.

- Lunch and break areas are to be coordinated through the project manager.

- Pedestrians should use walkways where provided. Shortcuts shall not be taken through operating areas.

- Explosives of any type are prohibited on the site with the exception of powder actuated tools.

- Barricading of ASU streets (it is required that ASU Police at 480-965-3456 must be contacted prior to any barricades being set).

- Compliance with any applicable dust control requirements are the responsibility of the service
• It is the service provider’s responsibility to remove excess materials, such as paints, oils, adhesives, from ASU property by the end of the project.

• Consult with the project manager and ASU Environmental Health and Safety (EHS) if the project will involve regulated ASU waste, such as potentially contaminated soil, light bulbs or oil.

• Chemicals, paints, oils, fuels, etc. must be located so as to avoid potential contamination of storm drains and dry wells. The project manager will assist with determining the appropriate location.

PARKING (Park in specified areas only)
The proper parking permit must be secured from ASU Parking and Transit Systems (PTS) and displayed appropriately in vehicles. Contact the project manager and/or PTS at 480-965-6124. Do not block entrance ramps, trash docks, and truck doors, etc.

LOCKOUT/TAGOUT
ASU has established very specific control measures related to the control of potentially hazardous energy referred to Lockout/Tagout/Verify for all maintenance and construction related activities at ASU facilities. Each service provider conducting similar activities must adhere to all requirement of the ASU program which mirrors the OSHA Standard 29 CRF 1901.147 as posted on our website (Workplace Community Safety) with the exception of the service provider’s designated lock. Each service provider is required under OSHA regulations to have their own program meeting the standards requirements, but all requirements in the ASU program with the exception of lock color and style must be met including notification of all affected personnel of the Lockout/Tagout/Verify activity, logging activities, and transitioning to equipment out of service. Service providers may be required by their project manager to post notices identifying their designated locks. At no time may Lockout/Tagout devices be used for equipment out of service.

ELECTRICAL SERVICES
Work on live electrical services at 50 volts or higher is prohibited unless permitted through your project manager under the ASU Electrical Safety Program. All work on electrical services must be locked out as required under 29 CFR 1910.147.

DISCLOSURE OF ASBESTOS, LEAD AND/OR OTHER HAZARDOUS MATERIALS
ASU is informing all service providers of the potential presence of asbestos (e.g. which may be found in caulk, sheetrock joints, vinyl tiles, etc), lead, and/or other hazardous materials at ASU. Depending on the location(s) of your work, there may be one or more of these materials present. It is your responsibility to discuss the full scope of your work with the project manager or designee so that you have the appropriate information related to asbestos, lead and/or other potentially hazardous materials. If the scope of your work changes, contact your project manager or designee before proceeding to determine if the change in scope may involve the potential disturbance of asbestos, lead and/or other hazardous materials.

Should there be changes to your scope of work affecting areas outside of your original contract area, or, if unforeseen or unidentified suspect materials be uncovered or discovered during your work, you are required to stop all work which would impact those materials until they can be evaluated and tested by ASU. Immediately upon discovery of any unidentified or unforeseen building material, you must notify the project manager to arrange for ASU to evaluate and test the materials.

Prior to your work taking place, inspections for asbestos, lead and other potentially hazardous materials
must be (or have been) conducted by ASU, and identified materials (containing asbestos, lead or other hazardous materials) that would be disturbed by your current scope of work will be (or have been) removed or isolated in such a manner as to prevent potential exposure. Please contact ASU Asbestos Program Manager at 480-965-7739 to determine if, based on your current scope of work, there any remaining materials which are or may be present in adjacent location(s), but should not be disturbed.

Your signature on this document acknowledges you received this disclosure and that you had the opportunity to review your scope of work with the project manager or designee.

The Service Provider Job-Site Safety Information orientation document is meant to serve as a guide for the service provider, any and all of its supervisors, and any and all of its subcontractors during their performance within the scope of work under their contract with ASU. Although the document sets forth certain guidelines and rules of operations on ASU sites, it is not intended to address every potential safety and health issue that may arise during the scope of the contracted work. IT DOES NOT COVER EVERY POSSIBLE SITUATION.

While ASU retains the right to periodically review the work of any service provider, its supervisors, or its subcontractors, ASU does not assume responsibility for any issues identified outside of contract compliance.

TEMPE CAMPUS UTILITY TUNNEL SYSTEM
Asbestos exists in the underground utility tunnel system located on the Tempe Campus of ASU. It is your responsibility to discuss the scope of your work with the project manager or designee in order to provide you with any further information related to asbestos issues which may be encountered during any work in the tunnels.

The gravel or earthen flooring material throughout the tunnel system has become contaminated material from historical damage and repair to pipe insulation. Walking on, or other disturbance to, the flooring material may cause entrained asbestos fibers to become airborne.

In addition, asbestos is present in most thermal system insulation applied to steam, steam condensate and hot water piping. The disturbance of insulation materials is strictly prohibited.

ASU has determined that persons working in the underground utility tunnel system may be potentially exposed to airborne asbestos fibers at or above the OSHA permissible exposure limit of 0.1 fibers per cubic centimeter (f/cc).

Service providers are advised that airborne fibers which exist in the tunnel areas may be below the minimum length of five microns capable of being detected by analysis using Phase Contrast Microscopy (PCM) analytical techniques. Airborne fibers within the tunnels are detectable using Transmission Electron Microscopy (TEM) methods. Each service provider is responsible for ensuring proper use of personal protective equipment including respiratory protection at all times while working in the Tempe tunnel system.

Contaminated waste materials generated by use of such personal protective equipment are required to be appropriately packaged in Department of Transportation-approved and labelled asbestos waste bags. Bags are to be removed from ASU property and properly disposed at the end of each work shift. Bags staged to accept waste are required to contain visible labels that clearly identify the name of the firm generating the waste, contact phone numbers, the dates, where the waste was generated, and the ASU project number.
It is your responsibility to discuss the scope of work conducted within the tunnel system with your employees, or sub-contracted employees, and to provide the appropriate training, personal protective equipment and air monitoring as required by OSHA.

**POLYTECHNIC CAMPUS**
The Polytechnic Campus is subject to specific excavation requirements. Contact EHS at 480-965-1823 if the project involves excavation at the Polytechnic Campus.

Accordingly, ASU expects each service provider to supplement the provisions contained in the Service Provider Job-Site Safety Information & Guidelines Orientation document with proper instructions and work practices that, based on knowledge and experience, will help decrease the likelihood of injury to service provider employees, subcontractors' employees, and to others, as well and prevent damage to property and material on ASU sites.

[Service Provider Name]__________________________________________________________

[Street Address]______________________________________________________________

[City, State Zip]______________________________________________________________

The above service provider certifies that they, any and all of its subcontractor’s, or its supervisors, prior to commencing any work on an ASU site, have reviewed and understand the contents of the Service Provider Job-Site Safety Information & Guidelines Orientation document located at EHS Safety Manual and/or have attended the Service Provider Job-Site Safety Information & Guidelines orientation program produced by ASU Environmental Health and Safety. By having their representative sign and date this document prior to commencing any work, the service provider accepts, and agrees to the provisions of these Acknowledgement Clauses.

[Name]_____________________________________________________________________

[Title]_____________________________________________________________________

________________________________________________________

Employer Representative Signature                  Date
SUPPLIER SUSTAINABILITY QUESTIONNAIRE – SMALL COMPANY

Firm Name: _________________________ Date: _________________________

The Supplier Sustainability Questionnaire must be completed and returned with your Proposal. This questionnaire is applicable to firms that provide services as well as those that provide goods.

Arizona State University’s vision is to be environmentally sustainable while expanding our education, research, and community support programs. The University seeks suppliers who share our sustainability vision. Accordingly, please answer the following questions.

To each question please provide at least one of the following types of responses:

- An explanation or description
- A URL of your policy or program

An electronic copy of your illustrative policies or programs must be provided if requested. If the question does not apply, answer with N/A and provide an explanation as to why.

Energy
1. What is your firm doing to be energy efficient?
2. What plan is in place to reduce greenhouse gas emissions in the future?

Solid Waste
1. What is your firm doing to reduce waste to landfill?
2. What plan is in place to reduce waste to landfill generated in the future?

Water Waste
1. What is your firm doing to reduce water waste?
2. What plan is in place to reduce water waste in the future?

Packaging
1. What is your firm’s plan to minimize packaging and/or describe your firm’s packaging “Take Back” program?
2. What kind of reusable, recyclable, and/or compostable packaging materials does your firm use?
3. What does your firm do to encourage/require your suppliers to minimize packaging and/or use reusable, recyclable, or compostable packaging materials?

Sustainability Practices
1. What programs does your firm have to encourage your employees to use alternative transportation while commuting to work and travelling locally?
2. What sustainability guidelines or environmental statement does your firm have to guide the firm as a whole?
3. What are your firm’s sustainable purchasing guidelines?
4. What kind of position(s) or team(s) does your firm have dedicated to overseeing sustainability initiatives?
5. List the sustainability related professional associations of which your firm is a member.
6. What kind of effort does your firm make to reduce the use of environmentally harmful materials?
7. Does your firm use Green Seal/EcoLogo certified or biodegradable/eco-friendly cleaning products?
8. Has your firm been cited for non-compliance of an environmental or safety issue in the past ten years?
9. Name any third party certifications your firm has in regards to sustainable business practices?
10. Describe any other initiatives your firm has taken to integrate sustainability practices principles into your operations.

Community
1. What charity, community development, educational programs, or environmental programs is your firm involved in within your local community?
2. What educational programs does your firm have to develop employees?
SUPPLIER SUSTAINABILITY QUESTIONNAIRE – LARGE COMPANY

Firm Name: ___________________________ Date: ___________________________

The Supplier Sustainability Questionnaire must be completed and returned with your Proposal. This questionnaire is applicable to firms that provide services as well as those that provide goods.

Arizona State University’s vision is to be environmentally sustainable while expanding our education, research, and community support programs. The University seeks suppliers who share our sustainability vision. Accordingly, please answer the following questions.

To each question please provide at least one of the following types of responses:
- An explanation or description
- A URL of your policy or program

An electronic copy of your illustrative policies or programs must be provided if requested. If the question does not apply, answer with N/A and provide an explanation as to why.

**Energy**
1. What is your firm doing to be energy efficient?
2. What are your firm’s annual greenhouse gas emissions in metric tons of carbon dioxide equivalent? (Enter total metric tons of CO2 equivalency [includes the following GHGs: CO2, CH4, N2, SF6, HFCs and PFCs])
3. What plan is in place to reduce greenhouse gas emissions in the future?

**Solid Waste**
1. What is your firm doing to reduce waste to landfill?
2. What is your firm’s annual waste to landfill generated in metric tons? (Enter total metric tons)
3. What plan is in place to reduce waste to landfill generated in the future?

**Water Waste**
1. What is your firm doing to reduce water waste?
2. What is your firm’s annual water waste in gallons? (Enter total gallons)
3. What plan is in place to reduce water waste in the future?

**Packaging**
1. What is your firm’s plan to minimize packaging and/or describe your firm’s packaging “Take Back” program?
2. What kind of reusable, recyclable, and/or compostable packaging materials does your firm use?
3. What does your firm do to encourage/require your suppliers to minimize packaging and/or use reusable, recyclable, or compostable packaging materials?

**Sustainability Practices**
1. What programs does your firm have to encourage your employees to use alternative transportation while commuting to work and travelling locally?
2. What sustainability guidelines or environmental statement does your firm have to guide the firm as a whole?
3. What are your firm’s sustainable purchasing guidelines?
4. What kind of position(s) or team(s) does your firm have dedicated to overseeing sustainability initiatives?
5. List the sustainability related professional associations of which your firm is a member.
6. What kind of effort does your firm make to reduce the use of environmentally harmful materials?
7. Has an environmental life-cycle analysis of your firm’s products been conducted by a certified testing organization?
8. Does your firm use Green Seal/EcoLogo certified or biodegradable/eco-friendly cleaning products?
9. Has your firm been cited for non-compliance of an environmental or safety issue in the past ten years?
10. Name any third party certifications your firm has in regards to sustainable business practices?
11. Describe any other initiatives your firm has taken to integrate sustainability practices principles into your operations.

Community
1. What charity, community development, educational programs, or environmental programs is your firm involved in within your local community?
2. What educational programs does your firm have to develop employees?

If your firm is just beginning the sustainability journey, or is looking for tools and resources, here are some suggestions:

Energy
Greenhouse Gas Protocol provides tools to calculate emissions that are industry specific:
  o http://www.ghgprotocol.org/calculation-tools
Practice Green health provides basic information and tools for emissions as well:

Solid Waste
The EPA’s pre-built excel file to help measure and track your waste and recycling:
  o http://www.epa.gov/smm/wastewise/measure-progress.htm
Greenbiz’s comprehensive guide to reducing corporate waste:

Water Waste
BSR’s guide on how to establish your water usage:
  o http://www.bsr.org/reports/BSR_Water-Trends.pdf
EPA information about conserving water:
  o http://water.epa.gov/polwaste/nps/chap3.cfm

Packaging
Links to get you started on sustainable packaging:
  o http://www.epa.gov/oswer/international/factsheets/200610-packaging-directives.htm
Sustainability Practices

Ideas for alternative transportation programs:
  o http://www.ctaa.org/webmodules/webarticles/articlefiles/SuccessStoriesEmpTranspPrograms.pdf

The EPA environmentally preferable purchasing guidelines for suppliers:
  o http://www.epa.gov/epp/

EPA life cycle assessment information:
  o http://www.epa.gov/nrmrl/std/lca/lca.html

Green Seal green products & services:

Ecologo cleaning and janitorial products:

EPA information on sustainable landscape management:
http://www.epa.gov/epawaste/conserve/tools/greenscapes/index.htm