This document is provided to assist respondents to the Solicitation for **Contract Monitoring for Integrated Facilities Management Contract with Two Option Years (FY25 & FY26).**
No other use of the information included herein is permitted or authorized.

PROVIDENCE PUBLIC SCHOOL DISTRICT

FACILITY SERVICES

SERVICES SPECIFICATION

Document SS

Providence Schools

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Facility Services Specification

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A. Section One: General Requirements

A.1. Introduction

A.1.1. Document Intent

A.1.1.1. This document (the "Specification") is a facilities services specification. It provides the Service Provider with Providence Public School District's (PPSD) requirements for performing facilities services. The requirements are intended to maximize efficiency of operations and to provide reliable and suitable conditions for faculty, students, and staff.

A.1.1.2. The intent of the Specification is to include complete facility services for all current and future Mechanical, Electrical, Plumbing, and Structural (MEPS) assets as well as for all custodial services, landscape, and hardscape assets. Any such assets that are not identified in the Specification are still included in the facility services scope of work unless explicitly excluded in the Specification language.

A.1.1.3. This Specification shall be part of the facility services agreement between PPSD and the Service Provider (the "Agreement"). Capitalized terms defined elsewhere in the Agreement and used in this Specification shall have the meanings given to them in the Agreement.

A.1.2. Document Copyright and Use

A.1.2.1. This document, along with all documents provided to the Service Provider, for these services are instruments of services for the contract covered by these Specifications. They are protected by property interests held by the Providence Public School District .

A.1.2.2. The Service Provider is explicitly prohibited from use or reproduction of any document content for any other use or project other than the project of this contract.

A.1.3. Providence Public School District (PPSD) Representative

A.1.3.1. All work of this Specification shall be coordinated with the Providence Public School District's PPSD Representative.

A.1.3.2. The initial PPSD Representative shall be Brian Lemay, Director of Facilities and Capital Planning, or his designee. Providence Public School District may designate a successor PPSD Representative upon notice to the Service Provider. Different designees within the meaning of the preceding sentence may be established for specific purposes or functions.

A.1.4. Facility Services

A.1.4.1. The Service Provider shall perform facility services for the [Locations to be named] as identified in the Site Plans forming part of the Agreement, and other properties owned or leased by PPSD, even if not expressly used for PPSD purposes.

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A.1.4.2. "Facility Services" or "Services" shall mean all labor and non-labor items required to effectively perform:

A.1.4.2.1. Custodial services.
A.1.4.2.2. Adjustments to furniture, such as floor leveling or adjustable heights.
A.1.4.2.3. Move and Event Support
A.1.4.2.4. Solid waste management and hauling services.
A.1.4.2.5. MEPS operations and maintenance (O&M) services.
A.1.4.2.6. Landscaping and grounds services.
A.1.4.2.7. Hardscape services.
A.1.4.2.8. Facilities Services programming, management, and administration.
A.1.4.2.9. Training and performance improvement programs.
A.1.4.2.10. Environmental Health and Safety services.
A.1.4.2.11. Energy Audit services.
A.1.4.2.12. Other services identified in this Specification.

A.1.4.3. Services provided by the Service Provider shall include, but not be limited to, all labor, supervision, training, testing, technical services, consulting services, replacement parts, materials, supplies, consumables, equipment, tools (including any necessary high performance and production equipment and specialty tools) chemicals, and other accessories, services, activities, and procedures necessary for the proper execution of the facility services.

A.1.4.4. The Service Provider shall use techniques, tools, supplies, and equipment that are designed and intended for the required services.

A.1.4.5. The Service Provider shall be familiar with sequence of operation of each individual building system and maintain each system to the design intent.

A.1.4.6. The Service Provider shall provide engineering diagrams and parts nomenclatures for all modifications made to equipment.

A.1.4.7. The Service Provider shall promptly notify the PPSD Representative of any system design errors and omissions discovered during normal operation and maintenance activities. The Service Provider shall recommend improvements to mitigate the problem(s).

A.1.4.8. The Service Provider shall immediately repair or replace (at PPSD option) any PPSD asset that is lost, damaged, or destroyed because of the Service Provider's action or inaction, at the Service Provider's expense.

A.1.4.9. The Service Provider shall comply with manufacturer's installation and maintenance instructions.

A.1.4.10. All materials and equipment shall be applied, used, cleaned, and conditioned in accordance with the written instructions of the applicable manufacturer except as otherwise provided in the Agreement.

A.1.4.11. The Service Provider shall conduct daily walk-through inspections (tours) of all building systems, including any automated monitoring systems, to ensure that they are operating properly. The observed operating conditions and any required actions shall be documented. Such documentation shall be reviewed and spot-checked by a supervisor each day.

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A.1.4.12. Together with the PPSD Representative, the Service Provider shall conduct monthly scheduled walkthroughs of building service areas.

A.1.4.13. Together with the PPSD Representative, the Service Provider shall conduct a monthly inspection walkthrough of the hardscape areas.

A.1.4.14. Together with the PPSD Representative, the Service Provider shall conduct a monthly inspection walkthrough of the landscape areas.

A.1.4.15. Service Provider shall provide weather protection of work being performed on buildings, landscape, or hardscape which may be adversely affected by moisture, wind, cold or other conditions, including but not limited to by covering, enclosing and/or heating.

A.1.5. Services Not Required

A.1.5.1. The Service Provider's services are specifically not required for the following items, systems, or activities:

A.1.5.1.1. Maintenance of food service equipment and appliances
A.1.5.1.2. Management of PPSD furniture
A.1.5.1.3. Maintenance of PPSD furniture
A.1.5.1.4. Maintenance of teaching equipment, such as
A.1.5.1.4.1. Shop Equipment
A.1.5.1.4.2. Benchtop laboratory equipment
A.1.5.1.4.2.1. Maintenance of built-in equipment, such as fume hoods, remain the responsibility of the Service Provider.
A.1.5.1.4.3. Maintenance of moveable athletic equipment.
A.1.5.1.4.3.1. Maintenance of permanently installed athletic devices, such as basketball backboards, remain the responsibility of the Service Provider.
A.1.5.1.4.4. Maintenance of Audio/Video equipment
A.1.5.1.4.5. Maintenance of automated time clock systems

A.1.6. Implementation Goals

A.1.6.1. The Service Provider shall implement a facility services program that provides superior support for PPSD mission and maximizes the level of service and support to the customer community within limits of affordability. This program shall:

A.1.6.1.1. Employ an innovative, entrepreneurial, and efficient management approach challenging the status quo and traditional methods while formulating and delivering high quality, timely, and cost-effective facility services.
A.1.6.1.2. Implement strategies that produce an effective response to rapid changes and emergencies while avoiding or minimizing additional cost through the prudent adjustment of service levels.
A.1.6.1.3. Incorporate quality concepts in all aspects of the operations, placing highest value on cost control without mission support degradation.
A.1.6.1.4. Practice dynamic planning, balancing short-term service delivery efficiencies with longer-range actions for improved mission support at a lower cost.
A.1.6.1.5. Call upon the expertise of the Service Provider as skilled professional, to recommend improvements to existing building systems and components to reduce maintenance, increase reliability, and reduce operating expenses.

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A.1.6.1.6. Ensure the PPSD Representative is kept informed, on a timely and continuous basis, of operations and work that needs to be accomplished.

A.1.7. Existing Utilities

A.1.7.1. Proper notification, approval, and coordination shall be given to internal and external parties as appropriate and obtained when working in and around utility facilities. The Service Provider shall comply with any terms of any easements.

A.1.7.2. The Service Provider shall not interrupt existing utilities serving facilities occupied and used by PPSD or others, except when permitted in writing by the PPSD Representative and then only after acceptable temporary utility services have been provided (if required by the PPSD Representative).

A.1.7.3. All buildings have independent utility feeds (electric and gas). The Service Provider shall maintain high power distribution and direct gas distribution from the utility feed throughout the buildings. The Service Provider shall also work directly with the utility companies as required to ensure adequate service and supply to PPSD buildings and property.

A.1.7.4. Utility areas and building equipment room maintenance: Properly arranged and maintained equipment spaces are essential to safe and efficient operation. The Service Provider shall ensure that utility areas and building equipment rooms are set up correctly and maintained. This includes:

A.1.7.4.1. Restricting access to mechanical and electrical spaces.

A.1.7.4.2. Keeping mechanical, electrical, plumbing spaces clean, and free of clutter. Such spaces shall not be used for inappropriate storage. Touch-up painting shall be performed when needed to maintain a well-kept appearance.

A.1.7.4.3. Ensuring that flammable or other hazardous materials are properly stored in accordance with applicable law and industry standard best practices.

A.1.7.4.4. Posting systems flow diagrams in each mechanical and plumbing room.

A.1.7.4.5. Clearly labeling plumbing systems, including flow indicators, as they are replaced.

A.1.7.4.6. Clearly labeling all electrical devices, including switchgear, breaker boxes, and circuit breaker listings.

A.1.7.4.7. Clearly labeling all fire protection devices, including fire alarm panels and fire system monitoring devices.

A.1.7.4.8. Tagging and charting of all valves as they are replaced.

A.1.7.4.9. Ensuring appropriate personal protective equipment is available and utilized.

A.1.7.4.10. Placing covers on all mechanical panels and electrical panels and junction boxes.

A.1.7.4.11. Ensuring that penetrations into fire stops are properly sealed.

A.1.8. Unknown Underground Utilities

A.1.8.1. Unknown or unidentified utility lines may be present. The Service Provider shall exercise appropriate judgment during any excavation to avoid death or injury to all persons and to avoid damage to property caused by encounters with such utilities. The Service Provider shall assume all liability arising from such situations and activities. The responsibility for safely accomplishing the work rests solely with the Service Provider.

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A.1.8.2. If such utility lines are encountered, the Service Provider shall obtain the instruction from the PPSD Representative as to the removal or relocation or protection thereof.

A.1.9. Related Documents

A.1.9.1. The following documents shall be included in the Agreement. If there is a conflict between any of the contract documents, the most stringent performance requirement shall apply.

A.1.9.2. APPA Operational Guidelines for Educational Facilities O&M, Custodial, Third Edition.

A.1.9.3. BOMA Preventive Maintenance Guidebook: Best Practices to Maintain Efficient and Sustainable Buildings, latest edition.

A.1.9.4. UCONN, College of Agriculture and Natural Resources, Best Management Practices for Pesticide-Free, Cool-Season Athletic Fields, Latest edition.

A.1.9.5. American Standard for Nursery Stock, ANSI Z60.1, latest edition.

A.1.9.6. Tree Shrub and Other Woody Plant Maintenance – Standard Practices ANSI A 300, latest edition.

A.1.9.7. International Society of Arborculturalists' Tree Pruning Guidelines.

A.1.9.8. State of Rhode Island Department of Transportation (RIDOT), Standard Specification for Roads and Bridge Construction, Latest Edition.

A.1.9.9. Guide for the Care and Use of Laboratory Animals, National Research Council of the National Academies, Latest Edition.

A.1.9.10. The Service Provider is advised to review the PPSD website for additional information regarding PPSD policies and procedures, and shall ensure that its personnel, as well as the personnel of its Subcontractors, Subconsultants and Sub-Service Providers, comply with all PPSD policies and procedures as in effect from time to time. Without limiting the generality of the foregoing, the personnel shall comply with all PPSD policies and procedures prohibiting discrimination against, or harassment of, members of the PPSD campus community, as in effect from time to time. PPSD will make a reasonable effort to provide information as to its policies and procedures; however, it is the Service Provider's responsibility to request additional information where needed to ensure compliance.

A.1.10. Definitions

A.1.10.1. "Repair" shall mean unplanned (unexpected) fixes, maintenance or facility services required to return assets to acceptable condition. This definition applies to all landscape, grounds, hardscape, MEPFP, architectural, and structural assets.

A.1.10.2. "Individual repair" shall mean the repair of a single asset and its associated attachments and accessories, including any interconnection or union points (not a group of like or unlike assets).

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A.1.10.3. "Consumable" shall mean any product, material, chemical, or component that does not remain permanently affixed to the buildings and grounds of PPSD. Examples of such consumables include grease, oil, cleaning solvents, rags, temporary braces or supports, fertilizer, disposable containers, etc.

A.1.10.4. "Replacement Part" shall mean any product or component that remains permanently affixed to the buildings and grounds of PPSD. A Replacement Part may be a small part of a larger assembly, or an entire assembly. Examples of replacement parts include fittings inside irrigation sprinklers, fence latches, playground equipment parts, bearings within motors, toilet flush valve assemblies, air handlers, or transformers.

A.1.10.5. "Deficiency" shall mean a component or assembly failing or exceeding its useful life to the point where routine maintenance is not sufficient to restore its usefulness.

A.1.10.5.1. Clarification and Examples

A.1.10.5.1.1. If a component has a sub-component that is repairable, only that sub-component is considered deficient.

A.1.10.5.1.1.1. Example: If a failed air handler has a failed heating coil, where replacement of the heating coil will restore the air handler to its normal functionality, only the failed heating coil shall be listed on the Deficiency and Obsolete Equipment List.

A.1.10.5.1.1.2. Example: If a failed site lighting fixture has a failed ballast, where replacement of the ballast will restore lighting fixture to its normal functionality, only the failed ballast shall be listed on the Deficiency and Obsolete Equipment List.

A.1.10.5.1.1.3. Example: If a window assembly has a sill sub-assembly component, where replacement of the sill will restore the window assembly to normal functionality, only the failed sill shall be listed on the Deficiency and Obsolete Equipment List.

A.1.10.5.1.2. Related components or assemblies shall not be grouped or assembled.

A.1.10.5.1.2.1. Example: A circuit breaker panel shall not include the electrical supply to it. These are separate assemblies.

A.1.10.5.1.2.2. Example: A gate panel shall not include the adjacent fences. These are separate assemblies.

A.1.10.5.1.3. If there are multiple similar components in a building and only a few are deficient, only those that have failed shall be placed on the Deficiency and Obsolete Equipment List.

A.1.10.5.1.3.1. Example: If three light fixtures in a room are deficient of a total of 20 related light fixtures of the same age, and the remaining light fixtures are operable and function as intended; only the three deficient light fixtures shall be on the Deficiency and Obsolete Equipment List.

A.1.10.5.1.3.2. Example: If three benches in a space are deficient of a total of 20 benches of the same age, and the remaining benches are operable and function as intended; only the three deficient benches shall be on the Deficiency and Obsolete Equipment List.

A.1.10.5.1.4. If an assembly has a defined area that is repairable, only that area is considered deficient.

A.1.10.5.1.4.1. Example: If a water supply line has a defined length that is no longer maintainable (e.g., 25% of the run), replacement or repair of that defined length shall be on the Deficiency and Obsolete Equipment List.

A.1.10.5.1.4.2. Example: If a lawn sprinkler line has a defined length that is no longer maintainable (e.g., 25% of the run), replacement or repair of that defined length shall be on the Deficiency and Obsolete Equipment List.

A.1.10.5.1.5. If a predominant percentage of an assembly is failed and full replacement is the only practical repair, the entire assembly is considered deficient.

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A.1.10.5.1.5.1. Example: If a circuit breaker panel has obsolete breakers and the majority has failed, all circuit breakers may be considered deficient.

A.1.10.5.1.5.2. Example: If an alley way has multiple cracks, the entire alley way may be considered deficient.

A.1.10.5.1.6. If partial repair of an assembly is not industry standard or best practice, the entire assembly may be considered deficient.

A.1.10.5.1.6.1. Example: If a public room has obsolete light fixtures and a few have failed, replacement of the few may not be considered best practice. All fixtures may be considered deficient.

A.1.10.5.1.6.2. Example: If multiple plants have an insect infestation, and the best solution is to replace the plants with alternate plant material, all similar plants may be considered deficient.

A.1.10.5.1.7. Exterior walkways are considered similar to other assemblies.

A.1.10.5.1.7.1. Example: If a crack or tripping hazard is isolated, only the isolated item is considered deficient.

A.1.10.5.1.7.2. Example: If a large contiguous area has multiple cracks and other deficiencies, the entire contiguous area is considered deficient. Following best practices, the repair of the contiguous area shall be taken to surrounding control joints.

A.1.10.6. "Minor alteration and repairs" shall mean unplanned (unexpected) structural fixes or structural facility services that are required to return assets to acceptable condition. Examples include (without limitation) patching, replacing, refastening, re-constructing, refinishing, and minor remodeling.

A.1.10.7. "Deferred maintenance" shall mean preventive maintenance and repair maintenance that were intentionally disregarded or delayed until a future period. Maintenance backlog is not included in this definition. Deferred maintenance shall include preventive maintenance and known repairs that have not been completed due to:

A.1.10.7.1. Run-to-fail strategies put in place for specific assets or asset types.

A.1.10.7.2. Intentional removal of a specific assets or asset types from the preventive maintenance program.

A.1.10.7.3. Intentional decisions not to repair a specific asset or asset type.

A.1.10.8. "Maintenance backlog" shall mean preventive maintenance and known repair maintenance that has not yet been completely performed in the ordinary course of business. Deferred maintenance is not included in this definition. Maintenance backlog shall include incomplete items that are to be performed at the Service Provider's cost per Table 2 - Threshold Scale on page 17; and maintenance backlog shall include preventive maintenance and known repairs that have not been completed due to:

A.1.10.8.1. Shortages in personnel, parts, or consumables.

A.1.10.8.2. Labor scheduling conflicts.

A.1.10.8.3. Service conflicts.

A.1.10.8.4. Asset operation schedule conflicts.

A.1.10.8.5. Equipment accessibility issues.

A.1.10.8.6. Labor skills and expertise issues.

A.1.10.8.7. Regulatory, permit, code, and/or safety issues.

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A.2. Performance

A.2.1. General Performance

A.2.1.1. This Specification is performance-based. The quality of service shall be judged based on the work outcomes. In addition to the specific standards set forth in this Specification, Service Provider shall ensure that all services rendered to or on behalf of PPSD are performed in a competent and professional manner in accordance with industry standard best practices, free from significant defects, and to the reasonable satisfaction of PPSD.

A.2.1.2. After work is completed, there shall be no evidence of conditions that are correctable by proper execution of the facility service in question. Performance requirements shall be satisfied at no additional cost to PPSD.

A.2.1.3. The Service Provider is responsible for the condition of the facilities 24 hours per day, seven days per week as it relates to services under the Agreement. Changing building and property conditions create the potential for under-service or over-service, especially if requirements remain constant while conditions vary. Consequently, it is essential that the Service Provider utilize professional discretion in applying effort that most effectively and efficiently meets the needs of the buildings, property, faculty, students, staff, and PPSD.

A.2.1.4. Although certain task frequencies may be stated in this Specification, the measure of Service Provider performance and compliance with this Specification is not based solely on complying with such task frequency requirements. The burden is on the Service Provider to determine how often tasks must be performed to satisfy the requirements (but never less often than any stated frequencies). Task frequency is not a measure of Service Provider performance.

A.2.1.5. The PPSD Representative may refuse, return or disapprove, without penalty to PPSD, any service, product or item provided by the Service Provider which in the judgment of the PPSD Representative is of poor or unsatisfactory quality, or contains defective workmanship or material, or fails to meet any applicable Specification requirement, specifying in connection with any such refusal, return or disapproval the reason or reasons for the determination by PPSD to refuse, return or disapprove the service, product or item provided by the Service Provider. If the PPSD Representative notifies the Service Provider of such action, the Service Provider shall, within 10 working days of notification (or such shorter time as is necessary to prevent disruption of any PPSD operations), submit a written plan to meet requirements. Such plan shall include details designed to ensure the issue will not reoccur. If performance cannot be improved to Specification requirements, PPSD may choose to terminate the Agreement for cause.

A.2.2. Performance Metrics

A.2.2.1. The Service Provider shall identify key performance metrics that shall be measured, recorded, tracked, and evaluated over time. The key performance metrics

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shall be carefully selected and shall have a strong correlation to efficient, effective compliance with the Specification. At a minimum:

A.2.2.1.1. Key performance metrics shall be objective, and measurable.

A.2.2.1.2. For each key performance metric, there shall be a defined method for calculating the metric.

A.2.2.1.3. For each key performance metric, the actual performance requirement shall be clearly defined.

A.2.2.1.4. There shall be appropriate key performance metrics based on the measurements prescribed by the Service Provider's quality control program described in paragraph A.2.3 "Quality Control Processes" on page 12.

A.2.2.1.5. The key performance metrics shall be in place within the first 30 days of the contract period. Such performance metrics shall be targets that are adjusted periodically, as necessary, throughout the contract period to ensure overall compliance with performance requirements.

A.2.2.2. "Three-month moving average" shall be calculated by (1) determining the metric value for each of the three most-recent calendar months, (2) calculating the sum of those three values, and (3) dividing that sum by three. After the initial three-month moving average is calculated, it shall be recalculated monthly by using the metric values from the three most-recent calendar months.

A.2.2.3. "Upward trend" shall mean four or more consecutive, periodically-measured metrics, each measurement being greater than the immediately previous measurement. For example, the four consecutive periodic measurements 78, 82, 85, and 89 constitute an upward trend.

A.2.2.4. "Downward trend" shall mean four or more consecutive, periodically-measured metrics, each measurement being less than the immediately previous measurement. For example, the four consecutive periodic measurements 98%, 95%, 92%, and 91% constitute a downward trend.

A.2.2.5. In addition to any key performance metrics that the Service Provider shall identify, the performance metrics in Table 1 - Mandatory Key Performance Metrics below shall be measured, recorded, tracked, and evaluated over time by the Service Provider.

A.2.2.6. The Service Provider shall maintain a high degree of integrity and honesty when measuring performance metrics. The Service Provider shall not influence any such measurements by manipulating data, inspection timing, inspection methods, or other factors. When data is collected for measurement, that data shall be used without bias, replacement or adjustment that affects the calculations.

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Table 1 - Mandatory Key Performance Metrics

Item	Metric	Intent and Description	Performance Requirement
1	The percentage of phase-in period submittals on-time, updated, and accepted by PPSD. The percentage of contract period submittals on-time and accepted by PPSD. The percentage of phase-out period submittals on-time and accepted by PPSD.	Submittals required by the Specification shall be on-time, and to the satisfaction of the PPSD Representative.	100%
2	For maintenance backlog work orders with a status other than "closed", the average number of days with a status other than "closed" shall be measured. This metric shall be measured by examining no less than 25 random maintenance backlog work orders on the 15th day of every month and by examining no less than 25 random maintenance backlog work orders on the last day of every month.	Maintenance backlog as defined in paragraph A.1.10.8 on page 7 shall be effectively managed.	The periodic average shall be 21 days or less. Upward trends shall not be acceptable. See note below.

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Item	Metric	Intent and Description	Performance Requirement
3	The three-month moving average of the percentage of compliance with resolution time requirements. Each month all the new work orders (that have not been previously examined for this purpose) which are subject to responsiveness requirements shall be examined by collecting and inspecting no less than 25 random work orders; the percentage that complies shall be calculated and used for the respective month's contribution to the three-month moving average of the percentage of compliance.	Responsiveness requirements as defined in A.10 Responsiveness on page 34 shall be effectively managed.	☐ Any single three-month moving average: 90%. ☐ Downward trends shall not be acceptable. ☐ See note below.
4	The three-month moving average of the percentage of total labor for all non-exempt job classifications and job titles that are accounted for on work orders.	Work orders shall be used to document labor effort.	☐ Any single three-month moving average: 80% or greater. ☐ Downward trends shall not be acceptable. ☐ See note below.
5	The percentage of CMMS equipment records that are both complete (all necessary data is entered) and accurate (all data is correct) shall be measured by inspecting no less than 25 random equipment records.	Equipment records in the CMMS shall be effectively managed.	☐ Any single monthly measurement: 95%. ☐ Downward trends shall not be acceptable. ☐ See note below.

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Item	Metric	Intent and Description	Performance Requirement
6	The percentage of work orders that are both complete (all necessary data is entered) and accurate (all data is correct) shall be measured by inspecting no less than 25 random work orders.	Work orders shall be accurate and complete.	☐ Any single monthly measurement: 90%. ☐ Downward trends shall not be acceptable. ☐ See note below.
7	Adherence to Custodial Service Cleanliness Standards (APPA Levels). The percentage of PPSD spaces where Cleanliness complies with Specification	Verification that Cleanliness Standards are being maintained.	☐ Any single monthly measurement:100% of Spaces comply. ☐ See note below.
8	Adherence to O&M Maintenance Standards (APPA Levels). The percentage of PPSD spaces where Maintenance complies with Specification	Verification that Maintenance Standards are being maintained.	☐ Any single monthly measurement:100% of Spaces comply. ☐ See note below.
9	Customer satisfaction, Percent "Satisfied".	Maintenance of Customer Satisfaction	☐ Any single monthly measurement: 95% "Satisfied".
10	Environmental Health and Safety	Provide reports as defined in Section Six, clause F.2.13.3.1 on page 109.	☐ Refer to Section Six, clause F.2.13.3.1 on page 109.
Note: Although performance measurement and reporting are still required, compliance with this requirement is waived during the first three months of the contract period.			

A.2.3. Quality Control Processes

A.2.3.1. The Service Provider shall establish, implement, and maintain a robust, proactive systematic, objective quality control program designed to ensure compliance with the contract documents and industry standard best practices. The program shall address quality control processes, related documentation, and the Service Provider's staff roles and responsibilities. The Service Provider's quality control program shall be documented in writing.

A.2.3.2. The Service Provider shall maintain a high degree of integrity and honesty when measuring quality of services. The Service Provider shall not influence any such measurements by manipulating data, inspection timing, inspection methods, or other factors. When data is collected for measurement, that data shall be used without bias, replacement or adjustment that affects the calculations.

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A.2.3.3. The Service Provider shall inspect and audit the quality of services on an on-going basis at a frequency determined by the Service Provider and subject to approval by the PPSD Representative. Such inspections and audits shall be measurement-based and shall strictly adhere to the principle of random data collection. All types of facility service performance must be measured, including aesthetic values associated with occupant comfort conditions, custodial services quality, and facility and grounds conditions.

A.2.3.4. The Service Provider shall provide inspection and audit documentation forms for approval by the PPSD Representative prior to use. The documentation shall account for unique requirements of each facility.

A.2.3.5. On a quarterly basis, the Service Provider shall use the approved customer survey form described in A.18.5.9 Customer Satisfaction Survey on page 54 to survey designated faculty, students, and staff This survey process shall be part of the quality control programming.

A.2.3.6. The Service Provider shall provide the PPSD Representative with electronic documentation of compliance with quality control processes. The complete inspection and audit documentation records shall be available to the PPSD Representative upon request.

A.2.3.7. Compliance Monitoring

A.2.3.7.1. At PPSD discretion, a third-party facilities consultant may be hired to monitor and review compliance with Agreement requirements (including without limitation the Specification). The Service Provider shall bear the expense of such monitoring and review. The facilities consultant shall be selected, retained, and managed by PPSD. If engaged by PPSD , the Service Provider will be responsible for the costs of the consultant each year, and the costs will be subtracted from the Service Provider's payments as they are incurred.

A.2.3.7.2. If engaged for this purpose by PPSD, during the first year of the Service Provider contract, the total cost of the consultant's services shall not exceed $94,000 plus expenses. In subsequent years, this amount shall increase in accordance with changes in the Consumer Price Index (CPI).

A.2.3.7.3. During the first 90 days of the contract period, a component of the independent consultant services will be meetings and other interactions with senior Service Provider representatives to confirm that all elements of the Services are understood, and that compliance has been assured. The Service Provider shall provide availability of these representatives for these activities as requested by the consultant.

A.2.3.7.4. If and to the extent requested by PPSD, interactions with the facilities consultant shall continue through the authorized contract period, and shall be not less than quarterly.

A.2.3.8. Inspections of Quality

A.2.3.8.1. At PPSD discretion, a third-party specialty consultant may be hired by the PPSD to perform detailed space-by-space inspections to determine conformance with performance standards required by this specification. These inspections may include, but are not limited to, compliance with specified APPA levels for cleanliness and/or maintenance.

A.2.3.8.2. In the event the Service Provider fails to meet the performance requirements outlined by this specification in the opinion of the third-party specialty consultant, the Service provider shall reimburse the PPSD for the cost of that consultant.

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A.2.3.8.3. In the event the Service Provider satisfactorily meets the performance requirements outlined by this specification in the opinion of the third-party specialty consultant, the Service provider shall bear no expense, and the PPSD will seek no reimbursement from the Service Provider for these inspections.

A.2.4. User Request Satisfaction Program

A.2.4.1. The Service Provider shall have a program whereby all work orders which are generated because of a user request shall have an automatically generated form for customer satisfaction response upon completion of the work.

A.2.4.2. The form for customer satisfaction shall permit at least four levels of satisfaction to be indicated ranging from "Unsatisfied" to "Very Satisfied".

A.2.4.3. Results of customer satisfaction for user-requested work shall be included in the Service Provider's routine reports to the PPSD in form and detail satisfactory to the PPSD Representative.

A.3. Training Requirements

A.3.1. The Service Provider shall develop and implement a comprehensive, effective training program covering the requirements of this Specification, training that is mandatory by applicable government regulations, and training that is consistent with training standard best practices. The training program shall be based in learning objectives, include well-defined and developed training methods, training materials (for both instructor and trainee), schedules, and training evaluation plans. Training evaluations shall be designed to measure participant retention of the materials, comprehension, as well as application training effectiveness.

A.3.2. Implementation

A.3.2.1. Submittal of Training program plan shall comply with A.18.5.7 Training Plan on page 53.

A.3.2.2. The training program shall be fully implemented within 90 days of the contract start date.

A.3.3. Training Program Components

A.3.3.1. The training program shall incorporate elements as shown below. The Service Provider shall further evaluate and incorporate other training required to maintain safety, effectiveness, customer services, and regulatory compliance.

A.3.3.2. Safety

A.3.3.2.1. Environmental Health & Safety

A.3.3.1.1.1. Refer to section F.2.12 Training Requirements on page 106.

A.3.3.2.2. Policies & Procedures

A.3.3.2.3. Security

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A.3.3.3. Financial

A.3.3.3.1. Budget Management
A.3.3.3.2. Inventory Control
A.3.3.3.3. Purchasing Procedures
A.3.3.3.4. Contracting Procedures

A.3.3.4. Position Specific Training

A.3.3.4.1. Equipment Training
A.3.3.4.2. Software Training
A.3.3.4.3. Specialized Position Training

A.3.3.5. General Resource Training

A.3.3.5.1. Workplace Harassment
A.3.3.5.2. Personnel Management
A.3.3.5.3. CMMS Application Training
A.3.3.5.4. Reporting Procedures
A.3.3.5.5. Customer Service
A.3.3.5.6. Career Growth

A.3.4. Upon request by PPSD, the Service Provider shall require its personnel to attend any training conducted by or on behalf of PPSD for purposes of compliance with applicable laws.

A.4. Contract Management

A.4.1. General Requirements

A.4.1.1. The Service Provider shall estimate, plan, schedule, budget, control, and accumulate all costs and work efforts associated with the activities required by the Agreement (including without limitation the Specification).

A.4.1.2. No work shall be performed by the Service Provider because of direction from personnel at PPSD other than the designated PPSD Representative. Unauthorized work will not be reimbursed by Providence Public School District, and the performance of such work shall be grounds to terminate the Agreement for cause.

A.4.2. Scope Modifications

A.4.2.1. Minor changes that do not affect the Basic Services Fee, do not involve an extension of the contract period, and are consistent with the contract documents shall be made based on a written order from the PPSD Representative. The PPSD Representative shall determine what qualifies as a “minor change”. Any such written orders for minor changes shall be binding on both PPSD and the Service Provider.

A.4.2.2. Changes other than those described in paragraph A.4.2.1 on page 15 may be required to clarify the contract documents, to add or reduce the scope of services, or to

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react to significant space usage changes. Such changes shall be accomplished by a written Scope Modification Order approved by the PPSD Representative. The PPSD Representative shall determine which changes require a written Scope Modification Order.

A.4.2.3. Conditions that shall require a Scope Modification Order include, but are not limited to, changes to the contract period, changes in shifts, significant additions or reductions in the area included in the scope of the Agreement, and significant additions or reductions in the scope of the Specification.

A.4.2.4. PPSD may request a change by issuing a Scope Modification Order, which shall include a detailed description of the requested change or supplementary or revised contract documents. Receipt of the Scope Modification Order shall be acknowledged by the Service Provider's signature.

A.4.2.5. The Service Provider shall then complete a detailed price quotation response and return it to the PPSD Representative within 10 working days. The Service Provider's quotation response shall document sufficient data to allow evaluation of the quotation. Such data shall include quantities of products, labor, and equipment; insurance and bonds; overhead and profit; and credits for deletions from the scope of the Specification. The Service Provider's quoted price offer shall be valid for a minimum of 90 days.

A.4.2.6. The Service Provider may propose a change to the Scope Modification Order by submitting a request for change, which shall include the following documentation: a detailed written description of the change, the reason for the change, the full effect and impact of the change on the scope of services, and the effect and impact on the contract price or contract period.

A.4.3. No Scope Modification Order shall become part of the Agreement unless approval is signed by both the Service Provider and the PPSD Representative.

A.4.4. Contract Period

A.4.4.1. "Contract period" shall mean the calendar period commencing with the contract start date (first date of facility services as required by the Agreement) and terminating at the end of the contract end date (final day of facility services as required by the Agreement, including any option periods if such options are exercised by PPSD).

A.4.4.2. The Service Provider shall be prepared to perform all facility services on the contract start date.

A.4.5. Phase-in Period

A.4.5.1. "Phase-in period" shall mean the 90 calendar day period commencing on the contract award date.

A.4.5.2. The Service Provider shall comply with the phase-in plan requirements in paragraph A.18.2.4 Phase-in Period Transition and Training Plan on page 49.

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A.4.6. Phase-Out Period

A.4.6.1. "Phase-out period" shall mean the 120 calendar day period commencing with award of a new facility services contract to take effect upon expiration or termination of the Agreement.

A.4.6.2. The Service Provider shall provide and maintain phase-out services as detailed plan requirements in paragraph A.18.5.11 Incumbent Service Provider Phase-Out Plan on page 54 for the entire contract period, including any option periods under the Agreement.

A.4.7. Work Hours

A.4.7.1. "Hours of operation" shall mean the normal hours of operation and occupancy for each building as determined by PPSD from time to time.

A.4.7.2. "Core working hours" shall mean the hours that PPSD expects the Service Provider to provide on-site services as defined by the Specification. Charge/Reimbursable Work performed during these hours shall be straight time, unless approved in advance by the PPSD representative.

A.4.7.3. "Service Provider scheduled work hours" shall mean the Service Provider's proposed work schedule, as submitted in the proposal.

A.4.8. Thresholds

A.4.8.1. "Thresholds" shall mean a cost scale that determines whether repairs are implemented at the Service Provider's cost or at PPSD cost. The threshold scale is as shown Table 2 - Threshold Scale below.

Table 2 - Threshold Scale

Threshold Level	Responsibility
Less than $3,500	The Service Provider shall bear 100% of the cost.
$3,500 or more	PPSD shall bear 100% of the cost unless the work is necessitated by the negligent act or omission or affirmative misconduct of Service Provider, Subcontractor, Sub-Service Provider or Subconsultant personnel, in which case the Service Provider shall bear 100% of the cost. PPSD may choose to have the Service Provider perform the work, or may elect to seek other methods to perform the work.

A.4.8.2. Thresholds apply to all types of repairs (custodial, MEPS, landscape, hardscape), unless explicitly excluded in the Specification.

A.4.8.3. The thresholds apply to each individual repair (defined in A.4.8.1 on page 17) and shall include the cost of labor, equipment, parts, materials, and authorized Sub-Service Provider (s). See paragraph A.1.10.1 on page 5 for the definition of "repair".

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A.4.8.4. The decision regarding which threshold level a repair project falls under will be made by the PPSD Representative. Such decisions shall be final and binding on the Service Provider.

A.4.8.5. PPSD reserves the right to furnish the Service Provider with any or all labor, equipment, parts, materials, and authorized Sub-Service Provider(s) for a particular repair. If the Service Provider furnishes the labor, equipment, parts, materials, and authorized Sub-Service Provider(s), the price to be paid shall be based on established catalog, list prices, and standard cost indicators, including all applicable discounts. In no event shall such price be more than the Service Provider's sale price to their most favored customers for the same item in like quantity or current market price, whichever is lower.

A.4.8.6. The Service Provider is hereby advised that the PPSD is a member of several consortia which have various pricing arrangements. The Service Provider shall submit its procurement options to the PPSD Representative for approval prior to procurement. The PPSD reserves the right to require the Service Provider to source labor, equipment, parts and/or materials through such consortia.

A.4.9. Charge/Reimbursable Work

A.4.9.1. The purpose of the provision for "Charge/Reimbursable Work" is to address the need for completion of maintenance-related activities that are not accommodated by the Base Services of the Services Specification.

A.4.9.2. "Charge/Reimbursable Work" shall mean services rendered by the Service Provider or a Service Provider's Sub-Service Provider that are not within the base scope of the services in the Agreement, Move and Event Support Work as described in clause A.4.10 below, or Miscellaneous Work as described in clause A.4.11 below. Examples of charge/reimbursable work include work required to restore acts of malicious damage, vandalism, special requested projects, and upgrades. Notwithstanding the foregoing, services necessitated by the negligent act or omission or affirmative misconduct of Service Provider, Subcontractor, Sub-Service Provider or Subconsultant personnel shall not constitute Charge/reimbursable work, and Service Provider shall bear 100% of the cost therefor.

A.4.9.3. Charge/Reimbursable Work shall only be authorized or requested in writing by the PPSD Representative.

A.4.9.4. To the extent reasonable and practicable, all charge/reimbursable work shall require a formal scope of work. The Service Provider shall provide detailed scope of work documentation to the satisfaction of the PPSD Representative.

A.4.9.5. For charge/reimbursable work rates, only straight-time and premium-time hourly rates are permitted. No other rates shall be accepted.

A.4.9.5.1. Work rates shall be fully loaded, with no additional expenses or markups required.

A.4.9.6. With the prior approval of the PPSD Representative, the Service Provider may submit fixed price proposals for Charge/Reimbursable Work items.

A.4.9.7. Projects contemplated for "Charge/Reimbursable" work may include:

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A.4.9.7.1. Single system replacements, such as boiler, cooling tower, floor finish, or roof assembly.

A.4.9.7.2. Small repair or renovation projects, such as individual office or classroom refurbishment.

A.4.9.7.3. Projects typically of $75,000 or less in total cost.

A.4.9.8. Projects which exceed the criteria described in A.4.9.7 above may be awarded to the Service Provider, at the sole discretion of PPSD.

A.4.9.8.1. If so awarded, the Service Provider will be required to enter into a PPSD-standard construction contract for completion of such work.

A.4.9.8.2. The Service Provider is hereby put on notice that a PPSD-Standard construction contract is considerably different from the Facilities Services contract which governs Charge/Reimbursable Services. Many provisions will be accommodated in that separate agreement, including:

A.4.9.8.2.1. Contractor Licensing requirements

A.4.9.8.2.2. Definitions of cost and fee

A.4.9.8.2.3. Compensation for pre-construction services

A.4.9.8.2.4. Allowable mark-ups on materials and subcontractors

A.4.9.8.2.5. Terms and conditions

A.4.9.8.2.6. Obligations for warranties

A.4.9.8.2.7. Documentation and Requisition for payment

A.4.9.8.3. Additionally, the Service Provider is prohibited from diverting the personnel assigned to the Facilities Service contract to execution of such construction contract, unless specifically approved in writing by the PPSD Representative for the Facilities Service Contract.

A.4.9.8.4. Upon discovery of any unauthorized diversions, the Service Provider will be required to forfeit fees charged to PPSD. The PPSD Representative shall determine the amount of any forfeited fees.

A.4.9.9. Charge/reimbursable work shall be subject to the following requirements:

A.4.9.9.1. Charge/reimbursable work performed Mondays through Fridays from 6:00AM to 11:00PM shall be performed at the straight-time rate. Charge/reimbursable work performed by the Service Provider outside these hours or on legal holidays shall be performed at the premium-time rate, only if the employee is being paid for premium time.

A.4.9.9.2. No charge/reimbursable work shall be commenced without the prior written authorization of PPSD Representative.

A.4.9.9.3. Unless otherwise approved in advance by the PPSD Representative, all charge/reimbursable work shall be competitively bid to at least three qualified service providers or Sub-Service Providers or as instructed by the PPSD Representative.

A.4.9.9.4. All discounts or rebates received by the Service Provider in connection with the performance of charge/reimbursable work shall be credited against the cost charged by the Service Provider to PPSD .

A.4.9.9.5. The Service Provider is not entitled to any charge, fee, or markup for management personnel.

A.4.9.9.6. The Service Provider shall provide the PPSD Representative with written documentation of all charges: labor hours by person; labor rate by person; materials costs; total cost, etc. These details must be given to the PPSD Representative on a weekly basis and upon completion of the work, in a report organized and subtotaled by activity, project, or task identification.

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A.4.10. Move and Event Support Work

A.4.10.1. "Move and Event Support" shall mean facility services work of a non-technical, technical, or professional nature that is specifically requested by the PPSD Representative in connection with events occurring in, on, or about the premises covered by the Agreement, which shall be performed by the Service Provider at no additional cost to PPSD.

A.4.10.1.1. A PPSD representative is intended to be the "Point of Contact" for requests for Move and Event support services. The execution and completion of the work shall be performed by Service Provider staff.

A.4.10.2. Examples of the event support work include, but are not limited to:

A.4.10.2.1. Use of PPSD buildings and grounds locations which exceed the normal educational activities of PPSD. Examples of these activities include:

A.4.10.2.1.1. Use of space, athletic venues, and grounds by authorized non-PPSD users.

A.4.10.2.1.2. Use of space, athletic venues, and grounds for unplanned or non-routine events, such as:

A.4.10.2.1.2.1. Post-season competitions.

A.4.10.2.1.2.2. Faculty, staff, or student celebratory parties, requiring more than routinely scheduled work for the space.

A.4.10.2.1.2.3. Events for which the PPSD Representative requests and authorizes the presence of stationed porters, attendants, or other Service Provider staff.

A.4.10.2.2. When authorized as Move and Event Support, activities may include the following:

A.4.10.2.2.1. Setup, power, breakdown, delivery, and pickup of equipment.

A.4.10.2.2.2. Assurance of proper environmental conditions (comfort) within the event area.

A.4.10.2.2.3. Assurance of proper landscape, grounds, and hardscape conditions for the event area.

A.4.10.2.2.4. Removal of trash, clean up, and reset event spaces before, during, and after events.

A.4.10.2.2.5. Policing the areas around event spaces for cleanliness.

A.4.10.2.2.6. Special policing of the restrooms in areas where events are taking place.

A.4.10.2.2.7. Provide personnel for special requests.

A.4.10.2.2.8. Inventory of all equipment used for events on at least a weekly basis.

A.4.10.2.2.9. Relocation of Student, faculty, or staff offices, including all furniture and equipment.

A.4.10.3. Examples of work that are considered Basic Service, and are not considered event support work include the following:

A.4.10.3.1. Routine classroom utilization.

A.4.10.3.2. Routine seminar room utilization.

A.4.10.3.3. Routine conference room utilization.

A.4.10.3.4. Routine athletic venue utilization, including regularly scheduled intramural and interscholastic competitive events as shown on school calendars.

A.4.10.3.4.1. These basic services, as requested, may include but is not limited to the following examples:

A.4.10.3.4.1.1. Erection and disassembly of athletic equipment, such as badminton nets, volleyball nets, basketball backboard assemblies, or gymnastic equipment.

A.4.10.3.5. Routine athletic field utilization, including regularly scheduled intramural and interscholastic competitive events.

A.4.10.3.5.1. These basic services, as requested, may include but is not limited to the following examples:

A.4.10.3.5.1.1. Preparation of field surfaces, such as grooming of baseball infields.

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A.4.10.3.5.1.2. Application of lines for competition, such as baseball foul linemarking, football linemarking, soccer field linemarking,

A.4.10.3.6. All events that are listed on the published academic calendars of the PPSD and the schools withing the PPSD, such as commencement or graduation ceremonies.

A.4.10.4. The PPSD Representative shall request no more than 24,000 hours of move and event support work during the initial three-year contract period. Unused hours shall rollover into any awarded option periods.

A.4.10.5. 8,000 hours of move and event support work shall be added to the hours bank for each year in each optional period upon award of such option period.

A.4.10.6. Labor for management, supervision, and work oversight shall not be recorded, tracked, or charged to Move and Event Support work.

A.4.10.7. The Service Provider shall provide reports to the PPSD Representative of the move and event support requests that have been directed to the Service Provider organized and subtotaled by activity, project, or task identification as directed by the PPSD Representative.

A.4.10.7.1. The PPSD Representative reserves the right to clarify on the extent to which the Service Provider responds to requests for Move and Event Support Work.

A.4.10.8. If the move and event support work hours bank is fully consumed, any additional event support requests during the relevant portion of the contract period shall be handled per the requirements of paragraph A.4.9 “Charge/Reimbursable Work,” on page 18.

A.4.10.9. Redirection of the Service Provider’s contracting staff may be required to support events, but only after seeking approval from the PPSD Representative.

A.4.10.10. Service Provider shall keep all storage rooms clean, organized, and secure. All equipment and furniture must be cleaned prior to being put back in storage.

A.4.11. Miscellaneous Work

A.4.11.1. “Miscellaneous Work” shall mean facility services work not within the scope of the Specification of a non-technical nature that is specifically requested by the PPSD Representative, and which shall be performed by the Service Provider at no additional cost to PPSD .

A.4.11.2. The PPSD Representative shall request no more than 3,000 hours of Miscellaneous Work during the initial three-year contract period. Unused hours shall rollover into any awarded option periods.

A.4.11.3. 1,000 hours of Miscellaneous Work shall be added to the hours bank for each year in each optional period upon award of such option period.

A.4.11.4. Labor for management, supervision, and work oversight shall not be recorded, tracked, or charged to miscellaneous work.

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A.4.12. Participation in Capital Planning

A.4.12.1. As the provider of Operations and Maintenance Services, the Service Provider is well suited to advise on the needs of the PPSD for Capital Improvement and Capital Maintenance projects and programs. This may include funding and costs analysis.

A.4.12.2. Additionally, the Service Provider shall participate in the review of design and construction documents for Capital Improvement and Capital Maintenance project, to advise PPSD with regard to Operations and Maintenance needs of those projects.

A.4.12.3. The Service Provider will provide such advice as a Basic Service.

A.4.13. Pest Control

A.4.13.1. The Service Provider shall perform pest control in all facilities and grounds. All such facility services shall comply with A.18.5.6 Pest Control Plan on page 52. All pest control services shall be provided at no additional cost to PPSD.

A.4.13.2. As indicated in A.4.15 Sub-contracts and Sub-Service Providers below, Pest Control may be performed by an authorized Sub-Service Provider, subject to the approval of the PPSD Representative.

A.4.13.3. Insecticides, fungicides, pesticides, and similar methods shall be used when required for safe control of a particular diseases or infestation.

A.4.13.4. Such insecticides, fungicides, pesticides, and methods shall be subject to the prior approval of the PPSD Representative.

A.4.13.5. Practices shall adhere to Integrated Pest Management Practices as advocated by the U. S. Environmental Protection Agency (EPA).

A.4.14. Vandalism

A.4.14.1. Restoration and repair due to malicious damage or vandalism, other than malicious damage or vandalism caused by Service Provider, Subcontractor, Sub-Service Provider or Subconsultant personnel, shall be handled per paragraph A.4.9 “Charge/Reimbursable Work” on page 18.

A.4.15. Sub-contracts and Sub-Service Providers

A.4.15.1. Certain tasks may be performed by Sub-Service Providers engaged by the Service Provider rather than by Service Provider’s direct employees. The Service Provider shall not make any sub-contract awards without providing the PPSD Representative with the opportunity to approve or disapprove the proposed Sub-Service Providers. The Service Provider shall not make any sub-contract awards to any Sub-Service Provider that is not approved in writing by the PPSD Representative.

A.4.15.2. The Service Provider shall self-perform all the core facility services of the Agreement (including without limitation the Specification).

A.4.15.2.1. Core Facility Services are defined as the routine everyday activities to provide:

A.4.15.2.1.1. Custodial Services

A.4.15.2.1.2. O&M Services

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A.4.15.2.2. PPSD may consider the Service Provider's request to use a Sub-Service Provider for core services. However, this consideration is the exclusive prerogative of PPSD , and requires a detailed justification from the Service Provider for consideration of this request. No core services may be performed by a Sub-Service Provider without the prior review and approval of such award.

A.4.15.3. The Service Provider may subcontract selected specialty and intermittent services with the prior written approval of the PPSD Representative. Examples of such potential subcontracts include:

A.4.15.3.1. Elevator Maintenance Services.
A.4.15.3.2. Pest Control.
A.4.15.3.3. Locksmith work.
A.4.15.3.4. Landscaping & Grounds services.
A.4.15.3.5. Snow operations
A.4.15.3.6. Hardscape services.
A.4.15.3.7. Artificial Turf and Athletic surface repair
A.4.15.3.8. Window washing requiring scaffolds or lifts
A.4.15.3.9. Trash removal
A.4.15.3.10. Recycling
A.4.15.3.11. Organic material removal/recycling
A.4.15.3.12. Waste cooking oil removal
A.4.15.3.13. Solid Waste Management and Hauling
A.4.15.3.14. Fire alarm and sprinkler testing
A.4.15.3.15. Fire Extinguisher testing/cycling
A.4.15.3.16. Periodic, infrequent specialty services.

A.4.15.4. The Service Provider may request PPSD to authorize the use of Sub-Service Providers for limited scope or duration activities. The Service Provider shall not award any subcontract for such services without first obtaining the PPSD Representative's written consent to the award.

A.4.15.5. Changes in approved Sub-Service Providers are not permitted, except with the express written consent of the PPSD Representative.

A.4.15.5.1. In the event of an approved change in Sub-Service Provider for Charge/Reimbursable work, the Service Provider is obligated to maintain the Hourly Rates quoted in the Service Provider Bid Form.

A.4.15.6. The Service Provider shall use due diligence and due care, and be held to the highest level of professional management standards for comparable properties, in selecting Sub-Service Providers and in supervising their performance.

A.4.15.7. If the Service Provider at any time does not have a current insurance certificate for a Sub-Service Provider on file in the form required by PPSD , the Service Provider shall direct such Sub-Service Provider not to enter upon any portion of PPSD property; further, if the Service Provider becomes aware that such Sub-Service Provider has entered onto the property, the Service Provider shall take appropriate action to remove such Sub-Service Provider from the property until the required insurance certificate is on file.

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A.4.16. Unforeseen Conditions

A.4.16.1. "Unforeseen Condition" shall mean any defect or condition which may adversely affect the performance of the Agreement, but which is not covered under the scope of the Agreement.

A.4.16.2. The Service Provider shall notify the PPSD Representative as soon as practical of any Unforeseen Condition. Notification shall be written, including the following information:

A.4.16.2.1. Description of the issue.
A.4.16.2.2. Recommended corrections.

A.4.16.3. The PPSD Representative shall then instruct the Service Provider as to the appropriate course of action and resolution.

A.5. Materials and Equipment

A.5.1. General Requirements

A.5.1.1. The Service Provider shall provide all consumables required to perform the facility services at no additional cost to PPSD.

A.5.1.2. The Service Provider shall ensure abuse, misuse, and theft of inventory does not occur. The Service Provider shall take immediate action to resolve any inventory abuse or misuse, and shall notify the PPSD Representative in writing once any such issue is resolved. Any loss of inventory, other than that caused by the wrongful acts of PPSD or PPSD personnel, will be replaced by the Service Provider at the Service Provider' sole cost and documented in writing.

A.5.2. Vehicles

A.5.2.1. "Vehicles" shall mean any car, truck, or motorized equipment that is designed for conveyance use on land to transport people, materials, or equipment.

A.5.2.2. The Service Provider shall provide all vehicles required to perform facility services.

A.5.2.3. The public image of PPSD is strongly influenced by the condition of the Service Provider's vehicles; therefore, the Service Provider shall maintain all vehicles in good operating and aesthetic condition, regardless of vehicle type, purpose, or frequency of use.

A.5.2.4. All vehicles that are licensed for on-road use shall be white. All other vehicles shall be white, unless that color is not available from the manufacturer. The color of such vehicles shall be approved by the PPSD Representative.

A.5.2.5. All vehicles used for routine operations, particularly those licensed for on-road use, shall display a PPSD logo and lettering in a placement approved by the PPSD Representative. The artwork and specifications for the logo shall be provided by PPSD.

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A.5.2.5.1. Any logo or lettering of the Service Provider shall not be permitted, unless specifically approved by the PPSD Representative. In any event, any logo or lettering of the Service Provider shall be secondary to that of the PPSD.

A.5.3. Use of Premises

A.5.3.1. The PPSD has limited space that may be provided for dedicated use by the Service Provider. As condition of this contract, it is assumed that the Service Provider will maintain its own office, service, and warehouse space separate and apart from facilities owned by the PPSD.

A.5.3.2. If available, PPSD may provide certain PPSD facility areas for Service Provider use. Such use shall only be in connection with providing facility services. All such facility areas shall be provided in "as-is" condition. When no longer required or upon expiration or termination of the Agreement, all PPSD-provided facility areas shall be returned to PPSD in the same condition as originally provided, except for reasonable wear and tear, and approved modifications and alterations.

A.5.3.3. If the Service Provider decides to use PPSD-provided facility areas, adequate precautions shall be taken by the Service Provider to ensure safe, sanitary, and appropriate use. The Service Provider shall obtain written approval from the PPSD Representative prior to making any modifications or alterations to the PPSD -provided facility areas, and such modifications or alterations shall be made at the expense of the Service Provider.

A.5.3.4. The Service Provider shall provide all furniture, including chairs and desks, required to perform facility services.

A.5.3.5. The Service Provider shall ensure employees who eat their meals in the building do so only in designated eating areas as approved by the PPSD Representative.

A.5.3.6. Any right of occupancy established pursuant to this Section 4.3 shall constitute a license and not a lease, shall not create any leasehold or other interest in real property, and shall terminate automatically and without further action upon expiration or termination of the Agreement.

A.5.4. Equipment Provided by Service Provider

A.5.4.1. The Service Provider shall furnish and maintain all equipment, tools, and other apparatus necessary to perform the facility services. Such equipment, tools, and apparatus shall be modern, well maintained and of a type and design appropriate to the use applied. If there is a doubt as to the suitability or condition of the equipment, tool, or apparatus, the PPSD Representative shall have final say. The equipment, tools and apparatus shall be appropriately sized, with lowest possible decibel noise level, and maintained to ensure the PPSD operations are not disrupted.

A.5.5. Office Materials and Equipment

A.5.5.1. The Service Provider shall provide all necessary administrative materials, records, equipment, computers, telephones, business equipment, and office supplies necessary to properly equip the Service Provider's offices and work areas. This includes

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equipment and technology necessary to effectively communicate with staff, occupants, and PPSD .

A.5.5.2. Where available, the Service Provider shall utilize the internet/wireless systems of the PPSD in a manner similar to other PPSD departments. Without limiting its general obligation to comply with PPSD policies, procedures, rules and regulations, the Service Provider and its personnel shall be subject to and comply with all acceptable use policies, conditions of use, prescribed cybersecurity protective measures and other requirements and/or prohibitions established by PPSD with respect to use of such systems.

A.5.5.3. Any equipment and technology (computers, software, handheld devices, etc.) shall be compatible with PPSD technology.

A.5.5.4. At the end of the contract period, PPSD shall be offered the option of purchasing any and/or all the Service Provider's equipment and technology (computers, software, handheld devices, etc.) then in use by the Service Provider to perform Services under the Agreement, at fair market value. Any equipment and technology purchased by PPSD shall be stored as directed by the PPSD Representative.

A.5.6. Storage Space

A.5.6.1. As indicated in A.5.3.1 above, the PPSD has limited storage space that may be provided for dedicated use by the Service Provider.

A.5.6.2. Only if available, may space shall be assigned to the Service Provider for the storage of bulk supplies and the equipment that are used in the performance of the facility services. The Service Provider shall keep this space in a neat and orderly condition.

A.5.6.3. Custodian's closets, located at various points throughout the buildings, may be used by the individual cleaners for storing equipment including mops, brooms, dust cloths, and other items. These closets and the stored equipment shall be kept clean and in order.

A.6. Work Management

A.6.1. General

A.6.1.1. The Service Provider shall obtain the written approval of the PPSD Representative prior to starting any form of facility services that may interfere with the operation of PPSD. Two weeks prior to commencing any work requiring areas to be sectioned off or isolated for any reason, the Service Provider shall submit a schedule of work for the PPSD Representative's approval.

A.6.1.2. The Service Provider shall remove debris and clean up after work procedures are completed. Related trash, debris, and wastes shall be removed daily. Areas shall be left neat and clean after each work shift so that PPSD business can proceed without interruption. Exceptions shall be permitted only if approved in advance by the PPSD Representative.

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A.6.1.3. The Service Provider shall protect materials and surfaces adjacent to facility services work areas. The Service Provider shall clean those adjacent areas as necessary to restore conditions affected by facility services activities.

A.6.1.4. Damaged substrates and finishes shall be restored at no additional cost to PPSD if caused by Service Provider's activity. Restored includes replacing defective parts, refinishing damaged surfaces, touching-up with matching materials, and other related actions. Any restorations shall be reviewed with the PPSD Representative to determine final acceptance.

A.6.1.5. The Service Provider shall schedule projects at least two weeks in advance.

A.6.1.6. Flexible staff scheduling is essential to meet the needs of the PPSD community, thus shifts including normal office hours, early mornings, evenings, and weekends shall be seamlessly scheduled by the Service Provider.

A.6.2. Communication

A.6.2.1. The Service Provider shall define and utilize strategies that communicate proactively with faculty, students, and staff regarding projects, feedback on operations, and complaints. These communications strategies shall be approved by the PPSD Representative prior to implementation.

A.6.2.2. All maintenance staff shall be equipped to communicate via two-way radios, cell phones, or other devices in a manner approved by the PPSD Representative.

A.6.2.2.1. The Service Provider shall provide necessary communication devices to their key personnel who are responsible for receiving service requests, complaints, instructions, and who are responsible for coordinating facility services directly with the PPSD Representative.

A.6.2.2.2. The Service Provider will ensure all personnel are professional, helpful, and will communicate the needs of the campus where possible.

A.6.2.3. While faculty, students, and staff must be able to communicate their service needs in a timely manner, they are to be given reasonable expectations as to when those needs will be met. Service Provider will keep the service requestor informed with status prior to and during the work, including final resolution.

A.6.2.4. The Service Provider shall maintain effective lines of communication with (Owner's Initial), faculty, students, and staff to ensure flexible, effective support. The Service Provider shall:

A.6.2.4.1. Proactively participate in defining issues, devising solutions to problems, and developing future plans.

A.6.2.4.2. Manage relationships with PPSD departments, faculty, students, and staff to enhance contract effectiveness and promote a favorable image of PPSD.

A.6.2.4.3. Schedule "shoulder months" and season HVAC equipment "changeovers" in keeping with weather conditions. Also, the Service Provider shall make every effort to communicate with the campus in advance when the "changeovers" will occur.

A.6.2.5. The Service Provider shall maintain an accurate contact list as described in paragraph A.18.2.1 "Contact List" on page 48; such list shall be resubmitted as

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necessary during the contract period to ensure that all contact information remains accurate and complete.

A.6.2.6. The Service Provider shall use PPSD telephone infrastructure to conduct business required by the Specification. The Service Provider shall bear all costs associated with landline telephone(s) for the Service Provider's use.

A.6.2.7. All Service Provider employees who require an email address to conduct business required by the Specification shall have an account on the PPSD email server and an PPSD email address. Without limiting the Service Provider's general obligation to comply with PPSD policies, procedures, rules and regulations, any personnel with such email accounts and addresses shall be subject to and comply with all acceptable use policies, conditions of use, prescribed cybersecurity protective measures and other requirements and/or prohibitions established by PPSD with respect to use thereof.

A.6.2.8. The Service Provider shall ensure its employees use phones and communication devices provided by PPSD or used during work hours for official facility services business. The Service Provider shall monitor their personnel and take necessary action to ensure abuse does not occur. If an abuse does occur, the Service Provider shall act immediately to resolve the abuse, and notify the PPSD Representative in writing that the issue is resolved.

A.6.2.9. Notice to occupants and users.

A.6.2.9.1. In the event of a planned activity which may disrupt or effect the use of PPSD spaces, the Service Provider shall provide adequate advance notice to occupants and users. This includes activities such as:

A.6.2.9.1.1. Daytime carpet cleaning.
A.6.2.9.1.2. Daytime window washing.
A.6.2.9.1.3. Work that introduces odors into the environment.
A.6.2.9.1.4. Work that alters the use of the space.
A.6.2.9.1.5. Work required on the grounds that requires loud mechanical equipment.
A.6.2.9.1.6. Work that utilizes products for which a Material Safety Data Sheet (MSDS) indicates the need for notification and/or caution.

A.6.3. Coordination

A.6.3.1. The Service Provider shall coordinate services based on the facility activity levels and usage patterns, which are subject to change.

A.6.3.2. All facility service activities that may initiate or affect any fire alarm system or security system devices shall be closely coordinated by the Service Provider with the PPSD Representative prior to commencing work.

A.6.3.3. The Service Provider shall interface with other service providers, PPSD personnel, faculty, students, and staff on PPSD property to ensure continuity of service and proper coordination of facility services.

A.6.3.4. Meetings

A.6.3.4.1. The Service Provider shall meet with the PPSD Representative at least weekly and more frequently as determined by the PPSD Representative to review operating status, solve problems, plan for upcoming events, etc. The time duration of such meeting shall be

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sufficient to deal with the meeting purpose. At least one key person as defined in paragraph 8.2 "Key Personnel Requirements" on page 30 shall attend each such meeting.

A.6.3.4.2. The Service Provider shall coordinate a services team meeting with the PPSD Representative on a frequency to be determined by the PPSD Representative. At least one key person as defined in paragraph 8.2 "Key Personnel Requirements" on page 30 shall attend each services team meeting.

A.6.4. Non-Operational Equipment

A.6.4.1. Security and fire alarm system malfunctions shall be reported immediately to the PPSD Representative. All other equipment or systems that are non-operational or that become non-operational during the workday shall be reported to the PPSD Representative during the workday.

A.6.4.1.1. Examples of non-operational equipment which shall be reported during the workday include:

A.6.4.1.1.1. HVAC and Mechanical Equipment
A.6.4.1.1.2. Lighting and Electrical Equipment
A.6.4.1.1.3. Restroom Fixtures and Plumbing Equipment
A.6.4.1.1.4. Door Hardware
A.6.4.1.1.5. Any system, device, or piece of equipment which impacts the use of the facility in any way.

A.6.4.2. When fire and life safety systems are temporarily removed or disconnected from service, they must be reconnected and/or placed back into service at the end of each workday unless otherwise authorized by the PPSD Representative and/or Hartford Fire Department. This includes any equipment and devices whose function is to prevent, detect, or control hazards, or whose function is to transmit signals related to fire and life safety emergencies.

A.6.4.2.1. In the event a fire watch is required or recommended by the Fire Department, this shall be provided by the Service Provider at no expense to the PPSD.

A.6.5. Lost and Found

A.6.5.1. The Service Provider shall designate spaces for collection of "lost & found" items. These items shall be gathered each day and delivered to the Service Provider's supervisory staff. An updated list of items shall be prepared and delivered to the PPSD Representative each day.

A.6.6. Energy Conservation

A.6.6.1. The Service Provider shall manage facility services in a manner designed to always conserve energy to the maximum extent practicable consistent with PPSD operations.

A.6.6.2. Lights and air conditioning shall be on only while facility services are being performed in the immediate areas or when the immediate area is otherwise occupied. Windows shall be closed when appropriate.

A.6.6.3. Service Provider shall provide an Energy Audit, as specified in Section C.2.5 Energy Audit Report starting on page 73.

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A.7. Preventive Maintenance

A.7.1. General Requirements

A.7.1.1. "Preventive maintenance" shall mean (without limitation) proactive work performed by various trade and maintenance personnel based on planned inspections, tune-ups, component replacements, reliability programming, manufacturer recommendations and other techniques, all of which are intended to reduce failures, extend asset life, reduce energy consumption, and ensure proper asset operation.

A.7.1.2. The Service Provider shall implement preventive maintenance programming that is properly designed and planned to proactively reduce or eliminate both failures and Specification non-compliance. Preventive maintenance programming shall be in place for all facility services, including operations & maintenance, custodial, landscape, hardscape, and event services and building and structural services.

A.7.1.3. All preventive maintenance programming shall be scheduled and tracked by appropriate use of the computerized maintenance management system.

A.7.1.4. The Service Provider is encouraged to optimize maintenance costs and asset life through proper use of predictive maintenance techniques; however, any deviation from manufacturers' recommended preventive maintenance shall be approved in writing by the PPSD Representative.

A.8. Warranty

A.8.1. Service Provider's Responsibilities

A.8.1.1. The Service Provider shall make reasonable efforts to identify (list) all warranties that are in effect during the contract period.

A.8.1.2. The Service Provider shall maintain the warranty records for the duration of the contract period and turn over all warranty documentation to any succeeding service provider or PPSD, as required by the Phase-Out specifications.

A.8.1.3. The Service Provider shall notify the PPSD Representative of problems or conditions that may be covered under warranties.

A.8.1.4. The Service Provider shall not engage in any act or omission that results in the voiding or nullification of any warranties.

A.8.1.5. The Service Provider shall execute and deliver any necessary documentation, and shall take such other and further acts as may be necessary, to transfer ownership of any warranties to the successor service provider or PPSD at the end of the contract period.

A.9. Staffing and Supervision

A.9.1. Service Provider Personnel

A.9.1.1. The Service Provider's staff shall always conduct themselves in a professional manner, and work within PPSD guidelines, policies, and procedures.

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A.9.1.2. The Service Provider shall always provide competent personnel; because communication is essential to satisfactory customer service all personnel shall have the ability to communicate effectively with members the PPSD community.

A.9.1.3. The Service Provider shall have adequately trained, experienced, and supervised staff to contend with situations including emergency, disaster, acts of God, and other such occurrences that may require immediate and long-term attention.

A.9.1.4. When an employee is absent, their replacement shall have comparable knowledge, skills, ability, and training.

A.9.1.5. The Service Provider shall restrict its staff to assigned spaces during working hours and require them to promptly vacate PPSD premises at the end of their scheduled shift.

A.9.2. Key Personnel Requirements

A.9.2.1. "Key personnel" shall mean personnel in leadership, management, or supervisory positions at the PPSD site and in the Service Provider's off-site office. This includes titles such as Director, Manager, Assistant Manager, Lead Supervisor .

A.9.2.2. The senior-most manager that the Service Provider assigns to PPSD shall have a title that is clearly distinct from the title of any PPSD employee.

A.9.2.3. The Service Provider shall provide and maintain technically competent key personnel. These persons must have a minimum of ten years technical experience and a minimum of five years supervisory experience. They must also have post-secondary education . An alternative mix of these qualifications may be acceptable, but only with written PPSD approval on a per case basis (per specific, individual supervisor).

A.9.2.4. The Service Provider shall provide key personnel at the facilities during the hours facility services work is performed. These persons shall lead work processes, provide quality control, solve problems, and perform other leadership duties essential to ensure efficient, effective service performance. The Service Provider's key personnel shall not be the primary individuals repairing, cleaning, or performing technical tasks. The key personnel's primary role is to direct work effort, oversee the work functions, solve problems, support technical work, and audit the performance of others to determine completeness and quality of services.

A.9.2.5. No person shall be designated by the Service Provider as a supervisor, a manager, or be placed in a supervisory position at any time without PPSD Representative's prior written approval. The Service Provider shall provide proper documentation of all such people's qualifications. PPSD Representative shall not unreasonably withhold or delay approval of such individuals; however, conditional approvals shall not be made. Any changes required by PPSD shall be made without change to the contract price.

A.9.2.6. The Service Provider shall demonstrate to the reasonable satisfaction of the PPSD Representative that the Service Provider's key personnel: are trained; have necessary certifications; have had extensive on-the-job experience in each discipline under their supervision; have an intimate knowledge of the various tasks, equipment, and materials; have the ability to use computers, associated hardware, business equipment,

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and the work order management system (CMMS); and have the ability to properly train and direct the Service Provider's employees.

A.9.2.7. The ratio of key personnel to staff shall appropriately reflect the leadership skills, abilities, and experience of each key person. The Service Provider shall always have a sufficient quantity of key personnel on duty to ensure complete satisfaction of the contract requirements. However, a minimum of one key person shall be on site for each shift. Such individuals shall be readily available whenever employees are performing their duties.

A.9.2.8. The Service Provider shall designate a lead supervisor. The lead supervisor shall be available via cell phone on a 24-hour daily basis.

A.9.2.9. Key personnel shall not be changed without the prior written approval of the PPSD Representative.

A.9.2.10. The PPSD Representative may require the removal, replacement, or reassignment of any key personnel at any time for any lawful reason.

A.9.3. Staffing Requirements

A.9.3.1. The Service Provider must determine actual staffing level and classifications required for this Agreement. Information which is provided by the Service Provider during the procurement process is strictly for reference purposes only.

A.9.3.2. The Service Provider shall maintain a workforce that is technically competent to meet or exceed the contract requirements.

A.9.3.2.1. They shall be well-trained in their respective activities, and maintain the appropriate efficiency and customer services attitude.

A.9.3.2.2. Where governmental regulations require the work to be performed by an individual who maintains a trade license or similar credential, the Service Provider is required to conform to any such requirements.

A.9.3.2.3. All Service Provider personnel must demonstrate proper character, cooperative spirit, and congenial attitudes always when on PPSD property.

A.9.3.3. All Service Provider staff shall be members of a bargaining unit recognized by the National Labor Relations Board.

A.9.3.3.1. Exceptions to membership in the bargaining unit shall be Managers, supervisors, and administrative support staff.

A.9.3.3.2. The Service Provider shall comply with the Performance Review requirements of clause A.9.4 Staff Management Requirements below, including the requirement for initial 90-day Performance Reviews.

A.9.3.4. The Service Provider shall ensure that reasonable efforts are made to ensure that the Job Classification of each staff member matches the skill level required of the tasks to be performed within this Specification.

A.9.3.4.1. The Service Provider is explicitly advised, when appropriate to do so, to consult with representatives of the bargaining unit to review all available Job Classifications needed for industry best practices and productivity, to verify that positions are filled with personnel who match the specific duties of the work requirements of these Specifications.

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A.9.3.5. Temporary employees may be used only with the permission of the PPSD Representative.

A.9.3.6. PPSD does not designate a minimum staffing level beyond that established for supervisory personnel as detailed in A.9.2 Key Personnel Requirements, above (page 31). It is the responsibility of the Service Provider to determine required staffing levels and best productivity.

A.9.3.7. Flexibility of staffing is essential. Modifications to services or staffing may be required by the PPSD Representative. Any service or staffing changes requested by the PPSD Representative shall be well planned and properly implemented by the Service Provider with minimum negative impact to the building occupants, PPSD, faculty, students, staff, and property.

A.9.3.8. Providence Public School District reserves the right to conduct a third-party assessment of staff qualifications and performance at any time, to ensure that competence standards are maintained.

A.9.4. Staff Management Requirements

A.9.4.1. The Service Provider shall monitor and manage the performance of all employees. The Service Provider shall take necessary disciplinary actions, including removal from the site, with respect to any employee that does not meet the requirements of the Specification.

A.9.4.2. Performance Reviews shall be performed at a frequency no longer than once a year.

A.9.4.2.1. Performance Reviews shall include criteria to evaluate:

A.9.4.2.1.1. Workplace safety

A.9.4.2.1.2. Productivity

A.9.4.2.1.3. Adherence to industry best practices

A.9.4.2.1.4. Achievement of the requirement of the approved bargaining unit Job Descriptions and Classifications.

A.9.4.2.1.5. Technical competence.

A.9.4.2.2. An initial performance review of all staff placed at Providence Public School District shall be performed at 90 days after the placement of the staff member. This requirement is all-inclusive, including any that may have been previous Service Provider employees at Providence Public School District or employees that were previously employed by the Service Provider.

A.9.4.3. All performance criteria used by the Service Provider shall be reviewed by and approved by the PPSD Representative prior to its use. These criteria may be modified, subject to further review and approval by the PPSD Representative.

A.9.4.4. Results of the performance reviews shall be made available to the PPSD Representative, if requested.

A.9.4.5. If the PPSD Representative determines the performance of an employee to be sub-standard, the PPSD Representative shall bring this concern to the attention of the Service Provider in writing.

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A.9.4.6. When sub-standard employee performance is detected by the Service Provider, or when it is reported to Service Provider by PPSD Representative, the Service Provider shall take immediate action to improve the performance. If the employee fails to demonstrate the necessary improvement, the Service Provider shall initiate disciplinary actions up to and including replacement/reassignment.

A.9.5. Service Provider Employee Transportation and Parking

A.9.5.1. Without limiting the Service Provider's general obligation to comply with PPSD policies, procedures, rules and regulations, the Service Provider and its personnel shall comply with PPSD parking and vehicular use policies.

A.9.6. Service Provider's Employment Obligations

A.9.6.1. The Service Provider's personnel shall be employees of the Service Provider and not of PPSD. The Service Provider shall inform such personnel that they are not employees of PPSD, and are not entitled to any of the benefits that PPSD provides for its employees, including but not limited to health, workers' compensation and unemployment insurance, and retirement plans. The Service Provider shall be solely responsible for fulfilling its obligations to and with respect to such employees, including obligations with respect to compensation, social security, unemployment benefits, workers' compensation insurance coverage, and FICA, FUTA, federal, state and/or local income tax withholding. Without limiting its obligations of indemnity set forth elsewhere in the Agreement, the Service Provider shall defend with competent counsel, indemnify and hold harmless PPSD, and PPSD trustees, officers, employees, agents and representatives, from and against any and all claims, demands, actions, suits and proceedings (whether civil, criminal or administrative), and all liability, loss, expense (including reasonable attorneys' fees), costs or damages, arising out of any allegation or determination that PPSD is an employer or joint employer with respect to any of the Service Provider's employees.

A.10. Responsiveness

A.10.1. Facility Services Request Responsiveness

A.10.1.1. Facility services requests, including but not limited to those of the following types, are subject to response and resolution requirements.

A.10.1.1.1. Service calls.
A.10.1.1.2. Emergencies.
A.10.1.1.3. Urgent requests.
A.10.1.1.4. Work orders, initiated by the Service Provider and its management systems.
A.10.1.1.5. Work requests, initiated by Providence Public School District Personnel requests.

A.10.1.2. Emergency and urgent requests shall be placed by two-way radio, cell phone or telephone. The Service Provider shall notify the PPSD Representative of such requests within a reasonable period of time. The Service Provider shall return an emergency or urgent message page or communication within five minutes, unless otherwise required elsewhere in this Specification.

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A.10.1.3. Non-emergency and non-urgent requests may be delivered to the Service Provider through the CMMS.

A.10.1.4. The Service Provider shall ensure that no more than one request is required to initiate an appropriate, effective response.

A.10.1.5. The Service Provider shall proactively communicate the status of service issues to affected individuals, especially when delays are anticipated. The Service Provider shall communicate an expected completion date at the time the request for service is received. If the completion date changes, the Service Provider will provide updates to the effected individuals.

A.10.1.6. If a service call problem requires three or more visits within a week, affected individuals shall be provided frequent status information, to include status of revised estimates of when work will be completed.

A.10.1.7. After service work has been fully completed, the Service Provider shall notify occupants and other effected individuals to verify that they understand what work was performed, that it is completed, and to inquire as to their satisfaction with the services (both result and delivery).

A.10.1.8. Responsiveness requirements are set forth in Table 3 - Response & Resolution Table below; however, the PPSD Representative shall have final say regarding the application of responsiveness requirements to any given request.

A.10.1.9. The Service Provider shall measure initial response time as the time duration from when a request is transmitted to the Service Provider until the initial response requirement has been successfully satisfied. Upon initial response, a service slip must be left with the occupant, faculty, students, or staff or at the work location. A copy of the service slip shall be placed in an on-site file for immediate access by the PPSD Representative.

A.10.1.10. The Service Provider shall make every effort to resolve complaints and service problems on the initial response.

A.10.1.11. Extension of the timeframe for resolution requirements may be granted by the PPSD Representative.

A.10.1.12. The Service Provider shall measure actual resolution time as the time duration from when a request is transmitted to the Service Provider until such request has been successfully resolved. The Service Provider shall utilize the CMMS to track the resolution time for each request.

A.10.1.13. The Service Provider shall initiate all traces for delayed or missing shipments handled by carriers that it utilizes and shall furnish copies of such trace reports to the PPSD Representative when requested.

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Table 3 - Response & Resolution Table

Item	Description	Initial Response Requirement	Resolution Requirement
1	Events or conditions that: potentially threaten life safety; impair or restrict area access; cause significant comfort loss; threaten environmental compliance; risks the security of building occupants or content; substantially interfere with campus operations; or otherwise require immediate action. Examples include floods; spills on floors; electrical system power loss; temperature loss in cold weather; first responder incidents.	The Service Provider shall have appropriately-skilled personnel, with appropriate tools and equipment to diagnose and address the problem, at the problem site within 15 minutes.	One hour.

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Item	Description	Initial Response Requirement	Resolution Requirement
2	Service requests or complaints which cannot be resolved by control operations; events which are likely to disrupt comfort conditions; circumstances which are likely to significantly impact building occupants within two hours; requests that should be prioritized over all other non-emergency and non-urgent situations. Examples include water leaks; spills in occupant space; deficiencies that significantly impact comfort; plumbing malfunctions which affect physical comfort.	The Service Provider shall have appropriately-skilled personnel, with appropriate tools and equipment to diagnose and address the problem, at the problem site within 30 minutes.	Two hours.
3	Events that may cause significant inconvenience to building occupants. Examples include lamps out, running toilet, nuisance noises.	The Service Provider shall have appropriately-skilled personnel, with appropriate tools and equipment to diagnose and address the problem, at the problem site within 30 minutes.	Four hours.
4	Events that may cause minor inconvenience to building occupants. Examples include requests for special services, requests for service consultations.	The Service Provider shall have appropriately-skilled personnel, with appropriate tools and equipment to diagnose and address the problem.	Two working days.

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Item	Description	Initial Response Requirement	Resolution Requirement
5	Requests for skilled services that should be resolved as soon as practically possible, but can be scheduled to promote work efficiency. Examples include routine work; events that may lead to more significant problems, floors requiring stripping and refinishing.	The Service Provider shall have appropriately-skilled personnel, with appropriate tools and equipment to diagnose and address the problem.	Five working days.
6	Requests for services that require advanced scheduling or that cannot reasonably be resolved within the routine five working day standard. Examples include tasks that require system shutdown, services that require the use of external specialty resources.	The Service Provider shall have appropriately-skilled personnel, with appropriate tools and equipment to diagnose and address the problem.	30 working days, or as approved by the PPSD Representative.
7	Requests for services which involve a sequence of activities, possibly involving multiple internal and external service providers and requiring significant planning to properly implement, shall be treated as projects.	Specific project plans and due dates shall be established.	Specific project plans and due dates shall be established.

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Item	Description	Initial Response Requirement	Resolution Requirement
8	There may be instances where the PPSD Representative (or the Service Provider) requires a specific resolution requirement, which is not represented by the above or which cannot be completed within the stated timeframes. In these cases, a resolution requirement will be established at the time the work is requested.	Negotiated	Negotiated

A.11. Emergency Response & Operations

A.11.1. General Requirements

A.11.1.1. The Service Provider shall comply with Emergency Responses and Operations Planning standards as described in this Specification.

A.11.1.2. The Service Provider shall continue performance during all emergencies and support PPSD during emergency operations. If an emergency condition occurs, the Service Provider shall divert the Service Provider workforce, or such part thereof as the PPSD Representative deems necessary, from its normal duties to support PPSD during emergency operations. PPSD will negotiate on a per-event basis for emergency work that is outside core hours or that requires staff above the staffing levels of the Service Provider.

A.11.1.3. The Service Provider shall respond to emergencies with adequate technical staff, communication methods, supplies, and equipment (e.g. pumps, lights, spill protection, etc.) and support PPSD personnel, faculty, students, and staff, and other service providers in their emergency response efforts.

A.12. Computerized Maintenance Management System

A.12.1. General Requirements

A.12.1.1. The Service Provider shall be required to install a robust, fully functional Computerized Maintenance Management System (CMMS).

A.12.1.2. The installed system shall be a nationally available software application, with demonstrated wide application to higher education environments.

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A.12.1.2.1. Any software applications which have had proprietary Service Provider modifications or other similar alterations are not acceptable.

A.12.1.3. The Service Provider is required to provide full documentation of its proposed system to the PPSD Representative, for review and approval prior to its installation. Implementation of the CMMS may not be done until the PPSD Representative provides approval. Such documentation shall include, but not be limited to:

A.12.1.3.1. Characteristics and details of the application.
A.12.1.3.2. User friendly aspects, for easy access by authorized users
A.12.1.3.3. Demonstration of reasonable longevity with solid track record of success in a higher education environment.
A.12.1.3.4. Browser-based web accessibility capability.
A.12.1.3.5. The ability to communicate with requestors service request progress, approvals, and completion.
A.12.1.3.6. Handheld device access and operating capability.
A.12.1.3.7. Accessibility capability in compliance with the Americans with Disabilities Act (ADA) and comparable state law.
A.12.1.3.8. Security protections for prevention of unauthorized users and unauthorized software modification.
A.12.1.3.9. Identification of at least three current higher education installations, with contact information of the higher education user.
A.12.1.3.10. The proposed database software used by the application.

A.12.1.4. The Service Provider shall be required to collaborate with Providence Public School District Information Technology Representatives to configure the Schema of the proposed database to align with the Providence Public School District PeopleSoft Enterprise Resource Planning (ERP) system schema.

A.12.1.4.1. The database Schema shall describe the organization of the data, with a blueprint of how the database is constructed, and a list of attributes and instructions that explains how the data components are related.

A.12.1.5. The Service Provider shall be responsible for operating and maintaining the approved CMMS.

A.12.1.6. The Service Provider is required to provide full access to the CMMS application to Providence Public School District staff members identified by the PPSD Representative.

A.12.1.7. All software licenses shall be maintained current and up to date. The software shall always be operated with the latest current release of the application.

A.12.1.8. The Service Provider shall comply with the submitted and approved CMMS plan described in A.12 Computerized Maintenance Management System Plan on page 39. Changes to the Computerized Maintenance Management System Plan may not be made without the PPSD Representative's approval.

A.12.1.9. The Service Provider shall support a management information process by providing accurate, complete, and current information into the CMMS. The CMMS shall be one tool for collecting and reporting management information for use by the Service Provider and by PPSD. However, other management information may also be required.

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A.12.1.10. The Service Provider shall populate and implement the CMMS using data provided by the PPSD, as well as any additional data gathering required to fully populate the asset database.

A.12.1.10.1. The data strategy must be approved in writing by the PPSD Representative.

A.12.1.10.2. All equipment (including new equipment) shall be tagged, and appropriate data shall be collected and entered in the CMMS.

A.12.1.11. The Service Provider shall provide on-going CMMS training to all their personnel that utilize the CMMS in any way, to the PPSD Representative, and to a reasonable number of other PPSD personnel. Such training shall be at the Service Provider's cost.

A.12.1.12. As part of the Quality Control program described in paragraph A.2.3 Quality Control Processes on page 12. PPSD will perform or employ a third-party consulting firm as further described in clause A.2.3.7 on page 13 to review and verify compliance with CMMS-related Specification requirements.

A.12.1.12.1. The consultant shall give the Service Provider reasonable notice for review of the CMMS, its usage, and data.

A.12.1.12.2. The Service Provider will be given five days to respond and correct any discrepancy or issues arising from this review.

A.12.1.13. Upon expiration of termination of the Agreement, regardless of cause, the Service Provider shall transfer all licenses of the CMMS to the PPSD, including all database and asset information included in the CMMS. If for any reason the Service Provider is unable despite diligent efforts to transfer such licenses, the Service Provider shall provide all database and asset information contained in the CMMS to PPSD within ten (10) days after such expiration or termination, in a format and medium specified by PPSD.

A.12.2. Work Orders and Work Tracking

A.12.2.1. Preventive maintenance, repairs and other facility services required by the Specification shall be entered in the CMMS each day by the Service Provider. All such work shall be assigned a work order. Such data shall be used as a management tool to track, report, and evaluate delivery of services.

A.12.2.2. Work orders shall be generated for all work required by the preventive maintenance plan. Such work orders shall be created when the planned work is due to be performed.

A.12.2.3. Work orders that have not been fully completed for any reason shall not be assigned a status of "closed" at any time.

A.12.3. Equipment Identification

A.12.3.1. The Service Provider shall verify that each piece of mechanical, electrical, plumbing, and fire systems equipment is properly tagged and that those tags correspond to identification in the CMMS.

A.12.3.2. "CMMS equipment record" shall mean nameplate and identification data, preventive maintenance plans, and equipment repair history.

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A.12.3.3. All PPSD systems assets shall be always maintained in the CMMS.

A.12.4. Hardware, Software, Devices, and Data

A.12.4.1. All necessary computers, printers, handheld devices, software, and software upgrades necessary for the implementation of the Computerized Maintenance Management System Plan and the effective operation of the Computerized Maintenance Management System shall be provided by the Service Provider at top efficiency at the Service Provider's cost. All such items shall be maintained by the Service Provider at the Service Provider's cost.

A.12.4.2. All CMMS-related software upgrades and new releases shall be implemented by the Service Provider, at the Service Provider's cost, within six months of their first availability or such shorter period as is necessary to ensure continued functionality, unless waived by the PPSD Representative.

A.12.4.3. All CMMS software shall be subject to the approval of the PPSD Representative.

A.12.4.4. All CMMS computers, printers, handheld devices, software, software upgrades, and resident data shall become PPSD property at the end of the contract period. All such computers, printers, handheld devices, software, software upgrades, and data shall be transferred to PPSD at no additional cost to PPSD. The Service Provider shall provide all such data to PPSD, upon request and at any time, in an electronic data format approved by the PPSD Representative.

A.13. Software Maintenance

A.13.1. General Requirements

A.13.1.1. All software applications and software licenses used or operated by the Service Provider shall be maintained current and up to date. The software shall always be operated with the latest current release of the application.

A.13.1.2. In the event of the Service Provider receives notification or other information relevant to updates for a software application owned by Providence Public School District that is used and managed by the Service Provider, the Service Provider shall immediately communicate that information to the PPSD Representative for the PPSD to take appropriate action regarding updates.

A.13.1.2.1. Such systems may include Building Management Software (BMS) and Building Automation Software (BAS).

A.14. Security

A.14.1. General Requirements

A.14.1.1. The Service Provider shall comply with PPSD policies. The Service Provider shall ensure compliance by all their employees, Sub-Service Providers, and consultants.

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A.14.1.2. All personnel shall be required to have in their possession always a valid Driver's License, or equivalent legal photo identification when operating equipment/vehicles. The Service Provider is required to verify compliance with this requirement.

A.14.1.3. The Service Provider shall be provided necessary access to the areas to perform facility services, including access required by PPSD personnel or by PPSD Sub-Service Providers and consultants.

A.14.1.4. The Service Provider shall provide escorts for their Sub-Service Providers and their special service personnel when required by the PPSD Representative or by an PPSD policy. The maximum number of people per escort shall be limited to the number of people that the escort can keep under positive control. Escorts shall be Service Provider employees and authorized to provide escort services by the PPSD Representative.

A.14.1.5. At no time shall the Service Provider place their lock on any door(s) on PPSD property without written approval from the PPSD Representative.

A.14.2. Criminal Offender Record Information and Sexual Offender Record Information

A.14.2.1. Service Provider personnel, Sub-Contractors, and Sub-Service Providers, including all full-time and all part-time personnel, who perform facility services at Providence Public School District, must first pass Criminal Offender Record Information (CORI) and Sexual Offender Record Information (SORI) background checks conducted in accordance with industry standard best practices.

A.14.2.2. The PPSD Representative may request CORI/SORI recheck of any individual, at any time, for any reason. Compliance with this requirement shall be established and maintained at the Service Provider's cost.

A.14.2.3. The Service Provider shall provide evidence to the PPSD Representative that it has a current documented policy of its process for acceptance or rejection of personnel who are determined to have a CORI or SORI record.

A.14.2.4. In any event, if the Service Provider desires to place personnel who have a CORI or SORI record, or have Sub-Contractors or Sub-Service Providers place such personnel, at Providence Public School District, this is not permitted unless the nature and detail of the offense is fully defined and provided to the PPSD Representative. The Service Provider may not place these personnel, or allow Sub-Contractors or Sub-Service Providers to place such personnel, unless given the express written approval by the PPSD Representative.

A.14.2.4.1. In the event the PPSD Representative rejects any such request by the Service Provider (on behalf of itself or any Sub-Contractor or Sub-Service Provider), the PPSD Representative may do so at its sole discretion for any lawful reason.

A.14.3. Keys and Electronic Access

A.14.3.1. Key Control and Management System

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A.14.3.1.1. The Service Provider is required to utilize a recognized system for the control and management of physical and electronic keys and other access control devices (collectively, "keys"), as approved in writing by the PPSD Representative in coordination with Police & Security and Information Technology operations at the PPSD. Any system used will be maintained by the Service Provider at their cost.

A.14.3.1.2. Any staff member who checks out a key from the key control system shall be required to return keys at the end of the work shift unless approved otherwise in writing by the PPSD Representative.

A.14.3.2. If the Service Provider misplaces or loses one or more physical or electronic keys, the Service Provider shall be responsible for the cost to replace all cores, locksets, or other devices necessary, in the PPSD Representative's opinion, to restore security to the lock system at the Service Provider's cost. The Service Provider shall immediately inform the PPSD Representative of any such key loss and provide an appropriate action plan.

A.14.3.3. In the event a secured location is left unsecured due to the loss of a key, the Service Provider shall compensate the PPSD for any damages or losses in the unsecured locations.

A.14.3.4. If access codes have been compromised by fault of the Service Provider, the Service Provider shall be responsible for the cost to change all cipher and combination style lock system codes or hardware.

A.14.4. Identification Requirements

A.14.4.1. All Service Provider employees that perform work at PPSD site shall wear badges or other readily identifiable indication that they are authorized workers at PPSD. Such identification shall comply with PPSD policy, as approved in writing by the PPSD Representative. The Service Provider shall be responsible for full compliance with the policy, including all background checks and any on-going procedures required by the policy.

A.14.4.2. All Service Provider personnel shall wear distinguishing uniforms of a design, style, and color appropriate to pertinent operations. The uniforms shall be different from those used on the campus by PPSD personnel or any other service provider. Such uniforms shall display a PPSD logo and lettering in a placement approved by the PPSD Representative. The artwork and specifications for the logo and lettering shall be provided by PPSD.

A.14.4.2.1. Any logo or lettering of the Service Provider shall not be permitted, unless specifically approved by the PPSD Representative. In any event, any logo or lettering of the Service Provider shall be secondary to that of the PPSD.

A.14.4.3. Uniforms worn by supervisors and managers shall be noticeably different and distinguished from those worn by staff technicians, mechanics, laborers, and custodians.

A.14.4.4. Uniforms shall have a professional appearance. All uniform designs shall be approved by the PPSD Representative.

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A.14.4.5. The Service Provider shall ensure that the uniforms are cleaned regularly to maintain a professional appearance. Cleaning shall comply with any special requirements of the technician's regular duties.

A.14.4.6. The Service Provider shall ensure uniforms, footwear, and all clothing articles comply with A.15 Safety which follows, immediately below, on page 45.

A.14.4.7. All Service Provider personnel shall display visible nametags that include the Service Provider's name and the employee's name. Supervisors shall wear nametags of the same style, design, color, and name designation but their nametags shall also indicate their job title.

A.14.4.8. The Service Provider's Sub-Service Providers that routinely supply labor (such as temporary or regular custodial workers) on PPSD property or otherwise have an on-going site activity shall comply with all identification requirements, at the Service Provider's cost. The Service Provider's Sub-Service Providers performing only limited, periodic services (such as elevator inspections) are exempt from this requirement; however, such Sub-Service Providers shall comply with paragraph A.14.4.6, above, and they shall wear a uniform that properly identifies their employer.

A.14.4.9. Non-compliance with paragraph A.14.4 Identification Requirements may result in the removal of the personnel from the site, at the PPSD Representative's discretion. All costs associated with the removal of personnel shall be borne by the Service Provider.

A.14.5. Restricted Access

A.14.5.1. The Service Provider is advised that the following location have restricted access.

A.14.5.1.1. Human Resource Office areas
A.14.5.1.2. Information Technology Office areas

A.14.5.2. Service Provider staff entry into these areas shall comply with PPSD policy.

A.15. Safety

A.15.1. General Requirements

A.15.1.1. The Service Provider shall be responsible for the safety and protection of the Service Provider's employees, the public, faculty, students, staff, and others in or near facility services work areas.

A.15.1.2. The Service Provider shall initiate, maintain, and supervise all precautions required to ensure compliance with PPSD safety policies, Occupational Safety and Health Administration (OSHA) requirements, and other Federal, State and Local requirements.

A.15.1.3. The Service Provider shall coordinate all safety procedures identified in the PPSD Environmental Health & Safety program.

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A.15.1.4. The Service Provider shall ensure that its employees and Sub-Service Providers properly utilize personal protective equipment (PPE) required by Federal, State, and Local authorities and by PPSD policies.

A.15.1.5. The Service Provider shall ensure that uniforms, footwear, headwear, and all apparel articles worn by its employees and Sub-Service Providers comply with Federal, State, and Local requirements and with PPSD policies.

A.15.1.6. The Service Provider shall secure all tools and equipment when working overhead to ensure the safety of people in the vicinity of the work.

A.15.1.7. Storing, positioning, or using equipment, tools, scraps, trash, or furniture in a manner likely to present a hazard to the public or building occupants by its accidental shifting, ignition, or other hazardous qualities is prohibited.

A.15.1.8. Appropriate area isolation devices, signage, and notifications of hazards (such as wet paint, slippery floor conditions, snow, ice, overhead hazards, or noise conditions), shall be deployed by the Service Provider to protect the safety of others in or near work areas; this applies during inclement weather as well as during routine facility services work. However, corridors, aisles, stairways, doors, or exits shall not be obstructed by work processes or used in such a manner as to encroach upon routes of entry or exit except when such obstruction or use is appropriate and necessary to ensure safety. All such area isolations, signage, and notifications shall be removed when no longer warranted by area conditions.

A.15.1.9. When the nature of the work prevents proper isolation of the work area, alternate precautions such as the posting of signs, the use of signal persons, erection of barricades, or similar protection around hazardous operations shall be used.

A.15.1.10. Material Safety Data Sheets Requirements

A.15.1.10.1. All materials and products used on site shall comply with Material Safety Data Sheets (MSDS) regulations, procedures, and requirements.

A.15.1.10.2. The Service Provider shall provide the PPSD Representative with the identification and technical literature, including the MSDS, for all chemical compounds it proposes to use on PPSD property.

A.15.1.10.3. All applicable chemical compounds shall be EPA registered or approved for the intended use.

A.15.1.10.4. All chemical compounds shall be properly labeled on the container's exterior.

A.15.1.10.5. Unapproved or improperly identified materials and products shall not be allowed on the PPSD property.

A.15.1.11. The Service Provider shall define procedures for work on all building services, which shall be submitted to the PPSD representative for approval. These procedures include:

A.15.1.11.1. Lock Out/Tag Out (LOTO) procedures.

A.15.1.11.2. Hot Work procedures.

A.15.1.11.3. Confined Space procedures.

A.15.1.12. The Service Provider is required to demonstrate the use of green chemicals in its services.

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A.15.1.13. The Service Provider is required to use low VOC paints, as approved by the PPSD Representative.

A.15.1.14. The Service Provider shall not introduce or use chemical treatments or products that may cause illness or discomfort to building occupants.

A.15.1.15. The Service Provider shall promptly report accidents or incidents that result in death or cause injury requiring medical treatment other than first aid administered at the jobsite. Such accidents or incidents shall be reported in writing to the PPSD Representative, giving full details and statements of witnesses. The Service Provider shall furnish any information requested by PPSD and shall cooperate fully with the PPSD's investigation of any such accident or incident.

A.16. Sustainability Program

A.16.1. General Requirements

A.16.1.1. The Service Provider is advised that Providence Public School District is committed to having its operations and maintenance performed in a professional and ethical manner with sustainable practices given priority.

A.16.1.2. The Service Provider is required to ensure that its activities are supportive and consistent with that goal.

A.16.1.3. This collaboration shall include use of consumable products and cleaning methods which meet the goals of the program.

A.16.2. Request for Contract Adjustments

A.16.2.1. In the event sustainable initiatives and recommendations of the PPSD Representative impact the cost of the Service Provider's service, the Service Provider is required to seek approval from the PPSD Representative for any adjustments to the Agreement before implementing any such recommendation.

A.16.2.2. Failure to request any such approval in a timely manner shall require the Service Provider to comply with initiatives and recommendations at no additional cost to the PPSD.

A.17. Regulatory Compliance

A.17.1. Compliance

A.17.1.1. The Service Provider shall comply with all PPSD policies and with all applicable Federal, State, and Local regulations.

A.17.2. Codes, Licenses, Permits and Bonding

A.17.2.1. All work performed by the Service Provider shall comply with applicable Federal, State, and Local codes, licensure requirements, and permit requirements.

A.17.2.1.1. The Service Provider shall confirm and comply with any applicable noise ordinances.

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A.17.2.2. For each facility service activity they directly engage or supervise, all Service Provider employees, Service Provider's Sub-Service Provider employees, and Service Provider's business office employees shall possess current, valid certificates of training, licenses, permits, and bonding when required by PPSD policies or by Federal, State, or Local authorities.

A.17.2.3. The Service Provider shall obtain any necessary work permits, building permits, licenses, certifications, and approvals required to work on PPSD property, including in restricted areas, as required by Federal, State and Local regulations or by PPSD policies. All such requirements shall be satisfied at the Service Provider's cost, except those required solely for work reimbursed by PPSD in paragraph A.4.9 Charge/Reimbursable Work on page 18.

A.17.2.4. For permits and licenses that the authorities having jurisdiction require to be obtained by PPSD, to the extent permitted by such authorities, the Service Provider is hereby authorized to proceed with such applications as agent for PPSD. The Service Provider shall ensure that any such applications are accurate and complete, shall coordinate such applications with PPSD, and shall keep the PPSD Representative fully apprised as to their status.

A.17.2.5. For permits and licenses that the authorities having jurisdiction prohibit agents of PPSD from application, the Service Provider shall administer the applications allowing for PPSD compliance. This preparation shall include development of documents for signature by PPSD personnel and submission by the Service Provider to the authorities having jurisdiction.

A.17.2.6. The Service Provider shall provide the PPSD Representative, as requested and on demand, proof of compliance with A.16 Sustainability Program on page 47.

A.18. Recordkeeping & Submittal Requirements

A.18.1. General Requirements

A.18.1.1. All submittals required by paragraphs A.18.2 Submittals Prior to Contract Start Date, A.18.3 Phase-in Period Submittals and A.18.4 Phase-out Period Submittals and A.18.5 Contract Period Submittals shall be provided to the PPSD Representative in both hardcopy form and in electronic digital file using the current or compatible release version of Microsoft Word.

A.18.2. Submittals Prior to Contract Start Date

A.18.2.1. Contact List

A.18.2.1.1. Before the contract start date, the Service Provider shall submit a contact list with personnel names, emergency telephone numbers, and cellular telephone numbers.

A.18.2.2. Emergency Preparedness and Operation Plan

A.18.2.2.1. Before the contract start date, the Service Provider shall submit an Emergency Preparedness and Operation Plan that prevents and limits damage and assures continued operation of PPSD during emergencies.

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A.18.2.2.2. Examples of emergencies include severe weather, fire, earthquakes, loss of utilities, acts of terrorism, and loss of Service Provider personnel due to strikes or illness. The Emergency Preparedness and Operation Plan shall identify potential emergency situations (e.g. water leaks, utility failures, natural disasters, hazardous material releases, etc.) and response actions for each situation.

A.18.2.2.3. Plans shall detail the Service Provider's responsibilities and requirements for: key personnel; technical staff; communications; other emergency action resources; cleanup procedures; and event documentation supporting long-term solutions. The Service Provider's plan shall be compatible with existing PPSD emergency operations plans and with the requirements in A.11 Emergency Response & Operations on page 39.

A.18.2.2.4. Plans shall comply with City and State guidelines and recommendations.

A.18.2.3. Computerized Maintenance Management System Plan

A.18.2.3.1. Within two weeks of contract award, the Service Provider shall submit a description of its proposed Computerized Maintenance Management System, as described in A.12 Computerized Maintenance Management System on page 39.

A.18.2.4. Phase-in Period Transition and Training Plan

A.18.2.4.1. Within two weeks of contract award, the Service Provider shall provide a Phase-in Period Transition and Training Plan. Such plan shall address:

A.18.2.4.1.1. Emergency phone numbers and cell phone numbers.

A.18.2.4.1.2. Certification of all necessary training.

A.18.2.4.1.3. Compliance with Part 8 "Staffing and Supervision", on page 30.

A.18.2.4.1.4. The Service Provider's process for hiring and training employees during the phase-in period.

A.18.2.4.1.5. Compliance with reporting and recordkeeping per A.18 Recordkeeping & Submittal Requirements on page 48.

A.18.2.4.1.6. Inventory of supplies, materials, tools, and equipment necessary to commence facility services.

A.18.2.4.2. Topical outlines (tables of contents) of each standard operating procedure SOP required for facility services shall be included in the Phase-In Period Transition and Training Plan. Facility service needs are expected to vary based on the attributes of individual buildings and property areas. The SOPs shall address appropriate management and operational procedures that account for those needs. At a minimum, the following SOPs are required:

A.18.2.4.2.1. QC Audit and Inspection Procedure.

A.18.2.4.2.2. Communication Procedures and Program.

A.18.2.4.2.3. Work Order Processing Procedure.

A.18.2.4.2.4. Work Request Procedure.

A.18.2.4.2.5. Charge/reimbursable Work Tracking Procedure.

A.18.2.4.2.6. Move and Event Services Tracking Procedures.

A.18.2.4.2.7. Miscellaneous Work Tracking Procedures.

A.18.2.4.2.8. Preventive Maintenance Program.

A.18.2.4.2.9. Environmental, Health and Safety Program.

A.18.2.4.2.10. Deferred Maintenance Tracking Procedure.

A.18.2.4.2.11. Maintenance Backlog Tracking Procedure.

A.18.2.4.3. Certification of compliance with A.16 Sustainability Program on page 47.

A.18.2.4.4. Certification of compliance with regulatory requirements. as described in A.17 Regulatory Compliance on page 47.

A.18.2.4.5. Certification of compliance as described in A.13 Software Maintenance on page 42.

A.18.2.4.6. Sub-Service Provider & Sub-Service Provider agreements in place.

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A.18.2.4.7. Compliance with Deficiency and Obsolete Equipment List requirements as described in paragraph A.18.5.8 Deficiency and Obsolete Equipment List on page 53.

A.18.2.5. Staffing Plan

A.18.2.5.1. No less than two weeks before the contract start date the Service Provider shall submit a Staffing Plan that outlines the Service Provider's staffing strategy for meeting the scope of the work.

A.18.2.5.2. A narrative shall describe the schedules for off-site personnel, how non-core hour coverage will be addressed, and how specialty workers, who may not have a set weekly schedule, will be addressed.

A.18.2.5.3. The Staffing Plan shall include all Service Provider staff, including Sub-Service Providers, presiding management, administrative, and technical services, and functions necessary for effective and timely accomplishment of the contract requirements. This would include capturing, where possible, legacy knowledge from staff and other vendor resources.

A.18.2.6. Preliminary Staffing Matrix/Work Schedule

A.18.2.6.1. The Service Provider shall submit a preliminary Staffing Matrix/Work Schedule, similar to Table 4 - Example Staffing Matrix/Work Schedule, below, and a preliminary organization chart showing the areas of responsibilities. This information shall be submitted before the contract start date, maintained, and updated throughout the contract period.

A.18.2.6.2. The Staffing Matrix/Work Schedule shall indicate each person proposed to perform each part of the work, including Sub-Service Provider's personnel, their job classification or title, and their average salary. A work schedule indicating the hours each person/job classification will be on-site is required.

Table 4 - Example Staffing Matrix/Work Schedule

Staffing Matrix/Work Schedule									
Staff/Position Information			Proposed Work Week						
Position	Annual Hours	Avg. Salary	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Supervisor	2080	Avg. Salary	Hours	Hours	Hours	Hours	Hours	Hours	Hours
Job Class/Title	Annual Hours	Avg. Salary	Hours	Hours	Hours	Hours	Hours	Hours	Hours
Job Class/Title	Annual Hours	Avg. Salary	Hours	Hours	Hours	Hours	Hours	Hours	Hours
Job Class/Title	Annual Hours	Avg. Salary	Hours	Hours	Hours	Hours	Hours	Hours	Hours
Job Class/Title	Annual Hours	Avg. Salary	Hours	Hours	Hours	Hours	Hours	Hours	Hours

A.18.3. Phase-in Period Submittals

A.18.3.1. Service Calls, Trouble Calls, and Operational Problems Processes

A.18.3.1.1. Before the end of the phase-in period, the Service Provider shall develop and implement a process for receiving, tracking, and responding to all service calls, trouble calls and other operational problems. The processes shall ensure such items are properly handled throughout the contract period, including while the Service Provider personnel are becoming familiar with the CMMS. The processes shall also ensure data capture whenever the CMMS is down or whenever data cannot be entered into the CMMS; such data shall be entered into the CMMS as soon as possible.

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A.18.3.2. Snow and Ice Operations Plan

A.18.3.2.1. Before the end of the phase-in period, the Service Provider will submit a Snow and Ice Operations Plan to the PPSD Representative. Such plan shall be subject to written approval by the PPSD Representative and shall be consistent with requirements in paragraph E.2.3 2.Snow and Ice Operations on page 88.

A.18.3.2.2. The Snow and Ice Operations Plan shall be a living document maintained by the Service Provider to reflect current, actual practices. Such plan shall address:

A.18.3.2.2.1. Snow and ice control objectives.

A.18.3.2.2.2. Approach to ensuring compliance with applicable state, local and PPSD requirements.

A.18.3.2.2.3. Conditions and forecasts that shall trigger operations.

A.18.3.2.2.4. Appropriate equipment usage.

A.18.3.2.2.5. Appropriate sand, gravel, and chemical usage.

A.18.3.2.2.6. Procedures to ensure effective mobilization of workers, equipment, supplies, and other logistics for proactive response to snow and ice conditions.

A.18.3.2.2.7. Work processes and work oversight.

A.18.3.2.2.8. Work coordination and communications plans, including coordination and communication with the PPSD Representative and the PPSD community.

A.18.3.2.2.9. All snow and ice control chemicals shall be identified by name, brand, and usage. Snow and ice control chemicals to be used on pavements adjacent to (within snow throw) of any plant beds shall have no detrimental effect on plant materials. Replacement of any damaged plant materials by snow and ice control chemicals shall be the responsibility of the Service Provider.

A.18.3.3. Cyclical Painting Plan

A.18.3.3.1. During the Phase-in period the Service Provider is required to submit its proposed Cyclical Painting Plan as described in C.6.2 on page 78.

A.18.4. Phase-out Period Submittals

A.18.4.1. Within 120 days after the contract start date, the Service Provider shall deliver to the PPSD Representative a Phase-Out Plan and identify all submittals required by paragraph A.18.5.11 Incumbent Service Provider Phase-Out Plan on page 54.

A.18.4.2. The Service Provider is required to maintain Phase-out Period documentation up-to-date and accurate at all times during the contract period.

A.18.5. Contract Period Submittals

A.18.5.1. Certification of Staffing Preparedness

A.18.5.1.1. Within 30 days after the contract start date, the Service Provider shall certify to the PPSD Representative in writing that 100% of the Service Provider's employees (fully trained and experienced) necessary for the effective and timely accomplishment of the Service Provider's obligations under this Specification are in place, and that all Sub-Service Providers necessary for the effective and timely performance of the Service Provider's obligations under this Specification have been engaged and have commenced work.

A.18.5.2. Staffing Matrix and Work Schedule

A.18.5.2.1. Within 10 days after the contract start date, a final Staffing Matrix and Work Schedule shall be submitted to the PPSD Representative. The Service Provider shall maintain such item up-to-date and accurate at all times during the contract period and a

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copy of the then-current Staffing Matrix and Work Schedule shall be submitted with each invoice.

A.18.5.2.2. The supervisor(s) and all technical and non-technical personnel identified on the Service Provider's Staffing Matrix and Work Schedule shall perform facility services exclusively for PPSD.

A.18.5.3. Environmental Health and Safety Plan

A.18.5.3.1. An Environmental Health and Safety Services Plan as described in F.2.1 Environmental Health and Safety Service Plan on page on page 92 shall be submitted within 30 days after the contract start date.

A.18.5.4. Completed SOPs

A.18.5.4.1. Completed SOPs based on the requirements in A.18.2.4 on page 49 shall be submitted within 60 days after the contract start date. The SOPs shall be living documents that are updated by the Service Provider as needed to reflect actual practices. These documents shall become the property of PPSD. As such, the Service Provider agrees to assign, and does hereby assign, to PPSD all right, title, and interest in and to these documents, including all intellectual property rights therein. The Service Provider agrees to take such actions and execute such documents as reasonably required by PPSD to secure and enforce all such intellectual property rights.

A.18.5.5. Operations Approach Statement

A.18.5.5.1. No more than 30 days after the contract start date, the Service Provider shall submit an Operations Approach Statement that concisely describes the Service Provider's methodology for meeting the requirements of the Agreement. This shall be a living document that is updated by the Service Provider as needed to reflect actual practices. This document shall become the property of PPSD. As such, the Service Provider agrees to assign, and does hereby assign, to PPSD all right, title, and interest in and to this document, including all intellectual property rights therein. The Service Provider agrees to take such actions and execute such documents as reasonably required by PPSD to secure and enforce all such intellectual property rights.

A.18.5.5.2. The Operations Approach Statement shall include an explanation of how the proposed staffing will meet the contract requirements, introduce the Service Provider's team, describe which individual positions will be based on-site and any support off-site. A complete organization chart is required.

A.18.5.5.3. Sub-Service Providers and their duties shall be described.

A.18.5.5.4. The overall work schedules, the management approach, and a summarized implementation schedule shall be described.

A.18.5.5.5. The Service Provider shall detail the approach and methodology for the phase-in period (reference A.4.5 Phase-in Period on page 16) addressing the transition to complete facility services implementation. This shall include a complete list of equipment, software, hardware, and necessary staffing they will provide during phase-in.

A.18.5.5.6. The Service Provider will document and provide all building operational requirements and state how the Service Provider plans to maintain and measure the environment, conditions, cleanliness standards and grounds.

A.18.5.6. Pest Control Plan

A.18.5.6.1. At the contract start date, the Service Provider shall submit a comprehensive Pest Control Plan that details how common and serious diseases and infestations (insects, rodents, nuisance animals, etc.) will be prevented, controlled, and eliminated. Such plan

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shall be maintained as a living document and updated by the Service Provider to reflect actual practices.

A.18.5.6.2. The plan shall address pest control in all PPSD facilities as well as all PPSD grounds areas.

A.18.5.6.3. The plan shall identify and require use of the least hazardous control measures possible. Preference shall be given to biological and pest-specific control measures. All treatments shall be in accordance with federal, Connecticut and municipal law.

A.18.5.6.4. All pest treatment activities shall be adjusted to protect environmentally sensitive areas.

A.18.5.6.5. The plan shall detail procedures for checking all facility and grounds areas, including food service areas, on a routine basis for pest presence, pest population density, and pest damage in accordance with the recommendations of the Connecticut Department of Energy & Environmental Protection Integrated Pest Management (IPM) recommendations.

A.18.5.6.6. The plan shall detail procedures for mandatory consultation with entomology experts to determine proper treatment of observed infestations or diseases.

A.18.5.7. Training Plan

A.18.5.7.1. Within 30 days, documentation of the training program required by A.3 Training Requirements starting on page 14.

A.18.5.8. Deficiency and Obsolete Equipment List

A.18.5.8.1. Within 60 days after the contract start date, the Service Provider shall inspect the facilities and document individual repairs (defined in A.1.10 on page 5) that will cost less than $3,500.00 to implement. Deficiencies that cost more than $3,500.00 may be documented by the Service Provider as a courtesy to PPSD, or as a business decision of the Service Provider.

A.18.5.8.2. Obsolete Equipment shall include systems, equipment, or devices that cost less than $3,500.00 to replace which may be operational at the time of the inspection, but no longer meet the needs of the PPSD. This includes systems, equipment, or devices which are unrepairable in the event of failure.

A.18.5.8.3. The Deficiency and Obsolete Equipment List shall be submitted to the PPSD Representative for approval in a format consistent with Table 5 - Example Deficiency & Obsolete Equipment List format, below. The Service Provider may suggest additional components of the Deficiency and Obsolete Equipment List.

Table 5 - Example Deficiency & Obsolete Equipment List

Date	Deficiency	Location	Possible Resolution	Cost

A.18.5.8.4. The PPSD Representative and the Service Provider shall meet within 10 business days of Deficiency and Obsolete Equipment List submittal to commence good-faith negotiations to establish the final Deficiency and Obsolete Equipment List.

A.18.5.8.5. For every item on the final Deficiency and Obsolete Equipment List, the Service Provider shall submit in writing to the PPSD Representative, prior to the start of any work on such item, the following:

A.18.5.8.5.1. Impact of the deficiency or obsolescence

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A.18.5.8.5.2. Cost
A.18.5.8.5.3. Lead time for material
A.18.5.8.5.4. Labor time required
A.18.5.8.5.5. Method of resolution

A.18.5.8.6. Following the establishment of the final Deficiency and Obsolete Equipment List, all repairs that are not on that list shall be handled as described in paragraph A.4.8 Thresholds on page 17.

A.18.5.8.7. The painting items on the final Deficiency and Obsolete Equipment List shall be used to plan work for the painting resources required in C.6.2 Painting on page 78.

A.18.5.8.8. All items on the final Deficiency and Obsolete Equipment List and which cost $1,750.00 or less shall be performed at the Service Provider's cost.

A.18.5.8.9. All items on the final Deficiency and Obsolete Equipment List (other than painting) and which cost more than $1,750 shall be performed at PPSD cost.

A.18.5.9. Customer Satisfaction Survey

A.18.5.9.1. Customer Satisfaction Survey Form

A.18.5.9.1.1. Within 60 days after the contract start date, a quarterly customer satisfaction survey form shall be developed by the Service Provider and submitted to the PPSD Representative for approval. The intent of the survey is objectively measuring faculty, student, and staff satisfaction with service delivery components. Feedback will be evaluated to determine what services and processes require improvement.

A.18.5.9.2. Frequency

A.18.5.9.2.1. The Survey shall be updated Quarterly, with quarterly revisions to the survey participants as approved by the PPSD Representative.

A.18.5.9.3. The Customer Survey process shall be web-based, with a cross-section of PPSD staff, faculty, and student participants that changes from one survey to the next. The selection of participants shall be approved in advance by the PPSD Representative.

A.18.5.9.4. Using the Customer Satisfaction Survey Form approved by the PPSD Representative, within 90 days of the contract start date, the Service Provider shall begin executing monthly Customer Satisfaction Surveys, in a manner approved by the PPSD Representative.

A.18.5.9.5. The Survey shall include objectively measurable criteria, to track the ongoing performance of the Service Provider during the duration of the contract period.

A.18.5.9.6. All results of Customer Satisfaction Surveys shall be shared with Providence Public School District, and shall be included in required periodic reports.

A.18.5.9.7. An action plan from the Customer Satisfaction Surveys shall be submitted to address all negative concerns with a timeline to address, resolve, or modify existing procedures or methods.

A.18.5.10. Training Plan

A.18.5.10.1. Within 30 days after the contract start date, documentation of the training program required by A.3 Training Requirements on page 14.

A.18.5.11. Incumbent Service Provider Phase-Out Plan

A.18.5.11.1. Service Provider shall submit a Phase-Out Plan identifying all required submittals and deliverables.

A.18.5.11.2. Three months prior to the contract period expiration or as soon as practicable in the event of termination of the Agreement for any reason, and if the Service Provider is not to be retained by PPSD thereafter, the incumbent Service Provider and the successor provider (or PPSD, if there is no successor provider) shall jointly prepare a mutually-acceptable,

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detailed plan for the phase-out of the incumbent Service Provider and the phase-in of the successor provider (or PPSD, if there is no successor provider). This plan shall be subject to the approval of the PPSD Representative. Plan elements shall include, but not be limited to:

A.18.5.11.2.1. A complete status report of all current activities and projects.
A.18.5.11.2.2. A complete report of scheduled activities and their impacts.
A.18.5.11.2.3. Current staffing plan, including a list of all qualified personnel performing facility services work.
A.18.5.11.2.4. Complete access to the CMMS software and associated equipment.
A.18.5.11.2.5. A CMMS training plan covering how the Service Provider shall train the successor provider (or PPSD personnel if there is no successor provider).
A.18.5.11.2.6. A summary of the last twelve months of monthly reports.
A.18.5.11.2.7. A complete list of on-site materials, supplies, and equipment that clearly indicates the quantity of such items owned by PPSD and the quantity of such items required to effectively perform facility services.
A.18.5.11.2.8. Current Standard Operating Procedures.
A.18.5.11.2.9. Permits, licenses, and certifications.
A.18.5.11.2.10. Up-to-date emergency phone numbers and cell phone numbers.
A.18.5.11.2.11. Certification of all training.
A.18.5.11.2.12. The Service Provider's process for preparing their staff for phase-out, with a detailed listing of the tasks which must be executed.
A.18.5.11.2.13. Compliance with A.18 Recordkeeping & Submittal Requirements on page 48.
A.18.5.11.2.14. Compliance with A.16 Sustainability Program on page 47.
A.18.5.11.2.15. Sub-contract agreements in place.
A.18.5.11.2.16. Compliance with paragraph A.18.5.8 Deficiency and Obsolete Equipment List on page 53, including a complete, current deficiency list clearly documenting the status of each item.
A.18.5.11.2.17. Consultation with the successor provider (or PPSD, if there is no successor provider) from and after expiration or termination of the Agreement as reasonably requested.

A.18.5.12. Staff Evaluation:

A.18.5.12.1. At 90 days after the contract start date, compliance with "Performance Reviews" as indicated in A.9.4.2 on page 33.
A.18.5.12.2. Yearly evaluation of all staff members, also in compliance with "Performance Reviews" as indicated in A.9.4.2 on page 33.

A.18.6. Recordkeeping

A.18.6.1. Current versions of all documentation and records identified in paragraph A.18 Recordkeeping & Submittal Requirements (page 48) shall be maintained by the Service Provider in a central location.

A.18.6.2. The Service Provider shall obtain and maintain current versions of all manuals and Original Equipment Manufacturer (OEM) documentation for equipment subject to facility services.

A.18.6.3. Books, records, and documents of the Service Provider, insofar as they relate to work performed under the Agreement, shall be maintained for three full years from the date of the final payment to the Service Provider. This includes all submittals required by the Specification. Such information shall be subject to audit upon notice by PPSD during and after the contact period. The records shall be maintained in accordance with generally accepted accounting principles, as applicable.

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A.18.6.4. Current record documents shall be maintained at the job site, including at least one complete set of all contract documents, change orders, and color-coded floor plan drawings. Documents shall be marked-up to show all modifications that occur during services. All modifications greater than minor edits will be maintained in electronic form and submitted to PPSD Representative both in hard copy and as native electronic files.

A.18.6.5. The Service Provider shall track the time worked by each employee and how his or her time was spent by activity.

A.18.6.6. The Service Provider shall keep the following records:

A.18.6.6.1. The Service Provider's and Sub-Service Provider 's personnel records.
A.18.6.6.2. CMMS reports to document work and for quality control tracking.
A.18.6.6.3. Forms for use by CMMS or manual work order system.
A.18.6.6.4. Software and hardware records, including upgrades of software.
A.18.6.6.5. Material Safety Data Sheets
A.18.6.6.5.1. These files shall be always accessible to all Service Provider personnel, without restriction.

A.18.6.6.6. The Service Provider shall certify all records as complete and accurate. The records and source information are subject to audit upon the PPSD Representative's request during and after the contract period.

A.18.7. Reports

A.18.7.1. All reports shall be submitted to the PPSD Representative in electronic files in software versions approved by the PPSD Representative.

A.18.7.2. Reports shall be value-oriented rather than volume oriented. This means that reports shall focus on clearly identifying important performance trends, specific problems, problem solutions, and efficiency improvement solutions. Data without analysis and interpretation is not value-oriented; therefore, the Service Provider shall include analysis and interpretation commensurate with professional facility services expertise. Reports that are not adequately value oriented may be rejected by the PPSD Representative.

A.18.7.3. As much as practicable, reports shall incorporate graphics (rather than or in addition to narratives) to communicate performance and trends.

A.18.7.4. The PPSD Representative shall designate the due date cycle for regular, periodic reports (monthly, annually). The report submission due date for each reporting period (monthly, annually) shall be no later than the 10th of the month. In addition, the PPSD Representative may require custom and/or on-demand reports with content that meets the specific needs of PPSD.

A.18.7.5. The Service Provider shall provide the PPSD Representative with a written method and approach for providing monthly and annual reports to the PPSD Representative.

A.18.7.6. Monthly and annual reports shall include the content shown in Table 6 - Monthly & Annual Report Required Table, Performance Metrics and Table 7 - Monthly &

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Annual Report Required Table, Service Provider Commentary below. Data sources shall be clearly identified in each report.

A.18.7.7. Additional detail, supporting documentation, and reference material shall be incorporated as agreed with the PPSD Representative.

A.18.7.8. Leadership Report

A.18.7.8.1. On a quarterly basis, the Service Provider shall prepare a report and personally present in a "Face-to-Face" meeting to PPSD-designated Senior Managers, Directors, or leaders. the summarized status of all the reported Performance Metrics and Service Provider Commentary. This presentation shall be led by Service Provider leadership and the Service Provider's on-site management team. This presentation shall include oral, visual, and printed elements.

Table 6 - Monthly & Annual Report Required Table

Metric	Reported Result 60 Days Prior (Month)	Reported Result 30 Days Prior (Month)	Reported Result this Period	3 Month Average	Service Provider Notes/Comments
Phase-in Period Submittal % Contract Period Submittal	%	%	%	%	
Phase-out Period Submittal	%	%	%	%	
Un-"closed" maintenance backlog work orders	%	%	%	%	
% of compliance with work order resolution time Corrective Maintenance	%	%	%	%	
% of compliance with work order resolution time for Preventative Maintenance	%	%	%	%	
% of Total Labor accounted for on work orders	%	%	%	%	
% of CMMS equipment record that are complete & accurate	%	%	%	%	
% of reactive work orders that are complete & accurate	%	%	%	%	

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Metric	Reported Result 60 Days Prior (Month)	Reported Result 30 Days Prior (Month)	Reported Result this Period	3 Month Average	Service Provider Notes/Comments
% of work orders that are self-generated	%	%	%	%	
% of PM Compliance	%	%	%	%	
Labor-hour Distribution % PM & corrective maintenance	%	%	%	%	
Work order efficiency - % work orders completed during month. Labor-hour Distribution Planned Maintenance	%	%	%	%	
% of PPSD spaces where Cleanliness complies with Specification.	%	%	%	%	
Quality of Cleanliness, APPA Level					
% of PPSD spaces where Maintenance complies with Specification.	%	%	%	%	
Quality of O&M Maintenance, APPA Level					
% of Customers "Satisfied".	%	%	%	%	
Waste Management and Hauling reporting, as specified in B.2.18.4 Reporting on page 68.**Error! Bookmark not defined.**					
Environmental Health and Safety reporting, as specified in F.2.14 on page 109.					

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Table 7 - Monthly & Annual Report Required Table, Service Provider Commentary

Item	Description	Service Provider Notes/Comments
1	Performance trends, recommended solutions to facility services problems, and recommended efficiency improvements.	
2	Serious operations issues and concerns, with proposed solutions.	
3	Graphs showing the contract-to-date trends of each performance metric identified in 2.2 "Performance Metrics" on page 9 of the Specifications; any data points that do not comply with the performance requirements shall be flagged on the graph. Each graph shall be accompanied by an interpretation of the data and an appropriate discussion of necessary actions.	
4	A maintenance backlog report specifying incomplete work, with an action plan ensuring that the work will be performed in a timely manner.	
5	A list of current deferred maintenance items (defined in A.1.10.7 on page 7 of this Specification).	
6	Staffing, equipment, supplies, and materials issues and proposed solutions.	
7	Safety incidents (as required to comply with policies and regulations).	
8	Customer service issues and comments.	
9	A Summary of Customer Satisfaction Survey Results, including commentary regarding user request reports after completion of user-requested work orders.	
10	A summary of responsiveness to service requests, including the percentage of those calls resolved within the specified response time and any requests for extensions.	
11	Number of passed/failed inspections and corrective actions.	
12	Summary of scheduled services completed during the reporting period.	
13	Summary of scheduled services to be completed in the upcoming reporting period.	

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Item	Description	Service Provider Notes/Comments
14	Charge/reimbursable work status, including summary of costs.	
15	Miscellaneous work hours performed that month and adequate descriptions of such work, the contract-to-date total miscellaneous work hours performed, and the unused miscellaneous work hours balance.	
16	Reduce, Reuse, Recycle Program performance, as described in B.2.18.2 Reduce, Reuse, Recycle Program on page 68	
17	Environmental Impact Report to include: number of trees saved, gallons of water saved, pounds of pollution prevented, cubic yards of landfill space saved, and kWh of energy saved.	
18	Special projects and completion status.	
19	Environmental Health and Safety Reporting as specified in F.2.14 Monthly and Annual Reporting on page 109.	

A.19. Requirements for Service

A.19.1. Building List

A.19.1.1. The Service Provider is advised to carefully review the building list for types of services required at each one of the PPSD buildings.

A.19.1.1.1. Most buildings require all services of this Specification. However, certain buildings require only some services, as listed. For some buildings, routine services are not required.

A.19.2. Requested Services

A.19.2.1. When services are requested by the PPSD representative in buildings or areas are not scheduled for the basic services, these requested services shall be handled per paragraph A.4.9 Charge/Reimbursable Work on page18.

A.20. Option for Equitable Adjustment

A.20.1. Revisions to Areas served and Scope of Services

A.20.1.1. PPSD retains the right to request modification to the scope of services at the PPSD.

A.20.1.2. In the event of any such modification, compensation to the Service Provider shall be equitably adjusted by mutual agreement of the parties.

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END OF SECTION ONE

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B. Section Two: Custodial Services

B.1. Introduction

B.1.1. Section Overview

B.1.1.1. This section of the Specification contains specific custodial services requirements.

B.2. Custodial Services

B.2.1. General Requirements

B.2.1.1. Cleaning Performance Standards

B.2.1.1.1. Unless indicated in B.2.1.2 below or B.2.1.3 below, Custodial Services performance in all areas shall comply with Table 8 - APPA Level 2 - Ordinary Cleanliness, below.

Table 8 - APPA Level 2 - Ordinary Cleanliness

Item	Requirement
1	Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days worth of dust, dirt, stains, or streaks.
2	All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean.
3	Washroom and shower fixtures and tile gleam, and are odor-free. Supplies are adequate.
4	Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.
Note: In the event of a conflict between the Specification content and the APPA requirement, the more stringent of the two shall apply.	

B.2.1.2. APPA Level 1 Cleanliness Requirements

B.2.1.2.1. The following spaces shall comply with Table 9 - APPA Level 1 – Orderly Spotlessness, below.

B.2.1.2.1.1. Any health clinic or nursing office spaces.

Table 9 - APPA Level 1 – Orderly Spotlessness

Item	Requirement
1	Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
2	All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean.

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Item	Requirement
3	Washrooms and shower fixtures and tile gleam and are odor free. Supplies are adequate.
4	Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.
Note: In the event of a conflict between the Specification content and the APPA requirement, the more stringent of the two shall apply.	

B.2.1.3. APPA Level 3 Cleanliness Requirements

B.2.1.3.1. The following spaces shall comply with Table 10 - APPA Level 3 – Casual Inattention, below.

B.2.1.3.1.1. All spaces which are service in nature, not routinely seen by public, faculty, staff, or students.

B.2.1.3.1.2. Examples include mechanical rooms, service closets, and utility spaces.

Table 10 - APPA Level 3 – Casual Inattention

Item	Requirement
1	Floors are swept or vacuumed clean, but upon close observation, there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
2	There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base moldings.
3	All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
4	Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.
Note: In the event of a conflict between the Specification content and the APPA requirement, the more stringent of the two shall apply.	

B.2.1.4. While Buildings are occupied, heavy cleaning shall be performed during hours, as follows:

B.2.1.4.1. Academic, Administrative, Office, and Dining Areas

B.2.1.4.1.1. 4:00PM to 8:00AM, unless directed otherwise by the PPSD Representative.

B.2.1.4.1.2. Any time on weekends

B.2.1.4.2. Library Areas

B.2.1.4.2.1. Completed by 8:00AM Monday through Saturday, and completed by 11:00AM Sunday.

B.2.1.5. When buildings are unoccupied, heavy cleaning may be performed at any time.

B.2.1.6. Third shift operations are not mandated by the PPSD. The Service Provider shall determine the operational effectiveness of any such operations, while accommodating the specifications for heavy cleaning.

B.2.1.7. All cleaning equipment and materials shall always remain with the cleaning staff as they move through the facility.

B.2.1.7.1. The Service Provider shall perform custodial services for the following (but not limited to):

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B.2.1.7.1.1. All facility rooms and areas of all types and uses.
B.2.1.7.1.2. Elevator cars.
B.2.1.7.1.3. Collecting and removing trash, organics, and used cooking oil.
B.2.1.7.1.4. Collecting and sorting recyclable materials.
B.2.1.7.1.5. Marker boards.
B.2.1.7.1.6. Drinking fountains.
B.2.1.7.1.7. Chalk boards.
B.2.1.7.1.8. Carpeted and non-carpeted floors.
B.2.1.7.1.9. Rugs and floor covering.
B.2.1.7.1.10. Stairs, steps, and stairwells.
B.2.1.7.1.11. Window treatments.
B.2.1.7.1.12. Entrance mats.
B.2.1.7.1.13. Furniture.
B.2.1.7.1.14. Ash trays and ash receptacles.
B.2.1.7.1.15. Truck bays and loading dock areas.
B.2.1.7.1.16. Exterior site areas.
B.2.1.7.1.17. Swimming pools

B.2.2. Day Cleaning Services

B.2.2.1. "Day Cleaning Services" shall mean daytime performance of scheduled and unscheduled custodial services. "Day Cleaning Services" does not require cleaning beyond what is required to maintain the performance standards required by this Specification. "Day Cleaning Services" refers to specific times when an available "Day Porter" or "Matron" or other representative of the Service Provider may be summoned for duties in the named facilities.

B.2.2.2. This "Day Cleaning Services" function shall be provided during the "Core Hours" named for the PPSD buildings.

B.2.2.3. Examples of "Day Cleaning Services" include:

B.2.2.3.1. Dining Area Support as described in clause B.2.12 Dining Area Support on page 66.
B.2.2.3.2. Policing as described in B.2.14 Cleanliness Monitoring on page 67.
B.2.2.3.3. Maintenance of Lobbies in a neat and orderly condition always. Lobby areas shall be free of debris, including wind-blown material from the building exterior, always.
B.2.2.3.4. Maintenance of public corridors free of debris and litter.
B.2.2.3.5. Maintenance of media centers free of debris and litter.
B.2.2.3.6. Maintenance of Restrooms in a neat and orderly condition always. Services include first response to fixture clogs and other cleanliness conditions that require immediate attention.
B.2.2.3.7. Maintenance of courtyards and sidewalks in a neat and orderly condition always.
B.2.2.3.8. Maintenance of portable hand sanitizer stations as requested by the PPSD Representative.
B.2.2.3.9. Other work as requested by the PPSD Representative.

B.2.3. Emptying of Trash Receptacles

B.2.3.1. All trash receptacles in all areas shall be serviced frequently enough to ensure receptacles reach no more than 80% capacity.

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B.2.4. Cleaning Kitchenettes and Coffee Stations

B.2.4.1. "Kitchenettes and coffee stations" shall mean those food service areas other than the main kitchen or cafeteria or dining hall areas.

B.2.4.2. The Service Provider shall develop a schedule of activities to ensure the areas are ready for use each day. Washing dishes and drinking items is not part of this Specification.

B.2.5. Cleaning Athletic and Student Lockers

B.2.5.1. All athletic and student lockers not in use at the end of school academic year shall be opened and cleaned, inside and outside. After cleaning, lockers shall be empty and there shall be no dirt, grime, fingerprints, stickers, graffiti, or foreign materials observable on inside or outside surfaces. Locker combinations shall be changed if directed by the PPSD Representative. PPSD locker administration personnel notified , so that records may be updated.

B.2.5.2. The Service Provider shall deliver items of value found in lockers to the PPSD Representative unless otherwise told by the PPSD Representative to make other dispositions.

B.2.6. Floor Maintenance

B.2.6.1. For operations where furniture and equipment must be moved, chairs, trash receptacles, or other similar items shall not be placed onto desks, tables, or windowsills.

B.2.6.2. Upon completion of work or prior to the time for faculty, students, and staff return to use the area (whichever is sooner), furniture and equipment shall be returned to its original position.

B.2.7. Vacuuming

B.2.7.1. Vacuuming shall be performed regularly, as required to maintain the specified level of cleanliness.

B.2.8. Low Glass Cleaning

B.2.8.1. "Low glass" shall mean glass or Plexiglas surfaces less than 70 inches from the floor or from grade level.

B.2.8.2. All door and entrance low glass, both interior and exterior surfaces, shall be maintained in a clean condition.

B.2.8.3. The following building interior low glass shall be maintained in a clean condition.

B.2.8.3.1. Partition glass.
B.2.8.3.2. Window glass other than perimeter windows.
B.2.8.3.3. Large plate glass areas, such as those commonly found in atriums, lobbies, and dining areas.

B.2.8.4. The following building interior low glass shall be cleaned annually.

B.2.8.4.1. Perimeter windows.

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B.2.8.4.2. Stairwell glass.

B.2.9. High Glass Cleaning

B.2.9.1. "High glass" shall mean glass surfaces more than 70 inches from the floor or from grade level.

B.2.9.2. All building interior high glass shall be cleaned annually.

B.2.9.3. On a rotating program, 20% of all building exterior high glass shall be cleaned annually. The result of this cleaning shall be that all building exterior high glass will be cleaned in a 5-year program. The sequencing of cleaning shall be approved by the PPSD representative.

B.2.10. Carpet Cleaning

B.2.10.1. All carpeting shall be shampoo cleaned once per year.

B.2.10.2. Additional regular spot cleaning shall be performed to maintain specified cleanliness standards.

B.2.11. Clean and Supply Restrooms

B.2.11.1. The Service Provider shall provide all restroom products for male, female, and private restrooms. Dispensers shall never be less than 10% full.

B.2.11.2. Feminine hygiene products shall be provided by the Service Provider, as described below.

B.2.11.3. All floor drains shall be flushed periodically to ensure odor or waste pipe gases do not enter the restrooms. After cleaning, the restrooms shall be odor-free and have a fresh, clean appearance.

B.2.12. Swimming Pool Areas

B.2.12.1. Room space cleanliness shall be maintained in accordance with the conditions of this specification.

B.2.12.2. Pool deck areas shall be washed and hosed as required to maintain specified cleanliness.

B.2.12.3. Pool surfaces, including all below-water surfaces shall be maintained free of any algae, scum, or dirt build-up, with regular cleaning as dictated by conditions, following industry-standard guidelines. Pools shall be regularly vacuumed.

B.2.12.4. All pool areas shall be maintained as required by applicable regulatory standards, such as Board(s) of Health regulations for public facilities.

B.2.13. Dining Area Support

B.2.13.1. The PPSD Food Service Provider is responsible for maintenance of cleanliness in all spaces used for food service, food storage, and food preparation.

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B.2.13.2. The Service Provider for these Facility Service Specifications is responsible for maintenance of cleanliness in all areas normally accessible by food patrons, such as faculty, staff, students, and visitors to the PPSD dining areas.

B.2.13.2.1. This responsibility of the Service Provider for these Facility Service Specifications includes maintenance and cleaning of the floors in these areas.

B.2.13.3. The PPSD Food Service Provider is responsible for the removal of trash and materials for recycling from generated by its operations from food service, food storage, and food preparation areas. That trash shall be deposited by the PPSD Food Service Provider to trash and recycling collection areas and collection containers maintained by the Service Provider of these Facility Service Specifications.

B.2.13.4. The Service Provider of these Facility Services Specifications is responsible for the removal and disposal of consumer generated trash and materials for recycling from the areas normally accessible by food patrons.

B.2.13.5. Such removal and disposal shall be performed to always maintain the specified levels of cleanliness.

B.2.14. Cleanliness Monitoring

B.2.14.1. The Service Provider shall monitor for cleanliness areas both inside and outside the building, including the outdoor areas within areas indicated on the Facilities Services Site Plan. Policing activities include:

B.2.14.1.1. Paper, trash, empty bottles, and other discarded materials shall be collected and removed.

B.2.14.1.2. Gum, spots of tar, and other foreign substances shall be removed.

B.2.14.1.3. Drinking fountains and glass surfaces shall be cleaned.

B.2.15. Classroom, Conference Room, and Seminar Room Furniture

B.2.15.1. The Service Provider shall ensure that all furniture arrangements in Classrooms, Conference Rooms, and Seminar Rooms shall be restored to the configuration required by the PPSD Representative at the beginning of any day that such rooms are scheduled for use or the building is scheduled for use and occupancy.

B.2.15.2. Each Classroom, Conference Room, and Seminar Room shall have a furniture plan prominently posted in the room as mutually agreed with the PPSD Representative. The plan shall indicate how all furniture is to be arranged.

B.2.16. Menstrual Hygiene Products

B.2.16.1. Within public toilet rooms used by faulty, students, and staff, the Service Provider shall provide dispensers for menstrual hygiene products.

B.2.16.2. The Service Provider shall be responsible for providing and maintaining adequate supplies in the feminine hygiene product dispensers.

B.2.16.3. Selections of feminine hygiene products shall be subject to the approval of the PPSD Representative prior to placement in dispensing equipment.

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B.2.17. Trash, Recycling, and Compost Segregation

B.2.17.1. The PPSD is committed to responsible refuse disposal. Refuse shall be segregated as required by official guidance and regulations governing City and State jurisdictions.

B.2.18. Waste Management and Hauling Services

B.2.18.1. Service Description: provide solid waste collection, transportation, recycling, and disposal services for each building as follows:

B.2.18.1.1. Refuse Bin Collection
B.2.18.1.2. Compactor Box Collection
B.2.18.1.3. Recyclable Bins and Recyclable Cart Collection, including organics recycling and single stream.
B.2.18.1.4. Food Waste Collection
B.2.18.1.5. Cooking Oil Removal
B.2.18.1.6. Waste Reduction Program, as described in B.2.18.2 Reduce, Reuse, Recycle Program, immediately below.
B.2.18.1.7. Other services required to provide complete Waste Management and Hauling Services program.

B.2.18.2. Reduce, Reuse, Recycle Program

B.2.18.2.1. As part of the Sustainability Program described in A.16 Sustainability Program on page 47, the PPSD is committed to diverting recyclables from the waste stream, with goals to increase the diversion rate to the maximum extent possible.

B.2.18.2.2. Reporting: to assist in the goals of the PPSD sustainability and recycling programs, the Service Provider shall provide quarterly reporting in a format as shown in Table 11 – Waste and Recycling Reporting Requirements, immediately following:

Table 11 - Waste and Recycling Reporting Requirements

Building	Trash (tons)	Recycling (tons)						Recycle Rate %
		Glass, Metal, Plastic	Mixed paper	Card-board	Single Stream	Organics	Recycle Total	
Building Name(s)								
Total								

B.2.18.3. Holiday Collection

B.2.18.3.1. If the regularly scheduled collection day falls on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, or Christmas Day, collection day shall be postponed by one day.

B.2.18.4. Reporting

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B.2.18.4.1. Refer to A.18.7 Reports on page 56 for reporting requirements related to Waste Management and Hauling.

B.2.18.4.2. Periodically the PPSD may require the Service Provider to provide weekly reports of Waste Management and hauling elements, primarily during annual and semi-annual student competitions.

B.2.18.4.2.1. Failure to Report: The refusal or failure of Service Provider to provide any required reports, or to provide required information to the PPSD, or the inclusion of any materially false or misleading statement or representation by Service Provider in such report, shall be deemed a material breach of the Agreement.

B.2.18.5. Penalties

B.2.18.5.1. The Service Provider agrees to pay a $250 penalty per occurrence of the following:

B.2.18.5.1.1. Each failure to collect waste or recycling from any location on the scheduled collection day.

B.2.18.5.1.2. Each occurrence of excessive noise or discourteous behavior.

B.2.18.5.1.3. Each occurrence of collecting solid waste or recycling during unauthorized days and/or hours.

B.2.18.5.1.4. Each failure to clean up solid waste or recycling spilled from solid waste containers within ninety (90) minutes.

B.2.18.5.1.5. Each failure to return barrels and carts for compost in a clean and disinfected condition.

B.2.18.5.1.6. Each occurrence of removing a clearly identified recycling cart from the Providence Public School District properties.

B.2.18.5.1.7. Each calendar day a report is late.

B.2.18.6. Collection Devices, Equipment, Locations, Vehicles, and Schedules.

B.2.18.6.1. The following shall be submitted to the PPSD Representative for review and approval prior to the implementation of their use:

B.2.18.6.1.1. Collection Devices

B.2.18.6.1.2. Equipment Devices

B.2.18.6.1.3. Collection and Device locations.

B.2.18.6.1.4. Collection Schedules

B.2.18.6.2. All collection devices, equipment, and vehicles shall be the property of the Service Provider or its sub-Contractor(s).

B.2.18.6.2.1. In the event of theft, or vandalism of any devices, equipment of vehicles, replacement shall be done as soon as possible by the Service Provider at no additional expense to the PPSD.

B.2.18.7. Special Events

B.2.18.7.1. The Service Provider shall monitor all PPSD special events, to be certain that all necessary waste management and hauling activities are completed as soon as possible after special events. Special Events include but are not limited to:

B.2.18.7.1.1. Commencement and/or graduation

B.2.18.7.1.2. Board of Education Meetings

B.2.18.7.1.3. Holiday Celebrations

B.2.18.7.1.4. Athletic Competition Events

B.2.18.7.1.5. Summer Programs completion

B.2.18.8. Waste Handling Subcontract Bidding and Award.

B.2.18.8.1. The Service Provider shall provide PPSD prior review and approval of any bidding documents developed by the Service Provider to solicit and award Waste Management and Hauling Services Subcontracts.

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END OF SECTION TWO

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C. Section Three: O & M Services

C.1. Introduction

C.1.1. Section Overview

C.1.1.1. This section of the Specification identifies specific operations and maintenance services requirements.

C.1.1.2. The Service Provider shall provide operations and maintenance (preventive maintenance and repair) of the mechanical, electrical, plumbing, structural, and fire & life safety (MEPSFP) systems and equipment in existence at PPSD at any time during the contract period; operations and maintenance of a system shall include all the components that make that system functional.

C.1.1.3. Such facility services shall be done to mitigate and reduce breakdowns, to prolong the life expectancy of the system, to minimize system downtime, to enhance system performance, to maintain occupant comfort, and to return equipment and systems to their desired state.

C.1.1.4. The Service Provider shall check MEPSFP equipment and systems conditions, operation, and performance and make repairs/adjustments as required. The Service Provider shall record all operating conditions such as temperatures, pressures, voltages, amperes, etc., which are pertinent to the evaluation of conditions, operation, and performance.

C.1.1.5. The Service Provider shall perform adjustments, repairs, and replacements necessary to maintain manufacturer's operating standards and system operating design intent, including safety controls.

C.1.1.6. Service Provider shall schedule "shoulder months" and seasonal HVAC equipment "changeovers" that are in keeping with weather conditions. Also, the Service Provider shall make every effort in advance to communicate with the campus when the "changeovers" will occur.

C.1.1.7. The Service Provider shall identify any malfunction or necessary repairs including broken parts, failed operation, alarm conditions or indications, fluid leakage or extreme maintenance closet temperature conditions or other serious operation conditions which require repair or attention. These problems shall be brought to the attention of the PPSD Representative in writing. The Service Provider shall immediately notify the PPSD Representative of any malfunctions or issues that will affect the system performance.

C.1.1.8. The Service Provider shall not be responsible for the maintenance of equipment owned and operated by concession operators within Providence Public School District buildings. However, the Service Provider is advised that fixed equipment in food service concession areas is owned by the PPSD. Maintenance of that equipment is the responsibility of the Service Provider as part of this Specification.

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C.1.2. General Requirements

C.1.3. All Buildings

C.1.3.1. O&M services performance in all areas shall comply with Table 12– APPA Level 2 – Comprehensive Stewardship below.

Table 12 – APPA Level 2 – Comprehensive Stewardship

Item	Requirement
1	Maintenance activities appear organized, with direction
2	Equipment and building components are usually functional and in operating condition. Service and maintenance calls are responded to in a timely manner.
3	All regulatory submittals meet submission dates and content requirements. Buildings and equipment are regularly upgraded, keeping them current with modern standards and usage.
Note: In the event of a conflict between the Specification content and the APPA requirement, the more stringent of the two shall apply.	

C.2. Energy Audit

C.2.1. Alternate to Basic Service

C.2.1.1. The Service Provider shall perform an audit of the energy procured, generated, and consumed at the PPSD.

C.2.1.2. The work of this section of the Facilities Service Specification shall be quoted by the Service Provider as an alternate to Basic Service. The work will be provided by the Service Provider in the event of the acceptance and approval by the Providence Public School District of the quoted alternate.

C.2.1.3. If authorized, this work shall commence 18 Months after the contract start date.

C.2.2. ASHRAE Requirements

C.2.2.1. The American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE) sets standards for commercial energy audits, which are categorized into three levels.

C.2.2.2. The Energy Audit provided by the Service Provider shall meet all conditions described for Energy Audit Level 2 – Detailed Energy Analysis.

C.2.2.3. Those requirements are supplemented with additional requirements, as described below.

C.2.3. Form of Power and Energy Fuel

C.2.3.1. All forms of power and energy fuel shall be documented, including, but not limited to:

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C.2.3.1.1. Power procured from power suppliers.
C.2.3.1.2. Power generated on-site (if any).
C.2.3.1.3. Natural Gas
C.2.3.1.4. Propane gas
C.2.3.1.5. Fuel Oil

C.2.4. Green Power

C.2.4.1. Definition: the Environmental Protection Agency defines green power as electricity produced from solar, wind, geothermal, biogas, eligible biomass, and low-impact small hydroelectric sources.

C.2.4.2. The amount of Green Power procured or generated shall be documented, including, but not limited to all sources included in the definition above, as well as power purchased through the use of Green Power Certificates.

C.2.4.2.1. Each category of power procured or generated shall be individually identified.

C.2.5. Energy Audit Report

C.2.5.1. The Energy Audit shall be in form and content acceptable to the PPSD Representative. Without limiting the preceding sentence, the Energy Audit shall include the following components:

C.2.5.1.1. Descriptions of buildings, including original construction, significant renovations, gross area, and building floor plans and elevations.
C.2.5.1.2. Descriptions of various systems in each building (envelope, heating/cooling systems, domestic hot water system, lighting, and process systems such as cooking, data centers, swimming pools, etc., as applicable).
C.2.5.1.3. Baseline energy use for each building and meter, including monthly consumption and cost figures for each type of energy for the past three years.
C.2.5.1.3.1. Fixed costs and different types of variable costs (e.g., electrical demand charges vs. energy charges) shall be separately identified.
C.2.5.1.3.2. Renewable (green) energy generated on-site or procured from outside sources shall also be separately identified.

C.2.5.1.4. Unit consumption and unit costs for comparable buildings operated by peer institutions.
C.2.5.1.4.1. For comparison, figures for total annual building consumption shall also be expressed as thousands of British Thermal Units per gross square foot (MBTU/GSF), with consistent point-of-use conversion factors applied.

C.2.5.1.5. A listing of recommended energy conservation measures (ECM), including an analysis containing the following elements:
C.2.5.1.5.1. Description of existing conditions
C.2.5.1.5.2. Description of proposed improvements
C.2.5.1.5.3. Description of potential interactions with other recommendations.
C.2.5.1.5.4. Implementation cost estimates (itemized construction costs, overhead & profit, and management fees plus project costs such as abatement, consultant fees, testing, equipment costs, contingencies, etc.)
C.2.5.1.5.5. Calculations of energy unit savings and energy cost savings, calculated for the proposed measure in isolation and calculated assuming interactions between ECMs as described in item 6 below.
C.2.5.1.5.6. Impact on future operation and maintenance costs

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C.2.5.1.5.7. Useful life of the improvement
C.2.5.1.5.8. End-of-life cost (salvage or disposal, if applicable)
C.2.5.1.5.9. Simple payback period.

C.2.5.2. Tabulation of energy consumption and cost savings that are expected if all proposed ECMs are implemented.

C.2.5.2.1. If implementation of one ECM will impact the savings generated by another ECM, the calculations shall assume implementation in an order to be selected in consultation with the PPSD Representative before determining savings.

C.2.5.3. A listing of each renewable energy generation or procurement opportunity (Green Energy Measure) proposed, including analysis as required for ECMs. Calculations of cost impact shall assume that all ECMs have been implemented prior to implementing Green Energy Measures.

C.2.6. Selection of Consultant

C.2.6.1. The Energy Audit shall be performed by a company independent of the Service Provider.

C.2.6.2. The Energy Audit consultant shall be retained by the Service Provider at the Service Provider's cost.

C.2.6.3. The selection of the Energy Audit consultant and an outline of the proposed audit services is subject to the review and approval of the PPSD Representative, and any third-party consultant, working as consultant to PPSD.

C.2.6.4. Recommended Energy Audit Consultant proposal requirements include but are not limited to:

C.2.6.4.1. Demonstration of Qualifications
C.2.6.4.1.1. Company Organization and Capability
C.2.6.4.1.2. Experience with energy analysis studies and energy conservation projects
C.2.6.4.1.3. Project team membership
C.2.6.4.1.4. Professional licenses
C.2.6.4.1.5. Industry accreditations
C.2.6.4.1.6. Knowledge of Connecticut energy, building, and fire codes
C.2.6.4.1.7. References
C.2.6.4.1.8. Statement of Noncollusion /Avoidance of Conflicts of Interest

C.2.6.4.2. Approach to Delivering Services
C.2.6.4.2.1. Information Expected from Owner
C.2.6.4.2.2. Site Assessment and Data Collection
C.2.6.4.2.3. Analysis Process, including use of established methodologies such as Energy Star
C.2.6.4.2.4. Cost Estimating
C.2.6.4.2.5. Interactions with Owner

C.2.6.4.3. Schedule of Deliverables

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C.3. Mechanical O&M Services

C.3.1. General Requirements

C.3.1.1. The Service Provider shall perform all operations and maintenance required with respect to all mechanical systems and equipment in existence at PPSD, including without limitation the following:

C.3.1.1.1. HVAC Systems (Air handling systems, ventilation systems, fans, dampers, coils, boilers, Liebert units, variable air volume & constant volume terminal units, etc.).
C.3.1.1.2. Chilled water systems.
C.3.1.1.3. Heating hot water distribution systems.
C.3.1.1.4. Domestic hot water systems.
C.3.1.1.5. Glycol/water treatment systems.
C.3.1.1.6. Air-cooled condensing units/fan coil units (cooling systems).
C.3.1.1.7. Pumping systems.
C.3.1.1.8. Air distribution systems.
C.3.1.1.9. Exhaust systems.
C.3.1.1.10. HVAC, Fire Protection, gas, and environmental condition monitoring systems.
C.3.1.1.11. Backflow prevention systems.
C.3.1.1.12. Humidification systems.
C.3.1.1.13. DDC/pneumatic/electric control systems.
C.3.1.1.14. Fire and life safety systems.
C.3.1.1.15. Door hardware.
C.3.1.1.16. Central control panel (EMS & BMS) systems.
C.3.1.1.17. Door and entry systems.
C.3.1.1.18. Control air compressors and associated system.
C.3.1.1.19. Electric duct heaters.
C.3.1.1.20. Elevators, lifts, and dumb waiters.
C.3.1.1.21. Swimming pools

C.4. Electrical O&M Services

C.4.1. General Requirements

C.4.1.1. The Service Provider shall perform all operations and maintenance required with respect to all electrical systems and equipment in existence at PPSD, including without limitation the following:

C.4.1.1.1. Generators.
C.4.1.1.2. Automatic and manual transfer switches.
C.4.1.1.3. Medium voltage substations, switchgear, and cables.
C.4.1.1.4. Switchgear and substations.
C.4.1.1.5. Distribution and branch panelboards.
C.4.1.1.6. Bus ducts.
C.4.1.1.7. Transformers.
C.4.1.1.8. Motor control centers (safety switches, starters, variable frequency drives, etc.).
C.4.1.1.9. Branch circuits (conduit, raceways, wiring, wiring devices and connections).
C.4.1.1.10. General, emergency and egress lighting.
C.4.1.1.11. Lighting systems and controls.

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C.4.1.1.12. Fire protection systems.
C.4.1.1.13. Uninterruptible power system.
C.4.1.1.14. Lightning protection system.
C.4.1.1.15. Lighting attached to buildings.
C.4.1.1.16. Lighting within Hardscape areas that are designated as the responsibility of the Service Provider
C.4.1.1.17. Master clock system.
C.4.1.1.18. Swimming pools

C.4.1.2. Electrical preventive maintenance shall include visually inspecting electrical equipment; recording panel ampere, volt, watts, temperature, pressure, level gauges; and checking, recording, and resolving all alarm conditions.

C.4.1.3. The Service Provider shall conduct As-found/As-left tests:

C.4.1.3.1. Inspect anchorage, alignment, grounding, and required area clearances.
C.4.1.3.2. Inspect physical, electrical, and mechanical condition including evidence of moisture or arcing.
C.4.1.3.2.1. Position of mechanical or electrical switches.
C.4.1.3.2.2. Electrical meter/instrument readings, if present.
C.4.1.3.2.3. Condition of indicator lights or LED annunciators

C.5. Plumbing O&M Services

C.5.1. General Requirements

C.5.1.1. The Service Provider shall perform all operations and maintenance required with respect to all plumbing systems and equipment in existence at PPSD, including without limitation the following:

C.5.1.1.1. Domestic cold water systems.
C.5.1.1.2. Plumbing fixtures.
C.5.1.1.3. Domestic hot water systems.
C.5.1.1.4. Pumping systems (plumbing).
C.5.1.1.5. Toilet fixtures (lavatories, water closets, sinks, urinals, etc.).
C.5.1.1.6. Potable water systems.
C.5.1.1.7. Sanitary wastewater systems.
C.5.1.1.8. Backflow preventers.
C.5.1.1.9. Fire protection systems.
C.5.1.1.10. Garbage disposal systems.
C.5.1.1.11. Dishwashing systems (including those within food service vendor areas).
C.5.1.1.12. Storm water systems.
C.5.1.1.13. Sewer/drain cleaning.
C.5.1.1.14. Water fountains.
C.5.1.1.15. Ice machines.
C.5.1.1.16. Swimming pools

C.5.1.2. Plumbing preventive maintenance shall include visually inspecting plumbing equipment for proper operation, leaks, and corrosion. All problem conditions shall be recorded, reported, and resolved. This would include:

C.5.1.2.1. Leaky faucets and pipes

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C.5.1.2.2. Clogged drains and shower stalls.

C.6. Structural and Building Services

C.6.1. General Requirements

C.6.1.1. The Service Provider shall perform all operations and maintenance required with respect to all structural and building systems and equipment in existence at PPSD, including without limitation the following:

C.6.1.1.1. Walls.
C.6.1.1.2. Skylights.
C.6.1.1.3. Chimneys.
C.6.1.1.4. Ventilators and other roof penetrations.
C.6.1.1.5. Down spouts, gutters, and splash blocks.
C.6.1.1.6. Awnings & canopies.
C.6.1.1.7. Windows.
C.6.1.1.8. Window treatments, including blinds, shades, drapes, and window films.
C.6.1.1.9. Interior signage.
C.6.1.1.10. Stairways.
C.6.1.1.11. Furniture (minor repairs only).
C.6.1.1.12. Walls and wall partitions.
C.6.1.1.13. Free standing partitions.
C.6.1.1.14. Folding partitions
C.6.1.1.15. Floor coverings.
C.6.1.1.16. Floors (concrete, masonry, ceramic tile, and wood).
C.6.1.1.17. Interior stairways.
C.6.1.1.18. Ceilings.
C.6.1.1.19. Doors, including automatic doors, garage doors, and coiling doors.
C.6.1.1.20. Casework (cabinets, counter tops, moldings, and handrails).
C.6.1.1.21. Signage.
C.6.1.1.22. Roofs, including roof accessories, railing systems, guardrails, and roof anchors.

C.6.1.2. The Service Provider shall perform all required architectural and structural inspections, preventive maintenance, and repairs.

C.6.1.3. The Service Provider shall ensure that the finishes and structures are free of missing components or defects which affect the safety, appearance, or intended use of the facility or would prevent any electrical or mechanical doors system from functioning correctly.

C.6.1.4. The Service Provider shall provide locksmith services and maintain all door locks, passive (non-keyed), master keyed system (key, combination, electric, magnetic, electro-magnetic and programmable electronic combination and electronic card access), as specified in C.6.4 Doors, Door Hardware, and Keys on page 79.

C.6.1.5. The Service Provider shall:

C.6.1.5.1. Maintain each facility so that it remains both functional and aesthetically pleasing.
C.6.1.5.2. Maintain firewall barriers, firestops, and fireproofing on all required surfaces and at any rated penetrations.

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C.6.1.5.3. Work with the PPSD Representative to develop long-term strategies and methodologies enhancing the transition from construction/renovation to operation and maintenance.

C.6.1.5.4. Ensure that all access / egress systems and routes are continuously compliant with regulations and codes, properly maintained, and functional.

C.6.1.5.5. Test, verify, and certify that all new and retrofitted building systems are operational and comply with design intent.

C.6.1.5.6. Photograph any architectural and structural projects that significantly impact the historical value of the property or when directed by the PPSD Representative to do so. Photographs shall document conditions before, during and after facility services performance.

C.6.2. Painting

C.6.2.1. The Service Provider shall paint 40% of all lobbies, elevator waiting areas, common areas, hallways, and public restrooms within the first nine months of the contract period. The Service Provider shall coordinate selection of such areas with the PPSD Representative before the work is commenced. Touch-up and repair painting of such areas shall be performed as necessary to maintain aesthetic values over the remaining contract period.

C.6.2.2. The Service Provider shall develop a cyclical interior-surface painting schedule (all interior surfaces by individual floor or area) for inclusion in the preventive maintenance program in the CMMS. The cyclical painting plan shall be submitted within 90 days of the contract start date for approval by Providence Public School District.

C.6.2.2.1. Such cyclical schedule shall be based on a complete painting cycle, as follows:

C.6.2.2.1.1. Every five years for public spaces, such as lobbies, corridors, public toilets, dorm rooms, and classrooms

C.6.2.2.1.2. Every ten years for all other spaces.

C.6.2.2.2. The sequence of painting work shall be based on prioritization by the PPSD Representative.

C.6.2.2.3. The Service Provider shall perform exterior painting touch-ups and minor repairs only.

C.6.2.2.4. Additional painting requested by the PPSD representative shall be reimbursed as outlined in clause A.4.9 Charge/Reimbursable Work on page 18.

C.6.2.3. Color Palette

C.6.2.3.1. The Service Provider is advised that PPSD has standardized on paint colors for various uses and items in its facilities. The Service Provider is obligated to comply with these standards unless given specific approval by the PPSD Representative.

C.6.2.3.2. If any repainting is required due to use of an unapproved color, such repainting shall be performed at the expense of the Service Provider.

C.6.3. Roof Snow and Ice Operations

C.6.3.1. Open Pathways shall be shoveled and maintained to mechanical equipment on all roofs.

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C.6.3.2. Additional Clearing of roof areas shall be handled per A.4.9 Charge/Reimbursable Work on page 18.

C.6.4. Doors, Door Hardware, and Keys

C.6.4.1. The Service Provider shall maintain all doors, door hardware, and keys, with limited exceptions as described below.

C.6.4.2. The Service Provider is advised that the PPSD retains Operations & Maintenance functions for certain elements of doors, door hardware, and keys as outlined in Table 13 - Doors, Door Hardware, and Keys Responsibilities.

Table 13 - Doors, Door Hardware, and Keys Responsibilities

Item	Responsibility	Comment / Clarification
Exterior doors and frames – wood, metal/aluminum, constructed.	Service Provider	
Interior doors and frames – wood, metal/aluminum, mineral core, fire, non-fire, smoke, constructed.	Service Provider	
Non-locking closet bifold and sliding closet doors and hardware.	Service Provider	
Cabinet and casework doors and hardware	Service Provider	.
Hinges and butts	Service Provider	
Closers	Service Provider	
Latches and Latchsets	Service Provider	
Deadbolts	Service Provider	
Strikes, conventional	Service Provider	
Strikes, electric and electronic	Providence Public School District	Service Provider is also responsible for maintenance of power, junction box, and junction box cover at nearest electric connection point.
Pushes and pulls	Service Provider	
Panic devices	Service Provider	
Door stops	Service Provider	
Kick plates	Service Provider	

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Item	Responsibility	Comment / Clarification
Automatic operators and openers	Service Provider	Service Provider is also responsible for maintenance of power, junction box, and junction box cover at nearest electric connection point.
Card Readers	Providence Public School District	In the event card readers require power supply, Service Provider is responsible for maintenance of power, junction box, and junction box cover at nearest electric connection point.
Physical keys and keycard creation	Service Provider	Refer to C.6.4.3 Key Administration below.
Electronic keys and key card creation	Providence Public School District	
Astragals	Service Provider	
Removable Mullions	Service Provider	
Surface bolts	Service Provider	
Thresholds	Service Provider	
All other miscellaneous door hardware	Service Provider	

C.6.4.3. Key Administration

C.6.4.3.1. The Service Provider is advised that the PPSD has an administration program with policies and procedures for administration of physical keys. The Service Provider will be responsible for administration of that program.

C.6.4.3.2. Elements of that program include, but are not limited to the following:

C.6.4.3.2.1. Following procedures for accepting and approving key requests

C.6.4.3.2.2. Using locket and key manufacturers as approved by the PPSD.

C.6.4.3.2.3. Applying serial numbers to all cut and/or issued keys.

C.6.4.3.2.4. Maintaining records of all keys, with building names and building numbers for which the keys provide access.

C.6.4.3.3. All details of that program will be provided to the Service Provider.

C.6.4.4. Requests for Service

C.6.4.4.1. Requests for Service that have been brought to the Service Provider related to items which are Providence Public School District responsibility as enumerated in Table 13 - Doors, Door Hardware, and Keys Responsibilities shall be promptly redirected to the appropriate PPSD Department for resolution.

C.6.4.4.2. The Service Provider shall retain record of such request and any redirection in the CMMS application, and shall verify that the work has been completed within the required response time and shall record such in the CMMS.

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C.6.5. Swimming Pools

C.6.5.1. Swimming pool maintenance shall be rigorous, in accordance with industry standards and any applicable regulatory requirements, such as those from Board(s) of Health.

C.6.5.2. Chlorine levels, pH levels, and water temperature shall be continuously monitored. Chemical and chlorine levels shall be immediately adjusted as required.

C.6.5.3. Pool motors. Shall be continuously monitored to ensure they are always functioning properly.

END OF SECTION THREE

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D. Section Four: Landscaping & Grounds Services

D.1. Introduction

D.1.1. Section Overview

D.1.1.1. This section of the Specification contains landscaping and grounds services requirements. The scope of work shall include all routine care and maintenance of the following:

D.1.1.1.1. Trees.
D.1.1.1.2. Shrubs, groundcover, ornamental grasses, and perennials
D.1.1.1.3. Including interior plantings.
D.1.1.1.4. Natural turf and grass, including sports turf.
D.1.1.1.5. Seasonal displays
D.1.1.1.6. Decorative gravel, mulch, boulders.
D.1.1.1.7. Irrigation systems.

D.1.1.2. The Service Provider shall utilize acceptable horticultural standards as adopted by Connecticut Nursery and Landscape Association and other good industry practices.

D.1.1.3. All turf maintenance and materials shall be in accordance with the recommendations of the UCONN, College of Agriculture and Natural Resources, Best Management Practices for Pesticide-Free, Cool-Season Athletic Fields, Latest edition.

D.1.1.4. All plants required for replacement plantings shall be healthy, container-grown, or freshly dug, and shall conform to the varieties and sizes specified or originally planted. Plants shall conform to the botanical names and standards of size, culture, and quality for the highest grades and with requirements of American Standard for Nursery Stock, ANSI Z60.1, latest edition.

D.1.1.5. Qualifications of staff:

D.1.1.5.1. The Service Provider shall maintain access to a Rhode Island Certified Horticulturist with a minimum of 5 years experience to oversee the overall program and to ensure the conditions of the campus are properly maintained.
D.1.1.5.2. All tree pruning shall be done under the supervision of a Connecticut licensed arborist.

D.2. Landscaping & Grounds Services

D.2.1. General Requirements

D.2.1.1. All landscape and grounds areas shall be maintained in compliance with the requirements in Table 14 - General Landscape and Grounds Conditions Requirements below.

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Table 14 - General Landscape and Grounds Conditions Requirements

Item	Requirement
1	Grounds public areas, the campus quad, shrub and ground cover beds, decorative gravel beds, turf areas, and athletic fields shall be maintained free of litter, leaves, clippings, and debris.
2	All planting beds shall be weed-free; however, there may be up to two days of emergent weeds.
3	All planting beds and decorative gravel beds shall be kept neatly edged with a clear division between such beds and other areas.
4	Annuals and perennials shall be maintained free of spent flowers, dead leaves, and dead stems; however, there may be up to two days of such accumulations.
5	Lawns shall present a uniform, healthy, well-established growth of turf grasses, generally dark green, capable of withstanding normal traffic and erosion forces, free of significant disease and pests. Observable bare or thin spots larger than 8" x 8" are not acceptable.
6	Grass areas shall be properly edged with no plant materials that encroach over or onto sidewalks, curbs, steps, driveways, pavements, or plant beds. There shall be a crisp appearance with a smooth, regular line along such areas.

D.2.2. Grass Height and Mowing Frequency

D.2.2.1. All grass, regardless of activity, shall have heights as recommended by the Sports Field Management Association (SFMA).

D.2.2.2. Once the grass has reached the maximum recommended maximum height, no more than one-third (1/3) of that height may be cut in any mowing cycle.

D.2.2.3. The Service Provider is advised that maximum recommended grass heights vary based on grass species and variety, site use, level of management, desired field conditions, traffic level, and other management practices.

D.2.2.4. Because of the variable factors referenced above, the frequency of mowing is not specific. Frequencies required are dictated by those factors plus the growing conditions impacting grass areas. The Service Provider is required to respond to those conditions.

D.2.3. Protection of Existing Vegetation and Materials

D.2.3.1. All plants and natural materials shall be protected during landscape maintenance, including topsoil, rock outcropping, boulders, and plant materials. Materials that cannot be temporarily relocated to avoid damage shall be marked and protected by flags or barriers. The Service Provider shall repair any damaged items to the satisfaction of the PPSD Representative, or replace in size and kind, at no additional cost to PPSD. All buildings, structures, fencing, pavements, and miscellaneous site improvements, including edging, shall be handled the same way.

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D.2.3.2. The Service Provider shall not drive or park any vehicles or stockpile material under the drip line of any tree canopy at any time or for any reason.

D.2.3.3. The Service Provider shall repair any damage to soil level by filling ruts and low spots, matching material to the existing type.

D.2.4. Mulch

D.2.4.1. The Service Provider shall top-dress all shrub and ground cover beds with partially-decomposed, coarsely-shredded, un-dyed pine or cedar bark, as needed to maintain a minimum of 2" depth of cover. Mulch shall be tapered to meet the natural crown of the rootball of tree or shrub to not cover any tree or shrub bark. Mulch maintenance applications shall be performed after annual top-dressing of compost.

D.2.5. Watering

D.2.5.1. The Service Provider shall keep trees and shrubs properly watered throughout the growing season to maintain good health and appearance of the plant material. The root system area shall be watered slowly to avoid run-off, but long enough to achieve 6" penetration of water within the entire root zone of the plants during each soaking. The watering schedule shall be adjusted as necessary to compliment natural rainfall. Newly-planted trees and plant materials require additional attention and shall be thoroughly soaked just before the first freeze of winter.

D.2.5.2. Established lawn areas shall be routinely watered, by hand or by automated irrigation, as necessary to supplement natural rainfall to maintain adequate moisture in the upper 4" of soil for deep root growth during the growing season. Timing of watering shall be in the early morning and when foot traffic is at a minimum.

D.2.5.3. Newly seeded lawns shall be watered frequently to shallow depth to keep surface moist but not saturated until seedlings are between 0.5 and 1.0 inch high.

D.2.5.4. The Service Provider shall hand-water flower beds as necessary to ensure good health and appearance of the plant material during the growing season.

D.2.5.5. The Service Provider shall practice responsible water use as a priority and shall comply with watering restrictions if imposed by local authorities.

D.2.6. Litter and Debris Removal

D.2.6.1. All litter, trash, leaves, clippings, and debris shall be transported off-site at each service cycle. Collected material shall not remain overnight at any PPSD property without the PPSD Representative's approval.

D.2.6.2. All trash and litter shall be collected from the entire area prior to mowing.

D.2.6.3. In addition, between mowing cycles, the Service Provider is required to monitor all landscape and grounds areas, to maintain removal of litter and debris.

D.2.6.4. Trash and debris removal and disposal shall be done at no additional cost to PPSD.

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D.2.7. Tree, Shrubs, Vines, and Groundcover Maintenance

D.2.7.1. Generally, pruning shall be done only to remove dead or diseased plant parts or to reinforce the natural form, health, and growth habit of trees or shrubs, except in the case of hazard reduction where there is potential danger of limbs or branches falling or extending into walkways, drives or parking areas. All pruning shall be in accordance with Tree Shrub and Other Woody Plant Maintenance – Standard Practices ANSI A 300, latest edition, and with International Society of Arborculturalists' Tree Pruning Guidelines. All shrub pruning shall be accomplished with hand tools except in the case of hedges where electric trimmers may be used. Pruning shall be performed in the correct season for each species.

D.2.7.2. All damaged, dead, or thin areas in groundcover beds shall be replanted, early spring or early fall, to ensure a uniform, healthy appearance. Winter-damaged or dead growth shall be removed as soon as such work can be accomplished without causing damage to living plants.

D.2.7.3. Shrub and groundcover beds with slopes of 2:1 or steeper shall not be cultivated due to the possible erosion nuisance, unless otherwise directed by the PPSD Representative.

D.2.8. Gravel Beds

D.2.8.1. Natural products and methods should be used to control unwanted vegetation, where possible.

D.2.8.2. Short duration toxicity herbicides such as "Round Up" may be used only with the prior approval of the PPSD representative.

D.2.8.3. Gravel beds shall receive topdressing with a like aggregate to maintain effective, level depth of cover.

D.2.9. Irrigation System

D.2.9.1. The Service Provider shall program, operate, and maintain all manual and automatic irrigation systems to produce optimum moisture levels in all irrigated areas.

D.2.9.2. The Service Provider shall perform preventive maintenance and repairs, except trunk-line repairs. The Service Provider shall immediately notify the PPSD Representative of trunk-line breaks. Replacement equipment shall be of the same type, model and manufacturer and warranty coverage maintained. No substitutions shall be accepted unless a particular replacement part is out of production.

D.2.9.3. If possible, except as dictated by extenuating circumstances (such as special events or locations), irrigation cycles shall be set to take place during the early morning hours and low foot-traffic times.

D.2.9.4. The Service Provider shall avoid watering hard surface areas (parking lots, platforms, walks, walkways, and driveways), and place emphasis on this requirement always.

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D.2.9.5. The Service Provider shall fill in and restore all ruts or other damage around valve boxes, heads, at breaks, etc.

D.2.9.6. All systems shall be inspected in early spring to ensure the entire system is fully operational, and waters only the areas intended.

D.2.10. Athletic Facilities

D.2.10.1. The Service Provider shall retain the services of a landscape maintenance consultant familiar with the unique requirements of athletic facilities grounds.

D.2.10.1.1. That consultant shall be a Certified Sports Field Manager (CSFM) as recognized by the Sports Field Management Association (SFMA).

D.2.10.2. Expertise shall be required for the following athletic facility uses including, but not limited to:

D.2.10.2.1. Natural Turf field sports, including football, soccer, lacrosse, and field hockey.
D.2.10.2.2. Artificial Turf field sports including football, soccer, lacrosse, and field hockey.
D.2.10.2.3. Baseball fields
D.2.10.2.4. Softball fields
D.2.10.2.5. Track and Field sports surfaces
D.2.10.2.6. General purpose recreational fields

D.2.10.3. Selection of the athletic fields landscape maintenance consultant shall be subject to the review and prior approval of the PPSD Representative.

D.2.10.4. All athletic facilities shall be maintained in accordance with the recommendations of the Sports Field Management Association (SFMA).

END OF SECTION FOUR

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E. Section Five: Hardscape Services

E.1. Introduction

E.1.1. Section Overview

E.1.1.1. This section of the Specification contains hardscape services requirements. The scope of work shall include all routine care and maintenance of the following:

E.1.1.1.1. Litter and debris removal.
E.1.1.1.2. Snow and ice operations.
E.1.1.1.3. Vehicular paving systems.
E.1.1.1.4. Pedestrian paving systems.
E.1.1.1.5. Flag / flagpole and accessories.
E.1.1.1.6. Exterior signage systems.
E.1.1.1.7. Site furnishings, fountains, and landscape lighting.

E.1.1.2. Services shall be provided for hardscape areas as they may exist at PPSD properties and/or as indicated on Facilities Services Site Plans.

E.2. Hardscape Services

E.2.1. General Requirements

E.2.1.1. All hardscape areas shall be maintained in compliance with the requirements shown in Table 15, below.

Table 15 - General Hardscape Condition Requirements

Item	Requirement
1	All campus hardscape areas, including artificial turf athletic fields and tennis courts, shall be maintained free of litter, leaves, clippings, and debris.
2	Artificial turf and tennis courts shall be maintained free of observable accumulations of dust, pollen, or other similar substances.
3	Artificial turf, natural turf athletic fields, and tennis courts shall be maintained free of low spots that allow water pooling.
4	All fences, property markers, and guardrails shall be free of weeds, vines, and woody growth, however up to seven days of such emergent growths may be present.
5	Site lighting shall be maintained in a safe, functioning condition. Lamps shall be replaced within 12 hours of failure.

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E.2.2. Litter and Debris Removal

E.2.2.1. All litter, leaves, clippings, and debris shall be transported off-site at each service cycle. Collected material shall not remain overnight at any PPSD property without the PPSD Representative's approval.

E.2.2.2. In addition, between service cycles, the Service Provider is required to monitor all landscape and grounds areas, to maintain removal of litter and debris.

E.2.2.3. Trash and debris removal and disposal shall be done at no additional cost to PPSD.

E.2.3. Snow and Ice Operations

E.2.3.1. The Service Provider shall control snow and ice on all common-use pavements, sidewalks, public sidewalks abutting PPSD property, ramps, and steps. Examples of these areas include, but are not limited to:

E.2.3.1.1. Service roads, access roads, driveways, and fire access routes (which may not be paved).
E.2.3.1.2. Parking lots and service areas.
E.2.3.1.3. Walkways throughout the campus including emergency egress routes from buildings.
E.2.3.1.4. Buildings entries, including porches, terraces, and other gathering areas.

E.2.3.2. Snow and ice operations shall maintain compliance with Table 16 - Snow and Ice Conditions Requirements below.

Table 16 - Snow and Ice Conditions Requirements

Item	Requirement
1	Walkways within 15 feet of all building entrances shall be maintained free of ice to the full extent that can be accomplished with proper ice control techniques and sufficient use of chemicals.
2	Walkways greater than 15 feet from building entrances may have limited ice amounts; however, ice conditions that are reasonably considered a safety hazard are unacceptable.
3	Walkways within 15 feet of all building entrances shall be maintained free of snow to the full extent that can be accomplished with proper snow removal techniques.
4	Walkways greater than 15 feet from building entrances may have limited snow amounts; however, snow conditions that are reasonably considered a safety hazard are unacceptable.
5	Sand or gravel shall not be present on walkways within 15 feet of any building entrance at any time.
6	Residual sand, gravel, and chemicals, when no longer needed for safety, shall not be present on walkways and entrances.

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Item	Requirement
7	Roadways shall be maintained free of ice to the full extent that can be accomplished with proper ice control techniques and sufficient use of chemicals.
8	Roadways shall be maintained free of snow to the full extent of what can be accomplished with proper snow removal techniques.
9	Snow shall not be stacked or piled around light poles, flagpoles, fences, or other assets that may be damaged by such practices.
10	Clear access and maximized function of all storm water infrastructures shall be maintained, including drain inlets, fire protection equipment, fire hydrants, and Siamese connections.
11	At the end of the snow and ice season there shall be no residual sand, gravel, or chemicals on walkways or roadways or surrounding areas.

E.2.3.3. The Service Provider shall comply with A.18.3.2 Snow and Ice Operations Plan on page 51.

E.2.3.4. Application of Sand, Gravel, or Chemicals

E.2.3.4.1. In the event the Service Provider is requested by the PPSD Representative to pretreat any locations in anticipation of an incoming snow or ice event, that cost for that service will be considered Charge/Reimbursable.

E.2.3.4.2. Application of required sand, gravel, or chemicals required after the beginning of the snow or ice event shall be at the expense of the Service Provider.

E.2.3.5. Snow Removal

E.2.3.5.1. Snow removal shall commence when there is one (1) inch accumulation, and continue uninterrupted until snow event is over.

E.2.3.5.2. Snow removal shall be accomplished as expeditiously as possible to minimize disruptions to normal operations and to provide safe passage for pedestrians, including the physically challenged, and for vehicles throughout the campus. Snow removal shall be provided on a twenty-four hour per day, seven days per week, basis.

E.2.3.5.3. The Service Provider shall closely coordinate snow removal operations with the PPSD Representative. The PPSD Representative shall be kept informed of the status and progress and such communication shall continue all the way through final wrap-up of such operations. Appropriate coordination personnel shall be always on site during such operations.

E.2.3.5.4. Snow removal shall be accomplished with equipment of appropriate type and size, adjusted to the substrate type and size, to minimize damage to the substrate or to its surrounding conditions, including curbs, turf, plantings, etc. Any damage shall be repaired as soon as seasonal conditions allow. Damage caused by inappropriate snow removal operations shall be repaired at the Service Provider's cost.

E.2.3.5.5. Snow stakes shall be used only with prior approval of proposed type and location by the PPSD representative, but shall be removed promptly at the end of the season.

E.2.3.5.6. Upon completion of snow removal services, the Service Provider shall report any issues, concerns, damage to property or other related incidents to the PPSD Representative.

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E.2.3.5.7. The Service Provider shall stack or pile snow only in areas that have been pre-approved by the PPSD Representative.

E.2.3.5.8. Open Pathways shall be shoveled and maintained to mechanical equipment on all roofs.

E.2.3.5.8.1. Additional Clearing of roof areas shall be handled as described in paragraph A.4.9 Charge/Reimbursable Work on page 18.

E.2.3.6. Ice Control

E.2.3.6.1. The Service Provider shall accomplish ice control through appropriate use of manual/mechanical methods in combination with application of sand, gravel, and chemicals. Such materials shall be applied and reapplied as required to maintain safe conditions.

E.2.3.6.2. Ice control methods used by the Service Provider must comply with standards of application that ensure minimal negative impact to the built environment and the surrounding natural environment & watershed.

E.2.3.6.2.1. Where available, Service Providers must complete training, up through certification when offered, pertaining to materials application that protects environmental health & safety.

E.2.3.7. Option for Suspension of Snow and Ice Operations

E.2.3.7.1. The PPSD reserves the right to direct the Service Provider to suspend when not needed. Examples of such incidences may be snow and ice events that occur during recess periods or events that are forecast to be immediately followed by temperate weather condition.

E.2.3.7.2. In such event, payments to the Service Provider shall be equitably adjusted.

E.2.4. Paved Vehicular Systems

E.2.4.1. All paved vehicular surfaces will be maintained free from sand, debris, and litter.

E.2.4.2. Cracks and potholes that are 0.5 inch and wider shall be filled with a material that is appropriate for the original roadway material and shall be in accordance with the State of Connecticut, Department of Transportation, Standard Specification for Roads, Bridges, Facilities, and Incidental Construction, Form 817, Latest Edition.

E.2.4.3. The Service Provider shall repair all roadway and pavement curbs to prevent further damage to surrounding areas and to the existing materials.

E.2.4.4. Pavement Markings

E.2.4.4.1. All pavement markings, including parking striping, handicapped symbols, directional indicators, curbs, etc., shall be maintained in a proper aesthetic and legible condition.

E.2.4.4.2. Marking colors shall be specified by the PPSD Representative.

E.2.5. Pedestrian Paving Systems

E.2.5.1. The Service Provider shall maintain walkways in a safe and accessible condition.

E.2.5.2. The Service Provider shall fill cracks greater than 0.5 inch wide and repair other damage in concrete or other pavement materials as soon as possible to minimize water penetration. Cracks and other damage shall be filled with a like-kind material to ensure a uniform, clean, and level repair.

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E.2.5.3. The Service Provider shall repair all sidewalk and walkway curbs to prevent further damage to surrounding areas and to the existing materials.

E.2.6. Flags and Flagpoles

E.2.6.1. The Service Provider shall maintain flags, flagpoles, hardware, rope, wire, settings, bases, and any other associated components of systems that hold, hang, and display any type of banner or flag.

E.2.6.2. Flags shall be cleaned or replaced as needed, based on condition.

E.2.6.3. Flagpoles shall be maintained plumb.

E.2.6.4. Flagpoles and related hardware shall be inspected annually and receive touch-up paint as required.

E.2.7. Exterior Signage

E.2.7.1. The Service Provider shall maintain frames, posts, hardware, lighting, displayed lettering, settings, bases, and any other associated components of systems that hold, hang, and display any type of signage, including signage banners.

E.2.7.2. Signposts shall be maintained plumb.

E.2.7.3. Signage shall be maintained in a clean and presentable condition.

E.2.8. Fences, Property Markers, Guardrails

E.2.8.1. The Service Provider shall repair any damage to the fences, property markers, and guardrails as necessary to maintain aesthetic values, boundary delineation, and community support.

END OF SECTION FIVE

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F. Environmental Health and Safety Services

F.1. Introduction

F.1.1. Alternate to Basic Service

F.1.1.1. The work of this section of the Facilities Service Specification shall be quoted by the Service Provider as an alternate to Basic Service. The work will be provided by the Service Provider in the event of the acceptance and approval by the Providence Public School District of the quoted alternate.

F.1.2. Section Overview

F.1.2.1. This section of the Specification contains the requirements of Environmental Health and Safety Service to be provided by the Service Provider

F.1.2.2. The Service Provider shall provide and oversee a comprehensive Environmental Health & Safety (EH&S) Program that ensures compliance with local, state, and federal environmental health and safety regulations.

F.1.2.3. The Service Provider shall maintain an organization that is committed to providing a safe and healthful living, learning, and working environment to students, faculty, staff, and visitors.

F.1.2.4. The goals of the EH&S Program are to:

F.1.2.4.1. Protect faculty, staff, and students from exposure to hazardous materials.

F.1.2.4.2. Provide guidance to students, faculty, and staff to minimize or eliminate the potential for occupational injuries and illnesses.

F.1.2.4.3. Comply with federal, state, and local regulations.

F.2. Environmental Health and Safety Services

F.2.1. Environmental Health and Safety Service Plan

F.2.1.1. Within 30 days of the contract start date, the Service Provider shall submit a plan to the PPSD Representative outlining the components of its Environmental Health and Safety assurance program. This plan shall include, but not be limited to, the following:

F.2.1.1.1. Identification of the Service Provider's staff assigned to Environmental Health & Safety, with descriptions of individual responsibilities.

F.2.1.1.2. Identification of third-party Sub-consultants retained by the Service Provider, with descriptions of sub-consultant responsibilities.

F.2.1.1.3. Description of the protocols for communication between the Service Provider and its Sub-consultants and PPSD staff and students, with explanations of actions to be taken in various scenarios, including but not limited to:

F.2.1.1.3.1. Reporting and identification of Environmental Health & Safety hazards.

F.2.1.1.3.2. Remediation and protective measures to be taken in the event of identified Environmental Health and Safety hazards.

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F.2.1.1.3.3. Means and frequency of communication between the Service Provider and its Sub-consultants and PPSD staff and students.

F.2.1.1.3.4. Means by which the Service Provider and its Sub-consultants communicate regulatory requirements and best practice recommendations to PPSD staff and students.

F.2.1.1.3.5. Means by which advance notice is provided to PPSD staff and students for the required activities of the Service Provider and its Sub-consultants.

F.2.1.1.3.6. Descriptions of how PPSD staff and students may access information and guidance, including but not limited to:

F.2.1.1.3.6.1. Chemical inventories

F.2.1.1.3.6.2. Recommended responses to apparent hazards.

F.2.1.1.3.6.3. "Who to call" guidance.

F.2.1.1.4. Planned frequencies for Environmental Health and Safety activities, with explanations as to what may cause adjustments to planned frequencies. The frequencies outlined in section F.2.2, immediately below, represent the baseline frequencies to be provided by the Service Provider and its Sub-consultants.

F.2.1.1.5. Identification of software applications to be used by the Service Provider and its Sub-consultants.

F.2.2. Tables of Responsibilities and Requirements

F.2.2.1. Specified below are a series of tables, Table 17 through Table 26, which outline various components of the Environmental Health and Safety program.

F.2.2.2. Requirements for "Source" in the tables below indicate where the Service Provider is obligated to retain the services of a fully licensed and certified sub-consultant for the completion of the Responsibility or Requirement. All sub-consultants shall be subject to the prior review and approval by the PPSD Representative.

F.2.2.3. Where the "Source" is indicated as the Service Provider, the Responsibility or Requirement may be fulfilled by the staff of the Service Provider as approved by the PPSD Representative. If the Service Provider elects to have any such services performed by a sub-consultant, such election shall similarly be subject to the prior review and approval of the PPSD Representative.

F.2.2.4. All work shall be performed as part of the Service Providers contracted basic services, unless explicitly indicated as permitted "Charge/Reimbursable" in the tables below.

F.2.3. Hazardous Waste

F.2.3.1. As a generator of hazardous waste (chemical, biohazard, universal) Providence Public School District must provide waste management and disposal guidance in compliance with local, state, and federal regulations. Compliance with Hazardous Waste requirements includes the following responsibilities of the Service Provider shown in Table 17 - Hazardous Waste Responsibilities, below.

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Table 17 - Hazardous Waste Responsibilities

Area	Responsibilities	Frequency	Source	Comments
Chemical inventory	Review and maintain chemical inventory	Ongoing	Service Provider	
Safety Data Sheets (SDS)	Maintain SDS in PPSD web-based platform.	Ongoing	Service Provider	Existing PPSD SDS data shall be migrated as required.
Hazardous waste areas inspections	Containers proper labelling, collection, and storage. Develop inspection checklist and procedures.	Quarterly	Service Provider	Inspection reports to be maintained by the Service Provider.
Hazardous waste areas inspections	Satellite Accumulation Areas and Main Accumulation areas inspections and log review.	Weekly	Service Provider	Inspection reports to be maintained by the Service Provider.
Hazardous waste disposal	Maintain and review Manifests	Monthly	Service Provider	Manifest records to be maintained by the Service Provider.
Hazardous waste disposal	Coordinate shipments via approved vendor.	Ongoing	Service Provider	Vendor Hazardous Waste disposal shall be considered Charge / Reimbursable
Hazardous waste disposal	Sign hazardous waste manifests on behalf of Providence Public School District. Provide manifests to DEEP upon request.	Ongoing	Service Provider	Staff who sign manifests shall be appropriately trained. Only trained staff can sign manifests
Policies and procedures	Annual review	Annual	Service Provider	
Hazardous Waste determination	Complete and certify annual Hazardous Waste determinations for all campus waste streams. Provide determinations to DEEP upon request.	As needed	Service Provider	

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Area	Responsibilities	Frequency	Source	Comments
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

F.2.4. Emergency Management

F.2.4.1. Emergency preparedness is critical in providing safe environment during planned and unplanned events that could adversely impact normal PPSD operations. Emergency Management Responsibilities from or related to Environment Health and Safety Services shall be provided and overseen as shown in Table 18 - Emergency Management Responsibilities, below.

Table 18 - Emergency Management Responsibilities

Area	Responsibilities	Frequency	Source	Comments
Spills	Spill response and recordkeeping. Develop spill response plan and identify available resources.	As needed	Service Provider	The Service Provider shall determine when spills require the expertise of a specialty Sub-Service Provider, and shall immediately advise the PPSD representative when this is required, and when PPSD approval is required.
Preparedness	Identify critical systems, applications, equipment, resources, and maintenance	Annual	Service Provider	

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Area	Responsibilities	Frequency	Source	Comments
Equipment	Develop emergency equipment inspection and testing, including eyewashes and showers	As needed	Service Provider	The Service Provider shall determine when emergency equipment inspection requires the expertise of a specialty Sub-Service Provider, and shall advise the PPSD representative when this is required, and when PPSD approval is required.
Administrative	Review applicable plans, attend PPSD meetings regarding emergency management	As needed	Service Provider	
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

F.2.5. Environmental Health

F.2.5.1. Environmental Health is the responsibility for the safety and health of the community and the environment. Environmental Health Responsibilities shall be provided and overseen as depicted in Table 19 - Environmental Health Responsibilities below.

Table 19 - Environmental Health Responsibilities

Area	Responsibilities	Frequency	Source	Comments
Food areas	Inspections	Monthly	Service Provider	
Pools (if any)	Ensure compliance with Pool Maintenance and Inspections	Daily	Service Provider	Daily logs and testing to be completed by Service Provider.

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Area	Responsibilities	Frequency	Source	Comments
Water quality	Testing	As needed	Independent 3rd party consultant retained by Service Provider	
Food permits	Compliance		Service Provider	
Hazard & Ergonomic Assessments	Complete assessments per requests	As needed	Service Provider	
Lead Based Paint	Sampling, Service Provider oversight and notification	As needed	Independent 3rd party consultant retained by Service Provider	Laboratory testing and remediation recommendations shall be made by the Service Provider.
Legionella	Maintain Preventive Maintenance Program	As needed	Independent 3rd party consultant retained by Service Provider	Laboratory testing and remediation recommendations shall be made by the Service Provider.
Indoor Air	Indoor Air assessment and coordination	As needed	Independent 3rd party consultant retained by Service Provider	Equipment rental, laboratory testing, and remediation recommendations shall be made by the Service Provider.
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

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F.2.6. Environmental Programs

F.2.6.1. Environmental Programs ensure compliance with guidance and regulations that protect the environment. Environmental Programs Responsibilities shall be provided and overseen as shown in Table 20 - Environmental Programs Responsibilities, below.

Table 20 - Environmental Programs Responsibilities

Area	Responsibilities	Frequency	Source	Comments
Clean Water Act	Maintain and enforce Spill Prevention Control and Countermeasures (SPCC) Plan	As needed	Independent 3rd party consultant retained by Service Provider	Review SPCC Plan and requirements
Clean Water Act	Maintain Aboveground oil storage tank	As needed	Independent 3rd party consultant retained by Service Provider	Review SPCC Plan and requirements
Clean Water Act	Maintain and inspect oil skimming equipment	As needed	Independent 3rd party consultant retained by Service Provider	Review SPCC Plan and requirements
Clean Water Act	Maintain compliance related to Underground storage tank	As needed	Independent 3rd party consultant retained by Service Provider	Review SPCC Plan and requirements
Clean Water Act	Maintain compliance with Boiler Blowdown Miscellaneous General Permit	As needed	Independent 3rd party consultant retained by Service Provider	Review SPCC Plan and requirements

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Area	Responsibilities	Frequency	Source	Comments
RI River Permit	Maintain Silver recovery system and Measure silver content of influent and effluent	As needed	Independent 3rd party consultant retained by Service Provider	Review existing plans and requirements
Clean Water Act	Oversee Water Treatment (water softeners, sand filters, lab stills)	As needed	Independent 3rd party consultant retained by Service Provider	Evaluate current equipment, Preventive Maintenance, and requirements
Swimming Pool Permit (if any)	Log pH, chlorine, and discharge volume	As needed	Independent 3rd party consultant retained by Service Provider	Review existing plans and requirements
Non-Contact Cooling Water General Permit	Log monthly flows and oversee sampling	As needed	Independent 3rd party consultant retained by Service Provider	Review existing plans and requirements
Vehicle Maintenance General Permit	Coordinate pump out tank every 6 months and inspect	As needed	Independent 3rd party consultant retained by Service Provider	Review existing plans and requirements
Food services General Permit	Grease trap maintenance	As needed	Independent 3rd party consultant retained by Service Provider	3rd party contract and maintenance
Stormwater General Permit	Review requirements for any construction	As needed	Service Provider	

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Area	Responsibilities	Frequency	Source	Comments
Clean Air Act	Maintain monthly fuel usage records files, calculate emissions, annual General Permit to Limit Potential to Emit (GPLPE) report to Rhode Island Department of Environmental Management (DEM) the National Emission Standards for Hazardous Air Pollutants for Stationary Reciprocating Internal Combustion Engines (NESHAP RICE) review	As needed	Service Provider	The Service Provider may need to use an independent 3rd party consultant to obtain records, readings, create logs to fully comply with regulations. In such event the Service Provider shall retain that consultant.
Emergency and Hazardous Chemical Inventory Forms, Tier II Reports	Comply with Section 312 of the Emergency Planning and Community Right-To-Know Act (EPCRA), also known as SARA Title III. Prepare and submit all required Tier II reports.	As needed	Independent 3rd party consultant retained by Service Provider	
Sustainability Task Force	Participate in PPSD Committee, update the Greenhouse Gas (GHG) inventory, Provide Climate Action Plan reporting.	As needed	Service Provider	
Recycling Coordinator	Signage and promotions	As needed	Service Provider	

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Area	Responsibilities	Frequency	Source	Comments
Toxic Substance Control Act	Polychlorinated biphenyls (PCBs): Maintain inventory and sampling	As needed	Independent 3rd party consultant retained by Service Provider	The Service Provider shall review existing plans and requirements and update as required.
Animal Welfare Act	Program development and management	As needed	Independent 3rd party consultant retained by Service Provider	The Service Provider shall review existing plans and requirements and update as required.
Asbestos	Manage Asbestos program	As needed	Independent 3rd party consultant retained by Service Provider	The Service Provider shall review existing plans and requirements and update as required.
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

F.2.7. Fire and Life Safety

F.2.7.1. Fire and Life Safety focuses on the loss prevention of life and property resulting from fire related incidents. All Fire and Life Safety Responsibilities shall be provided and overseen as Table 21 - Fire and Life Safety Responsibilities, below.

Table 21 - Fire and Life Safety Responsibilities

Area	Responsibilities	Frequency	Source	Comments
Fire Extinguishers	Oversee testing and certification	Annual	Service Provider	3rd party consultant involvement to certify and replace extinguishers

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Area	Responsibilities	Frequency	Source	Comments
Hot Work	Issue and oversee compliance with Hot Work Permit	As needed	Service Provider	3rd party involvement if fire watch is needed and or additional permits
Egress signs	Maintain emergency egress signs	Monthly	Service Provider	To be completed as part of routine maintenance activities
Testing	Review Fire Alarm Systems inspections	As needed	Service Provider	Testing completed by 3rd party. Review existing records, identify proper frequency
Testing	Review Fire Sprinkler Systems inspections	As needed	Service Provider	Testing completed by 3rd party. Review existing records, identify proper frequency
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

F.2.8. Laboratory

F.2.8.1. Laboratory Program ensures safety of all staff working in the laboratory and reduces the number of incidents in the laboratory setting. All Laboratory Responsibilities shall be provided and overseen as Table 22 - Laboratory and Responsibilities, below.

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Table 22 - Laboratory and Responsibilities

Area	Responsibilities	Frequency	Source	Comments
Fume Hoods	Manage annual laboratory hood ventilation certifications through third party inspections	Semi-annual	Service Provider	3rd party to inspect and certify hoods
Inspections	Complete safety inspections	Quarterly	Service Provider	
Policies	Review, revise policies and procedures	Annual	Service Provider	
Policies	Maintaining laboratory safety materials on websites and updating as needed to provide centralized lab/studio safety resources and guides for faculty and staff.	As needed	Service Provider	
Backflow preventers	Regular inspections and maintenance of backflow preventers on sinks	Annual	Service Provider	Review existing programs and requirements. Completed by 3rd party or licensed plumber.
Chemical Hygiene Plan	Serve as Chemical Hygiene Officer	As needed	Independent 3rd party consultant retained by Service Provider	The Service Provider shall review existing plans and requirements, and update as required.
Controlled Substances	Track and maintain license records	As needed	Independent 3rd party consultant retained by Service Provider	The Service Provider shall review existing plans and requirements and update as required.

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Area	Responsibilities	Frequency	Source	Comments
Biosafety	Program development, oversight, and annual review	As needed	Independent 3rd party consultant retained by Service Provider	The Service Provider shall review existing plans and requirements and update as required.
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

F.2.9. Laser Safety

F.2.9.1. Laser Safety program ensures the safe use of lasers to minimize the risk of laser related incidents. All Laser Requirements shall be provided and overseen as Table 23 - Laser Requirements, below.

Table 23 - Laser Requirements

Area	Responsibilities	Frequency	Source	Comments
Laser safety	Develop program, engineering controls and Chair Laser Safety Committee	As needed	Independent 3rd party consultant retained by Service Provider	May need special licensing and background as required by applicable regulations
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

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F.2.10. Radiation Requirements

F.2.10.1. Radiation safety ensures compliance with the existing regulations. All Radiation Requirements shall be provided and overseen as Table 24 - Radiation Requirements, below.

Table 24 - Radiation Requirements

Area	Responsibilities	Frequency	Source	Comments
Radiation Safety	Oversee Radiation Safety, including materials and instruments. No one is currently using radioactive substances, but we do have instruments such as an X-ray diffractometer and electron microscopes.	As needed	Independent 3rd party consultant retained by Service Provider	Licensed Program required.
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

F.2.11. Safety

F.2.11.1. Safety Program ensures general safety of the entire campus, including students, staff, and visitors. All Safety Requirements shall be provided and overseen as Table 25 - Safety Requirements, below.

Table 25 - Safety Requirements

Area	Responsibilities	Frequency	Source	Comments
Respirator Fit Testing	Complete fit testing	Annual	Service Provider	May need 3rd party involvement due to supplies needed and number of people to be tested

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Area	Responsibilities	Frequency	Source	Comments
Exposure Monitoring	Assist with Personal Exposure Monitoring	Annual	Service Provider	Review existing hazards and requirements. May need 3rd party involvement.
Inspections	Oversee safety inspections	Monthly	Service Provider	
Lockout/ Tagout/ Control of Hazardous Energy	Review program and procedures	As needed	Service Provider	
Safety Committee	Chair Safety Committee	As needed	Service Provider	
Service Provider	Service Provider work review and oversight	As needed	Service Provider	
Accidents	Review accidents and investigate	As needed	Service Provider	Depending on the incident, may need 3rd party involvement
Confined Space	Review program and enforce compliance	Annual	Service Provider	
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

F.2.12. Training Requirements

F.2.12.1. Staff training ensures general awareness with policies and procedures and compliance programs. All Training shall be provided and overseen as Table 26 - Training Requirements, below.

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Table 26 - Training Requirements

Area	Responsibilities	Frequency	Source	Comments
Hazardous Communication Training	Hazard Communication training to all new Service Provider safety personnel upon new hire. (Including chemical labelling, hazards, controls, personal protective equipment, haz mat emergency response, location of haz mat on campus).	As needed	Independent 3rd party consultant retained by Service Provider	The Service Provider shall review existing training program on a regular basis and update as required.
Hazardous Communication Training	Hazard Communication training to new students Fall, spring and summer semesters. (Including chemical labelling, hazards, controls, personal protective equipment, emergency response).	As needed	Independent 3rd party consultant retained by Service Provider	The Service Provider shall review existing training program on a regular basis and update as required.
RCRA	Provide RCRA (Resource Conservation Recovery Act) Waste management training annually to Clement and LSC technicians who manage hazardous waste accumulation areas. Provide training records to CT DEEP upon request.	As needed	Independent 3rd party consultant retained by Service Provider	
Clean Water Act	Provide SPCC Training	As needed	Independent 3rd party consultant retained by Service Provider	

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Area	Responsibilities	Frequency	Source	Comments
DOT Training	Provide DOT training	As needed	Independent 3rd party consultant retained by Service Provider	
Fire Extinguishers	Provide training	As needed	Independent 3rd party consultant retained by Service Provider	
Laser Safety	Provide training	As needed	Independent 3rd party consultant retained by Service Provider	
Lockout/ Tagout	Provide training	As needed	Independent 3rd party consultant retained by Service Provider	
Asbestos	Provide awareness training	As needed	Independent 3rd party consultant retained by Service Provider	
Confined space	Provide training	As needed	Independent 3rd party consultant retained by Service Provider	

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Area	Responsibilities	Frequency	Source	Comments
New or additional regulatory compliance obligations	Implement measures to comply as determined by the PPSD Representative to be necessary or advisable.	As required	Service Provider or independent 3rd party consultant retained by Service Provider	

F.2.13. Chemical Inventory

F.2.13.1. The Service Provider shall retain an up-to-date inventory of regulated chemicals.

F.2.13.2. Such inventory shall be updated at least quarterly, or any time a new chemical is added to the inventory.

F.2.13.3. The Chemical Inventory shall be retained in a nationally available software application, with demonstrated wide application to higher education environments.

F.2.13.3.1. The software application shall be identified in the Environmental Health and Safety Service Plan specified in F.2.1 Environmental Health and Safety Service Plan, above, and shall not be implemented until after approval by the PPSD Representative.

F.2.13.4. Any software applications which have had proprietary Service Provider modifications or other similar alterations are not acceptable.

F.2.13.5. PPSD staff as identified by the PPSD Representative shall always have access to the Chemical Inventory data.

F.2.13.6. Upon expiration or termination of the Agreement for any reason, the Service Provider shall transfer all licenses of the chemical management software to the PPSD, including all database and asset information included in the chemical management software. If for any reason the Service Provider is unable despite diligent efforts to transfer such licenses, the Service Provider shall provide all database and asset information contained in the chemical management software to PPSD within ten (10) days after such expiration or termination, in a format and medium specified by PPSD.

F.2.14. Monthly and Annual Reporting

F.2.14.1. As a component of Monthly and Annual Reporting as specified in A.18.7.6 Reports on page 56, the Monthly and annual reports shall include the content shown in Table 26 - Monthly & Annual Report Required Table, Environmental Health & Safety and

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Table 27 - Monthly & Annual Report Required Table, Environmental Health & Safety

Area / Metric	Reported Result 60 Days Prior (Month)	Reported Result 30 Days Prior (Month)	Reported Result This Period (Month)	3-Month AVG.	Service Provider Notes/Comments
Hazardous Waste / Number of Inspections Completed	Number	Number	Number	Number	
Hazardous Waste / Number of Deficiencies Identified	Number	Number	Number	Number	
Hazardous Waste / Number of Deficiencies Resolved	Number	Number	Number	Number	
Emergency Management / Number of Spills Reported and Responded to	Number	Number	Number	Number	
Environmental Health / Number of Environmental Health Inspections Completed	Number	Number	Number	Number	
Environmental Health / Number of Environmental Health Deficiencies Identified	Number	Number	Number	Number	
Environmental Health / Number of Environmental Health Deficiencies Resolved	Number	Number	Number	Number	

F.2.15. Table 27 above supplements Table 6 - Monthly & Annual Report Required Table

Table 28 - Monthly & Annual Report Required Table, Environmental Health and Safety Required Commentary

Item	Area / Description	Service Provider Notes/Comments
1	Environmental Program / Provide List of Permits with Dates of expiration	
2	Environmental Program / Provide Regulatory Monthly Data	
3	Fire & Life Safety / List of Inspections Completed	
4	Fire & Life Safety / List of Deficiencies Identified	

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Item	Area / Description	Service Provider Notes/Comments
5	Fire & Life Safety / List of Deficiencies Resolved	
6	Laboratory / List of Inspections Completed	
7	Laboratory / List of Deficiencies Identified	
8	Laboratory / List of Deficiencies Resolved	
9	Training / Provide List of trainings completed	

F.2.16. Table 28 above supplements Table 7 - Monthly & Annual Report Required Table, Service Provider Commentary

END OF SECTION SIX

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