

**DEPARTMENT OF ENTERPRISE SERVICES**  
**Capitol Campus Standard Services**  
*July 1, 2019*

Standard facilities maintenance services are provided through an occupancy agreement or lease agreement at state-owned facilities managed by the Department of Enterprise Services (DES). These services do not apply to tenant owned furnishings or equipment, or to tenant improvements.

Each facility is assigned a DES Property Manager who will be the primary point of contact for facility services. The Property Manager will periodically inspect facilities to identify corrective and preventive maintenance requirements and will facilitate maintenance services through DES Building & Grounds' multi-craft crew that includes carpentry, mechanical, electrical, grounds maintenance, custodial and caretaker skill sets. The Property Manager will receive requests for service, determine the scope of work to be done and monitor the status of maintenance and facility-related activities. In addition, the Property Manager will communicate and coordinate information-sharing among tenants and stakeholders.

**STANDARD SERVICES PROVIDED**

The following is a list of services provided at Capitol Campus facilities on a scheduled basis. This list excludes any damage caused by tenants, agencies or their employees

**CARPENTRY** - Preventive maintenance, inspection and repair of the following items:

- Door hinges, closures and frames
- Floor tile and carpet
- Ceiling tile
- Sheetrock and walls
- Window, handles and latches
- Roofs and drains
- Concrete and masonry
- Broken glass

**Building Automation** – Routine testing and inspection, preventive maintenance and records, response activity and care of the following items:

- Diagnosis and adjustment of heating and cooling for tenant comfort
- Automated building controls
- Pneumatic controls calibration
- Water detection systems
- Mechanical systems
- Fire suppression systems and Fire alarm systems.
- Emergency response standby 24/7, 365 days a year
- Emergency/Backup generator systems maintenance and required testing.
- Water treatment and Backflow maintenance.

Consulting, design review, tenant improvement installations, and contractor support, supervision and scheduling are not standard services, but are available as reimbursable services.

**CUSTODIAL** - Cleaning services are provided for facilities on the Capitol Campus.

#### Daily

- Locking/unlocking campus buildings and park restrooms
- Trash removal in all areas food preparation areas or service areas, 2 times a week desk side trash removal & 1 time a week trash removal in composting buildings
- Compost will be removed daily where collected
- Disinfect and restock all restrooms
- Cleaning of coffee bars, lunchrooms, eating areas with an EPA Registered, Green Seal Certified all purpose cleaner
- Cleaning of elevators, escalators
- Cleaning of lobbies, entrances and loading docks
- Vacuuming of entry mats and entry carpeted areas
- Policing of stairs (both interior and exterior)
- Cleaning of outside balconies and building perimeters including trash cans and ashtrays, as needed
- Policing outside entrances and perimeter of buildings to remove debris
- Spot vacuuming of carpets to remove food debris in entries and conference rooms

#### Weekly:

- Detail dusting of all exposed horizontal areas within reach using a duster cloth that captures and retains dust for easy disposal out of the building
- Removal of fingerprints from doors, frames, light switches, push plates, railings, etc.
- Detail vacuum carpeted areas with backpack vacuum designed for ergonomics and high air quality
- Detail mopping of all hard floors
- Vacuuming/Mopping/Cleaning of stairwells including wiping down handrails

#### Periodic

- Cleaning of elevator door tracks
- Removal of cobwebs from ceilings, corners, etc.
- Dusting of blinds, vents, diffusers, etc.
- Burnishing of hard floors

#### Annual

- Extraction cleaning of all carpets using green cleaning processes
- Stripping, sealing and refinishing of all hard floors using green cleaning products

Enhanced services or special need accommodations can be arranged on a reimbursable basis.

**Flu response-** Requests will be addressed in the following manner:

For requests to disinfect an agency work space due to increased levels of flu or flu-like symptoms, or non-emergency issues among staff, we will

switch to using our on-contact disinfectant for cleaning. We will follow the regular cleaning schedule in the specified area for the time requested, typically 1 or 2 weeks. Requests to disinfect agency specific workstation(s) due to a medical diagnosis, and determined to be an emergency by the requesting agency, will be sanitized at no charge if the area is regularly scheduled to be cleaned that day. Sanitation procedures and disposal of materials will adhere to direction provided by the Thurston County Health Department, as appropriate to the situation. Emergency requests to disinfect outside the regular schedule will incur charges at the regular custodial rate. Disinfecting in all building common public spaces will be handled at no charge to the requesting agency.

**ELECTRICAL** - Preventive maintenance, inspection and repair of the following items:

- Motor control centers
- Power distribution panels
- Infrared heat scan
- Motors and motor controls
- High voltage vaults
- Air conditioning systems
- Mechanical rooms
- Lighting systems

**ELEVATORS AND ESCALATORS** - All elevators and escalators on the Capitol Campus are maintained under contract with a private vendor. The contract includes preventive maintenance, system checks, repairs and emergency responses. Telephones in each elevator car ring automatically to the DES Work Management Center.

**ENVIRONMENTAL** - Routine inspection, preventive maintenance and repair in the following areas:

- Fire prevention pre-inspection and inspection
- Fire extinguisher service, maintenance and placement
- Exit pathway labeling inspection
- Fire extinguisher training
- Installation and maintenance of all Capitol Campus exit lights
- Inspection for Uniform Fire Code compliance
- Set-up for abatement, re-insulation and encapsulation
- Calibration of equipment, air monitoring and sampling (may be a reimbursable service depending upon the cause of the problem)
- Building pre-inspection surveys
- Bulk sampling and fiber sampling
- Responding to spills, making determination of and performing clean-up

**GROUNDS** - Periodic maintenance, inspection and care of the following items:

- Lawns and turf
- Shrubs
- Floral beds

- Trees
- Capitol Campus roads
- Plaza
- Snow and ice removal
- Response to emergency weather conditions
- Support for Capitol Campus events
- Parking garage maintenance
- Power washing

**MECHANICAL** - Preventive maintenance, inspection and repair of the following items:

- Air filters, air intake and heat/cool coils, cooling towers, air compressors
- Oil and water filters (Control air)
- Drinking fountains
- General restroom fixtures
- Pressure vessel
- Low pressure steam system
- Pumps, fans and motors
- Floor drains
- Roll-up doors
- Dock levelers
- Seals, bearings, belts and couplers
- Plumbing fixtures
- Fountains (outside)

**PEST CONTROL** - All pest control services performed on the Capitol Campus are performed in accordance with Integrated Pest Management practices, which emphasizes minimal chemical intervention. Tenants should not do their own pest control in buildings or office areas. Contact your Property Manager for pest control services. **NOTE:** Commercial food preparation and serving areas are not included.

**POWERHOUSE** - The Capitol Campus Powerhouse provides steam heat and air conditioning for most buildings on the Capitol Campus, and monitors and maintains Capitol Lake. DES employees are on duty in the powerhouse 24/7, 365 days a year and are available to help with emergency coordination after normal working hours.

**SECURITY: AUTOMATED BUILDING ACCESS** - A team of specially trained staff provides scheduled maintenance and repairs to the Capitol Campus cardkey automated access control security system. Routine repair and maintenance is also provided for:

- Automated door systems
- Door closing mechanisms
- Handicap door operators

**SECURITY: LAW ENFORCEMENT** - The Washington State Patrol (WSP) is under contract with DES to provide law enforcement and security services to all Capitol Campus facilities and occupants. This service includes around-the-clock patrols, security education to tenants, emergency bomb disposal, investigative services and other emergency services. The campus security contingent includes troopers under the

command of a sergeant, and associated staff support. The campus contingent is backed up by local police agencies and other WSP units.

**SECURITY: VIDEO SYSTEMS** - A team of certified video security specialists provides scheduled maintenance and repair of the Capitol Campus video security system, including CCTV cameras, motion detection and fiber optic cabling. Installation and maintenance of new security systems may be charged as a reimbursable service.

**SOLID WASTE REMOVAL AND RECYCLING** - DES provides regular garbage and recycling pick up services:

- **Garbage services:** Large dumpsters for both trash and cardboard are provided for all buildings and are located at loading dock areas. These dumpsters are emptied daily.
- **Recycling services:** The following items may be placed in campus recycling containers:
  - Glass/plastic drinking containers – co-mingled
  - Aluminum cans
  - Paper
  - Cardboard
  - Compost

Centrally located containers for compost, paper, glass, plastic and can recycling will be provided to tenants and picked up on a scheduled basis. Compost containers will be emptied each night.

Building occupants are required to provide their own separate desk-side containers for trash and paper recycling materials. Please empty full desk-side recycling containers into centralized barrels or wagons provided by DES. These large containers will be emptied by DES crews once or twice each week, depending upon anticipated volumes and established schedules. Centrally located containers that become full between scheduled pickups can be emptied as time permits. If containers are missed during the regular pick up, please contact the Work Management Center at 360-725-0000. Additional containers for special requirements must be requested and reserved five days prior to the anticipated need to guarantee availability. Requests for extra containers with less notice may not be accommodated. (**NOTE:** Non-scheduled pick-ups do not affect the regular pick-up schedule.)

**UTILITIES** - All utilities on Capitol Campus facilities are provided through DES. The utilities include electricity, water, sewer, natural gas (for the boiler plant heating system), bulk diesel fuel (for the boiler plant heating system), landfill fees for solid waste, assessments by Thurston County for storm water run-off charges and other assessments made by local governments for environmental concerns.

**VENDOR SERVICES** – Interior and exterior window washing are done twice a biennium.

**TENANT REIMBURSABLE SERVICES** are available in a variety of areas. Some of these services include:

- Electrical modifications, outlet moves, wiring changes, and additions
- Painting

- Wall changes and moves
- Carpentry and cabinet making
- Key cutting; re-entry lock cylinder changing; key replacement
- Furniture movement and set-up for campus events
- Provision and maintenance of specialized tenant-owned equipment
- Miscellaneous labor
- Estimates

In addition to the above in-house capabilities, larger construction projects are managed through DES Engineering & Architectural Services. Please contact your Property Manager prior to submitting a Public Works Request.

### **CAMPUS RELATIONS/FACILITY USE**

Permits for public use of Capitol Campus facilities and coordination and support for activities and events held on the Capitol Campus are managed by DES Visitor Services. They can be reached by calling 360-902-8881.