

**DEPARTMENT OF ENTERPRISE SERVICES**  
**Capitol Campus Standard Services**  
*July 1, 2023*

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-related services (security-related items should be coordinated through CSVS directly). 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 completed, 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. Annual or periodic load testing requires taking buildings down.
- 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
- Daily trash removal only in including food preparation areas or service areas
- Compost will be removed daily
- Disinfect and restock all restrooms
- Cleaning of coffee bars, lunchrooms, and 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
- Ensuring of stairs (both interior and exterior) are free of debris
- Ensuring outside entrances and perimeter of buildings are free of debris
- Spot vacuuming of carpets to remove food debris in entries and conference rooms

#### Weekly:

- Removal of desk-side trash
- dusting all exposed horizontal areas within reach using a duster cloth that captures and retains dust for easy disposal
- Removal of fingerprints from doors, frames, light switches, push plates, railings, etc.
- vacuum carpeted areas with a backpack vacuum designed for ergonomics and high air quality
- 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/buffing of hard floors
- Cleaning of outside balconies and building perimeters including trash cans and ashtrays, as needed

#### Annual

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

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

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

For requests to disinfect an agency workspace 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 directions 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, inspections, repairs, and emergency responses. **Emergency 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 the 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, 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.

**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 stormwater 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
- 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.

### **Capitol Security & Visitor Services (CSVS)**

**CAPITOL SECURITY** - Capitol Security provides security services for the Capitol Campus building tenants and state agencies. Services provided by Capitol Security include security operations, security technologies, and mass notification.

Capitol Security Office Contact:

Hours: Monday- Fri 8:00 am to 5:00 pm

Customer line: 360.902.3560

Email: [desaccesscontrol@des.wa.gov](mailto:desaccesscontrol@des.wa.gov)

#### Security Operations:

- **DES Capitol Campus SOC (Security Operations Center)** - ensures the safety and security of our campus community by proactively monitoring the campus 24 hours a day and 7 days a week for any potential safety or security hazards. The SOC works closely with Buildings and Grounds, Campus Security Partners, local law enforcement agencies, and Olympia Fire and rescue to create a safe and secure environment for everyone who works on the Capitol Campus and the thousands of daily visitors. Services provided by the SOC include:
  - Proactive camera observation support.

- Rapid response to emergency and non-emergency incidents through coordination with Campus Security Partners, local law enforcement and emergency services.
- Conduit Video reviews.
- Proved Video support during Campus Events and Gatherings.
- Maintaining and updating emergency notification systems.

SOC Officer contact:

- Capitol Security Hotline: 360-407-9111
- Duty Officer Cell Phone: 360-968-0792
- Email: [CapitolSecurity@des.wa.gov](mailto:CapitolSecurity@des.wa.gov)

- **Washington State Patrol** – DES Manages the contract for campus law enforcement services. WSP is backed by local police agencies and other WSP units to provide law enforcement services to Capitol Campus facilities and grounds which include:
  - Routine patrols
  - Engagement with the public
  - Security education to tenants
  - Responding to calls for service
  - Criminal investigations
  - On-scene security incident and event support
  - Emergency services

Security Technologies:

- **Video Management System** - A team of certified video security specialists provides installation, maintenance, and repair of the Capitol Campus video management system, including video surveillance cameras, motion detection, and fiber optic cabling. Installation and maintenance of new security systems may be charged as a reimbursable service.

Video Customer Contact:

- Phone: 360-902-3560
- Email: [CapitolSecurity@des.wa.gov](mailto:CapitolSecurity@des.wa.gov)

- **Building Access Control** - A team of specially trained staff provides installation, maintenance, and repairs to the Capitol Campus access control system hardware. Access credentials and access level configurations are provided via the DES BEARS ordering system. An audit of all issued access credentials will be conducted annually at a minimum but may be requested at any time at the discretion of Capitol Security personnel. Installation and maintenance of new security systems may be charged as a reimbursable service. Routine repair and maintenance is also provided for:
  - Automated door systems
  - Door-closing mechanisms
  - ADA door operators
  - Note: WSP locations within the Helen Sommers building are provided through a vendor due to the nature of WSP work and WSP having their own access control system to support law enforcement agency requirements.

Access Control Customer Contact:

- Phone: 360-902-3560
- Email: [DESAccessControl@des.wa.gov](mailto:DESAccessControl@des.wa.gov)

- **Physical Locks and Keys** - Capitol Security provides locksmith support for campus facilities. This includes installation, maintenance, and repair of locksets and key-cutting services. Keys issued to employees are submitted and tracked through the DES BEARS ordering system. All issued keys must be signed for at the time of receipt and /or transfer. An audit of all issued keys will be conducted annually at a minimum but may be requested at any time at the discretion of Capitol Security Personnel. Tenant employees who are issued keys must comply with audit requests in a timely fashion. Installation and maintenance of new hardware may be charged as a reimbursable service. Lost or stolen keys that result in hardware re-keying and re-issuance of key duplicates will be charged to the offending agency as a reimbursable service.

Locksmith Customer Contact:

- Phone: 360-902-3560
- Email: [DESAccessControl@des.wa.gov](mailto:DESAccessControl@des.wa.gov)

- **BEARS (Building Enterprise Access Request System)** – Access credential printing, related access level configurations, and locksmith key duplication is provided by DES via the BEARS ordering system. A designated access coordinator or representative is required for each tenant to act as the security liaison for employee access needs and services. An access coordinator is required for submitting any billable and/or non-billable orders for tenant access needs. Tenants who are issued keys or access credentials are subject to an audit annually at minimum, additional audits are at the discretion of Capitol Security personnel or upon request from the tenant. Compliance with an audit request must be fulfilled in a timely manner. Tenants are responsible for ensuring employee access is for business purposes only. Access credential requests for visitors or tenant-supplied contractors or vendors will be approved on a case-by-case basis. All internal tenant policies and procedures must be followed prior to requests being submitted to DES; requests are considered approved by the tenant organization at the time of submission. Tenants are responsible for maintaining an accurate record of active employees with access credentials. When an employee is terminated or is transferred to a non-campus facility, a BEARS request should be submitted, and all issued access credentials and keys must be returned to Capitol Security. Urgent credential shut-offs should be called in to ensure immediate action is taken by Capitol Security, followed by a BEARS request for documentation. Tenant communication is key in maintaining the safety and security of all campus buildings.

BEARS Admin and Customer contact:

- Phone: 360-902-3560
- Email: [DESAccessControl@des.wa.gov](mailto:DESAccessControl@des.wa.gov)
- BEARS access: <https://apps.des.wa.gov/bears>

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

#### Mass Notifications:

- **WA Agency Alerts** - The emergency notification system for the Washington State Capitol Campus is managed by DES Capitol Security. It uses the Everbridge system to notify tenants in a variety of ways about imminent threats to health and safety. State employees whose workstation is located on Capitol Campus, or whose agencies have purchased subscriptions for employees in other locations, are automatically enrolled in the system with their desk phone and work email.
  - Additional information for agencies and employees: <https://des.wa.gov/services/facilities-and->

[leasing-management/capitol-campus/capitol-campus-emergency-alerts](#)

**VISITOR SERVICES (Public Space Management and Campus Events)** - Permits for public use of Capitol Campus facilities and grounds are managed by DES Visitor Services. Visitor Services will assist campus tenants in the permitting process, answer any questions regarding events and coordinate event support services. They can be reached by calling 360-902-8881.