

EXHIBIT "A"—SCOPE OF WORK

Purpose

Contractor shall perform, **Seattle University Campus Custodial Services** per specifications listed below at the Owner's facilities. Work will be done with only a high standard of professionalism and quality. Except for restroom disposables and consumables and classroom consumables, all material, labor, and services shall be furnished by the Contractor. Contractor shall adhere to the requirements of current OSHA, EPA, State, and Local requirements and regulations. All work shall be performed so as to have no interference with Owner operations.

Scope of Work

1. Responsibilities:

- 1.1. Contractor will furnish all corporate and coordinating management, training and technical personnel, an on-site manager, and any special project personnel required to efficiently accomplish services. These personnel shall be the agents and employees of contractor.
- 1.2. Contractor shall ensure personnel hold proper licenses and certifications. Contractor shall assign service personnel to provide the contract duties as outlined herein. Contractor staff shall be available to ensure Service Level Expectations are met at all times.
- 1.3. Contractor shall supply all necessary tools and equipment necessary to fulfill contractual obligations.
- 1.4. Contractor shall be responsible for the payment of all salaries, applicable taxes and insurance coverage for contractor personnel.

2. Hours of Service, Callback, and Emergency Services

- 2.1. Business hours are as indicated Exhibit A-1 excluding designated Customer holidays.
- 2.2. Custodial routines shall be executed in a manner to avoid business interruptions.
- 2.3. Contractor shall maintain a call system to promptly dispatch custodial personnel in response to callback requests and emergencies.
- 2.4. Contractor shall provide emergency call back service effective twenty-four (24) hours a day, seven (7) days per week, 365 days per year including weekends and holidays.
- 2.5. Contractor will respond onsite for emergency service within four (4) hours at all times upon notification. This is a mandatory response time that is in effect throughout the contract period.

2.6. Additional Work

- 2.6.1. Work which does not fall within the scope of this contract shall be paid for at hourly billing rates as established and material markup. See Exhibit B. Work must be approved in advance by Owner.

3. Performance Standards and Reporting

3.1. Contractor shall continually improve the quality of the Services to Owner's satisfaction which includes a quality control program.

3.2. Service Level Expectations:

Compliance with codes, regulations, safety and security programs:	100%
Completed maintenance PM work orders completed as scheduled:	100%
Work orders closed in CMMS	100%
Achieve Emergency Response Time Goals	100%
Service requests addressed consistent with service level response goals:	100%
No controllable impacts to business operations	100%

4. Safety/Quality

4.1. Contractor and its employees shall comply with the latest revisions of Owner's Site Rules and Regulations document.

4.2. Contractor shall notify Owner immediately of any safety or security issues that arise while performing the duties of this agreement and/or while on the Owner's Property.

4.3. Contractor shall submit MSDS to the Owner's Safety representative for all chemicals to be used in the fulfillment of this contract. Chemicals shall not be brought onto the Owner's Property before an authorization has been granted. The Contractor will be responsible for maintaining respective MSDS and necessary protective equipment

4.4. Fire lanes must be kept open at all times.

5. Personnel

5.1. Identification

5.1.1. Contractor field personnel shall wear uniforms, clearly identifying them as employees of the Contractor.

EXHIBIT "A1"—Schedule and Services

1. Work Shifts

1st Shift Hours

7:00AM to 3:30PM or 8:00AM to 4:30PM

2nd Shift Hours

2:00PM to 10:30PM or 3:00PM to 11:30PM

3rd Shift Hours

10:00PM to 6:30AM

2. Cleaning Frequencies:

Cleaning Frequency refers to the number of times a space is cleaned per week unless stated otherwise. The University sets the cleaning frequency as prescribed in Exhibit A-2. Exhibit A-2 further describes 3rd shift cleaning operations including floor care and upholstery.

2.1. Exceptions:

- 2.1.1. Daily 260/YR – A&A Building, ~~University Services Building~~, Admin Building Executive Wing, Lemieux Library, Law School and Law School Annex are on a daily cleaning frequency.
- 2.1.2. Office Areas cleaned at a rate of 156/Yr instead of 104/Yr - Rianna HR Offices & Cherry Athletic Offices (O'Brien Bldg)

3. 1st & 2nd Shift Day Porter Services

3.1. Custodial Porter Services are provided on both 1st and 2nd shifts both covering cleaning needs in the various campus buildings and those assigned to specific buildings.

3.2. Below is the current staffing configuration for all Campus Porters:

Porter Position/Shift	SAT	SUN	MON	TUE	WED	THU	FRI
Campus #1 / 1 st Shift			X	X	X	X	X
Campus #2 / 1 st Shift			X	X	X	X	X
Porter Position/Shift	SAT	SUN	MON	TUE	WED	THU	FRI
Campus #3/2 nd Shift	X	X			X	X	X
Campus #4/2 nd Shift			X	X	X		
Campus #4/1 st Shift	X	X					
Events Trash Set Up Custodian / 2 nd Shift	X	X			X	X	X
Campus #5 / 1 st Shift (0.4 FTE person)	Part Time X	Part Time X					
Stu Ctr #1 / 1 st Shift		X	X	X	X	X	
Stu Ctr #2 / 1 st Shift	X						X
Stu Ctr #2 / 2 nd Shift				X	X	X	
Stu Ctr #3 / 2nd Shift	X	X	X				X
Law School #1 / 1 st Shift			X	X	X	X	X
Connolly Ctr #1 / 1st Shift			X	X	X	X	X
Connolly Ctr #2 / 2 nd Shift	X			X	X	X	X

4. **General Campus Area**

- 4.1. Provide day porter service to circulate through the campus buildings removing trash, recycle, and compost materials in hallways and restrooms, cleaning and restocking restrooms, maintain entrance glass, sweeping or vacuuming lobbies & common areas as needed, responding to spills and emergencies. The 2nd Shift and weekend custodians to provide off hours advance cleaning services to key high profile events, to include trash set ups and tear downs and porter services as campus demands and time permits.
- 4.2. Provide two dayshift porters for the general campus buildings assigned 7 days per week.
- 4.3. Provide custodial services to haul, set up, tear down, and clean & store the trash, recycle, and compost bins for various campus events. Seattle University's Conference and Events Department provides a Trash Report obtainable by the Contractor Account Manager via the EMS (Events Management Software) which has been installed on the Contractor Offices computers on site.
 - 4.3.1. The Event Trash Set-Up Custodian supports advance cleaning of spaces for key high profile events in addition to routine scheduled Recycle Tech & Porter duties. This allows the Recycle Tech on 1st shift to do Event Trash Set-Ups when needed on dayshift and to help accommodate Archibus work orders for Confidential Recycle collections on the dayshift.
- 4.4. Provide daily services for the following buildings or as indicated:
 - 4.4.1. Cleaning several high traffic areas on campus.
 - 4.4.1.1. USVC Building's 1st Floor Men & Women's restrooms
 - 4.4.1.2. Administration Building's restrooms
 - 4.4.1.3. Library's Restrooms.
 - 4.4.2. Remove trash from both the Murphy and Broadway Parking Garages.
 - 4.4.3. Sweep stairs & clean elevator and elevator waiting areas at Broadway Garage twice per week.
 - 4.4.4. Clean OIT Server Room/Server area office spaces (6th Floor) in the Engineering Building 3 times per week when OIT personnel are notified and present.
 - 4.4.5. Clean Murphy Garage Sky-bridge elevator daily & elevator waiting areas twice per week.
 - 4.4.6. Provide day porter services exclusively to the Pigott Building and the USVC Building from 10am until 2pm.
- 4.5. Provide day porter services to circulate throughout the entire campus cleaning and re-stocking restrooms, removing trash, responding to spills & service requests. Routine service requests are identified as follows:
 - 4.5.1. Replacing spent waterless urinal cartridges
 - 4.5.2. Un-jamming or replacing problem paper or soap dispensers
 - 4.5.3. Law School event set ups and tear downs.
 - 4.5.4. Move – in cleaning for office moves when requested
 - 4.5.5. Refrigerator cleaning to be completed within 72 hours upon request.
 - 4.5.6. Re-stock campus janitor closets with restroom and classroom whiteboard supplies
 - 4.5.7. Logan and Championship Field restrooms to be cleaned when classes are in session and shall be monitored to ensure cleanliness when events are scheduled.

5. **Student Center Day ***

- 5.1. 3rd Floor Bistro and 2nd Floor Cherry Street Market areas (Entire 2nd floor)
 - 5.1.1. Sweep floor daily.
 - 5.1.2. Wipe down dining tables' pedestal, pedestal base, and chair legs weekly.
 - 5.1.3. Reset dining furniture.
- 5.2. Remove solid waste materials to the appropriate dumpster or compactor on the Student Center loading dock.
- 5.3. Monitor trash and clean the kitchenette areas in the two collegiums.
- 5.4. Clean conference / meeting rooms in between events, monitor, service trash and recycle materials.
- 5.5. Clean elevators and wipe down panels so they are free from finger marks, smears, and smudges.
- 5.6. Ensure window sills and wall hangings are dusted.
- 5.7. Provide continuous cleaning of Student Center restrooms and keep lounges and study areas tidy.
- 5.8. Ensure entrance glass and interior glass remains clean.
- 5.9. Meeting room tabletop surfaces are to be kept clean.

*(Food Service provider empties trash, recycle, and compost materials in Bistro, CSM Kitchen, and CSM scullery area.)

** (Tabletops, dining tables and chair seats are the food service provider's responsibility.)

6. **Law School Day***

- 6.1. Set Up and Tear Down for Law School Events.
- 6.2. Removes trash & services restrooms
- 6.3. Monitors trash in food serving and dining areas
- 6.4. Responds to spills
- 6.5. Re-stocks all LS janitor closets
- 6.6. Interior window cleaning
- 6.7. Semi Annual cleaning of 1st Floor level exterior windows
- 6.8. Provides 24 hour move in cleaning service upon request.
- 6.9. Sweep unfinished concrete egress stairways located on the corners of the building weekly.
- 6.10. Dust wall hangings, clean entrance glass, door thresholds and kick plates.
- 6.11. Clean trash receptacles.

*Provides Turnover cleaning to apartments leased by Law School upon tenant vacating within 3 days notice to WFF offices.

Connolly Center

- 6.12. Circulate through the various sports courts, exercise rooms, restrooms, hallways, showers, and locker rooms to ensure surfaces are clean, trash is picked up, and dispensers are restocked.
- 6.13. Clean mirrors in exercise rooms.
- 6.14. Sweep floors in both North Court and South Court. This includes spot mopping where needed.
- 6.15. Circulate daily through all men and women's restrooms cleaning sink and counter surfaces, toilets, urinals, and removing trash. Mop floors as needed.
- 6.16. Perform sanitized mopping of the men's and women's shower area at least once per shift.
- 6.17. Perform sanitized cleaning of all shower stalls once daily.
- 6.18. Ensure entrance glass is cleaned. Entrances shall be kept clean and tidy throughout the day.
- 6.19. Ensure main lobby area is vacuumed as needed to maintain an optimum appearance.
- 6.20. Respond to requests from staff and clean up spills and fluids throughout the day including biohazards.
- 6.21. Perform event set up for competitive events.
- 6.22. Sweep courts prior to competition sports events.
 - 6.22.1. Monitor restrooms to ensure cleanliness during events.
 - 6.22.2. Perform clean up after each sport event.

7. **Exterior / Interior Window Washing**

- 7.1. Contractor shall wash all interior glass that is reachable. This includes operations involving a 6 ft. ladder height or less.
- 7.2. High or difficult to reach interior and/or exterior glass contractor can be subcontracted annually to a qualified vendor for high interior window cleaning.
- 7.3. Exterior of All Academic - Campus Buildings
 - 7.3.1. A & A Building
 - 7.3.2. Administrative Building
 - 7.3.3. Bannan / Biology & Bannan Atrium & Bio Wing skylights
 - 7.3.4. Casey Building (except Casey atrium –see current schedule in Exhibit A-2)
 - 7.3.5. Connolly Center
 - 7.3.6. Engineering Building
 - 7.3.7. Fine Arts Building
 - 7.3.8. Garrand Building
 - 7.3.9. Pigott Pavilion Building (formerly International Students Center Pavilion Building)
 - 7.3.10. Lee Center for the Arts
 - 7.3.11. Lemieux Library
 - 7.3.12. Lynn Building
 - 7.3.13. Loyola Building
 - 7.3.14. O'Brien Athletic Offices Building
 - 7.3.15. Pigott and Pigott Atrium
 - 7.3.16. Rianna Leased Spaces
 - 7.3.17. Student Center including Sky-Bridge
 - 7.3.18. Hunthausen Hall (STM)
 - 7.3.19. University Services Building (USVC)
- 7.4. All Residence Halls
 - 7.4.1. Xavier Hall
 - 7.4.2. Murphy Apartments
 - 7.4.3. Champion Hall
 - 7.4.4. Bellarmine Hall
- 7.5. **High Interior Window Locations**
 - 7.5.1. Pigott Atrium Interior
 - 7.5.2. Casey Atrium Interior
 - 7.5.3. Bannan Atrium (inside & outside) including overhead skylights in Bannan Biology Wing
 - 7.5.4. Student Center Atrium including (food court, interior sky-bridge, and high Atrium glass)
 - 7.5.5. Lee Center for the Arts Lobby glass
- 7.6. **Law School (Under Separate Contract)**
 - 7.6.1. Power wash exterior vertical panels, exterior window brows, and exterior window ledges utilizing boom-lift, and safety spotter. Refer to site rules reference safety plans.
 - 7.6.2. Law School Atrium
 - 7.6.3. Law School Exterior Glass
 - 7.6.4. Law School Annex Exterior Glass
- 7.7. **Window Cleaning Subcontractor**
 - 7.7.1. Contractor shall provide written estimates for all washing of windows by June 1st of each year.
 - 7.7.2. Contractor shall require that window cleaning subcontractor file a Seattle University approved safety plan prior to the start of any work on University property.

8. **Solid Waste Removal and Services**
 - 8.1. Contractor empties, cleans, and relines as needed all trash, recycle, and compost bins commonly used throughout the University.
 - 8.2. During routine night time cleaning operations Sunday through Thursday and all porter service operations, trash shall be removed from offices, dining areas, classrooms, restrooms, hallways, lounges, and various common areas.
 - 8.3. Upon request, Contractor shall empty and reline paper shredder bins.
9. **Equipment and Supplies:**
 - 9.1. **Containers**
 - 9.1.1. Seattle University provides all trash, recycle, confidential recycle, and compost storage bins, totes, and containers used on campus.
 - 9.1.2. Liners for all sizes of solid waste bins, desk-side wastepaper basket type bins are provided by Seattle University.
 - 9.1.3. Storage space for all liners used by contractor is provided by Seattle University. Stock levels shall be managed by the Contractor Account Manager on site.
 - 9.1.4. Bins are defined as solid waste containers ranging from wastepaper sized containers to the bins having approximately 23 to 30 gallon capacity.
 - 9.1.5. Totes are defined as two wheeled tilt containers that are typically used for the various collection points on campus and for hauling recycle materials.
 - 9.1.6. Contractor provides all rolling janitorial barrels or carts used by individual custodial personnel in cleaning and emptying of solid waste.
 - 9.1.7. Cardboard Containers
 - 9.1.7.1. Designated wheeled containers shall be utilized for the disposal of cardboard. Seattle University provides and maintains these containers.
 - 9.1.8. Cabinets and Cubbies
 - 9.1.8.1. Seattle University provides & maintains all cabinets and cubbies associated to housing trash, recycle, & compost bins for functional and/or aesthetic purposes – free standing or affixed to buildings.
 - 9.1.9. Janitor Carts and Janitor Barrels (such as the Rubbermaid Brute™ style barrels on dollies) used in Contractor custodial cleaning operations are provided & maintained by Contractor.
 - 9.2. **Motorized Equipment**
 - 9.2.1. Motorized equipment associated with the removal of solid waste currently is battery operated golf carts that Contractor provides and maintains. There are currently two golf carts in use to provide services to Seattle University.
 - 9.2.2. In addition, one Contractor Pickup Truck equipped with a lift gate is used in the Solid Waste / Recycle / Event Trash Set-Up operations for Seattle University.
 - 9.3. **Material Handling Equipment**
 - 9.3.1. Contractor shall manage stock for solid waste operations, restroom supplies, and classroom whiteboard and chalkboard supplies in a warehouse configuration. Fork lift, pallet jacks, and pallet stacker jacks shall be provided and maintained by Seattle University. A portable staircase shall also be provided and maintained by Seattle University.
10. **Confidential Materials Removal Services (CMMS Work Requests Only)**
 - 10.1. Contractor shall be assigned work requests for confidential material removal by the CMMS (Computerized Maintenance Management Software).
 - 10.2. Contractor shall remove confidential totes from the assigned building, empty the tote (s) into a secured dumpster, and return the empty tote to the relevant office area.