

PART I

PROPOSAL REQUIREMENTS

SECTION A GENERAL INFORMATION

1. SCOPE OF WORK

The City of Portland is seeking proposals from qualified firms with demonstrated experience in providing janitorial cleaning supplies and support services for use in a variety of public buildings. Support services do not include cleaning services for which the City has separate contracts. Rather, support services will include customer and product support services that assist the City in ensuring that products supplied under the resulting Price Agreement are used appropriately and effectively.

Currently, the City's purchase of janitorial cleaning products is decentralized and in many cases, the supplies are included in existing janitorial service contracts. It is the City's intent to decouple the supply of cleaning chemicals, paper products, and can liners from the janitorial service contracts using a phased approach. By doing so, the City aims to achieve the following:

- § Clean facilities to protect health and safety of workers and occupants.
- § Use quality, effective, environmentally preferable janitorial cleaning chemicals that comply with the U.S. Green Building Council's (USGBC) LEED™ for Existing Buildings: Operations & Maintenance standard.
- § Take a collaborative, building-by-building approach to identify and implement opportunities to reduce cleaning costs while maintaining occupant satisfaction with building cleanliness.
- § A collaborative approach to ensure the most effective and least toxic cleaning product and approach is used for each type of application and facility use patterns.
- § A collaborative approach to resolving specific occupant concerns, such as odors or cleanliness/appearance; understanding that each site may pose unique challenges and resolutions.
- § Maintain detailed, monthly usage data on which cleaning products are used at each building, including monthly quantity and costs; usage data meets LEED™ document requirements.
- § Just-in-time delivery of supplies per building.
- § Building-specific online ordering processes with integrated order approval and varying levels of end-user access.
- § Consistent product-specific training for product end-users, whether City staff or service provider staff.
- § Standardize cleaning chemicals and dispensers to the extent possible in order to foster volume price discounts.
- § Foster open communication among the janitorial supplies provider, the service provider, City Site Building Manager, and occupants to ensure occupants' needs and concerns are readily addressed.
- § Where possible, integrate the use of locally manufactured cleaning chemicals and paper products that meet environmental, quality, and safety requirements.

SECTION B WORK REQUIREMENTS

1. TECHNICAL OR REQUIRED SERVICES

- a. The Contractor shall supply the types of janitorial cleaning supply products listed in Attachment C that meet the product specifications identified in Exhibit B. All core products (listed on Attachment C) will be subject to a formal post-award performance period and evaluation as further described in this section.
- b. Product pricing shall include delivery costs, including next-day delivery. At no time should City end-users pay a separate delivery charge unless the end-user specifically requests same-day/rush delivery.
- c. The Contractor shall assist the City in standardizing products and dispensers to facilitate volume discounts as further described in this section.
- d. The Contractor shall provide support services as further defined in this section at no additional cost to the City.
- e. The Contractor shall provide monthly itemized usage reports by building as further defined in this section.
- f. The Contractor shall be able to accommodate a variety of delivery methods, from large, bulk shipments to small order, just-in-time delivery services - including next day delivery. Additional information on required delivery services is presented in this section.
- g. The Contractor shall be able to provide itemized monthly invoices for each sub-account established as part of the resulting Price Agreement and accept payment by electronic funds transfer as further described in Exhibit A. Credit card payments may also be acceptable if the Contractor provides Level 3 credit card transaction data, which includes regular line item data (that is, a description and amount for each item purchased) and irregular line item data (such as Discount, Tax, Shipping, and Miscellaneous).
- h. The Contractor shall accommodate a phased-in building-by-building implementation approach for the resulting Price Agreement as further described in section. A list of buildings to be supplied by the resulting Price Agreement once full implementation is complete is provided in Exhibit C.

2. PRICE AGREEMENT IMPLEMENTATION

To accommodate the change from the City's current practice of coupling the cleaning products supply with janitorial services, the City plans to implement the resulting Price Agreement through a phased building-by-building approach. The implementation timeline and building-specific approach will be established post-award, based on discussions with City Site Building Managers, the Contractor, and the janitorial service provider. It is the City's goal that full implementation will not exceed three years from the time of Price Agreement award.

3. PRODUCT SPECIFICATIONS

The City's Janitorial Product Specifications are contained in Exhibit B. The City may update the Janitorial Product Specifications as green building or cleaning product standards change or as best practices evolve. All products supplied under the resulting Price Agreement for which there is an applicable specification shall comply.

- a. For all concentrate items subject to "portable, closed-loop dilution & dispensing system" requirements per Exhibit B, non-reusable dispensing equipment shall be made available at no additional cost throughout the resulting Price Agreement and reusable dispensing equipment shall be made available at no additional cost at the initial set-up of using the applicable product (replacement reusable dispensing equipment may be subject to a charge). This also applies to accessories reasonably needed to accommodate portable systems such as water hook-up kit/adapters and spray-bottle-fill nozzles. "Reusable dispensing equipment" means those

products reasonably needed to effectively use the portable systems that can be reused indefinitely across multiple UOMs of concentrated product.

4. PRODUCT SPECIFICATIONS EXCEPTION PROCESS

On a building-by-building basis, exceptions may be granted by the City according to the following:

- a. The Contractor shall submit a Product Exception Request form (Exhibit D) to the applicable City Site Building Manager and Sustainability Coordinator. Product exceptions shall be approved by the applicable City Site Building Manager in consultation with the applicable Sustainability Coordinator.

5. POST-AWARD PRODUCT PERFORMANCE PERIOD AND EVALUATION

- a. Implementation of the resulting Price Agreement will follow a building-by-building approach as described in this section. Once a building has transitioned to being supplied by the Contractor, the building will enter into a three (3) month janitorial product performance and evaluation phase. During the product performance and evaluation phase the Contractor is required to conduct on-site inspections and collect product performance feedback from the City Site Building Manager and janitorial staff. If a particular product is not meeting performance expectations, then the Contractor shall implement an alternative product meeting the product specifications stated herein. Full implementation of the alternative product shall include janitorial staff training and switching out of dispensers (if applicable) at no additional cost to the City. The alternative product must be offered at the same Price Agreement price as the product it is replacing (price equivalency must factor in product volumes/UOMs and dilution ratios as applicable).
- b. Through the building-by-building product performance reviews, the Contractor will have nine (9) months from the time of Price Agreement award to demonstrate that its product portfolio in the Price Agreement meets performance expectations. If it is determined by City stakeholders (e.g. City Site Building Managers) involved in the product performance reviews that the supplied products consistently do not meet performance expectations, then the City may terminate the Price Agreement and enter into Price Agreement negotiations with the next highest-scored Proposer.

6. SUPPORT SERVICES - LOCALLY MANUFACTURED PRODUCTS

The City is interested in incorporating locally manufactured janitorial cleaning products into the resulting Price Agreement. The Contractor shall work with the City in identifying and testing (when necessary) locally manufactured janitorial products and incorporate quality local products into the Price Agreement product portfolio throughout the duration of the resulting Price Agreement. Locally manufactured janitorial products must meet the product specifications stated herein. Locally manufactured products are defined as products that are manufactured within the geographical boundaries of the State of Oregon and Clark County, Washington.

7. SUPPORT SERVICES – ACCOUNT SET-UP: UMBRELLA AND SUB-ACCOUNTS

The Contractor shall establish a City-wide account with as many sub-accounts as necessary to facilitate required ordering, reporting and billing services. Upon Price Agreement award, the Contractor will work with the City Strategic Sourcing Program Coordinator and City Site Building Managers to develop sub-account details such as building name and address, service and accounting points of contact, billing addresses, authorized users, etc.

The Contractor shall provide necessary support to build Price Agreement items into internal City ordering processes. Some Bureaus have third-party work order software that serves as an internal ordering system, whereby satellite locations place their order internally and then a central office places the order with the Contractor. The Contractor shall work with these Bureaus to provide the necessary SKU, UOM, and pricing details in formats (e.g. Microsoft Excel spreadsheet) that can be loaded into the internal work order system. This would also involve developing "equivalent" lists – taking current internal product lists and developing the equivalent list of Price Agreement SKUs, UOMs, & pricing.

8. SUPPORT SERVICES – ONLINE ORDERING

Within 30 calendar days from the Price Agreement start date the Contractor shall develop a customized online ordering website for the resulting Price Agreement. This website must meet current best practices in online ordering capabilities and end-user ease of use (user-oriented, intuitive GUI – graphic user interface), including, but not limited to, the following features:

- a. Displays Price Agreement items with details such as product number, manufacturer name, item description, size/volume, UOM, third-party certifications & green features (e.g. % recycled content), and Price Agreement price (all standard shipping and delivery costs shall be incorporated into the item price).
- b. Online ordering accommodates different user authorization levels and a multi-step order/approval process such that:
 - i. An "entry user" can initiate an order for a particular sub-account, but that user cannot complete/place the order with the vendor. Rather, the online ordering software automatically notifies the appropriate administrative contacts for that sub-account (via email) that an order is pending approval.
 - ii. An "administrative user" automatically receives order-pending-approval email notices and logs-in to the website to approve & place the order.
 - iii. An "administrative user" also has the ability to initiate orders (and can approve their own orders).
 - iv. A single user can be assigned to more than one sub-account/building.
 - v. Order confirmations are emailed to "entry users" and "administrative users".
 - vi. The online ordering software maintains billing information per sub-account.
 - vii. Sub-Account billing information can only be modified by an "administrative user".
- c. Accommodates enough unique user logins and online accounts to facilitate ordering processes per subaccount.
- d. A sub-account may have one or multiple "ship-tos".
- e. Incorporates a "bulk order" feature whereby a City end-user can upload or copy/paste (e.g. from Excel spreadsheet) multiple items and associated quantities at once, and then verify and submit order; rather than having to enter SKU numbers and associated quantities individually into the online ordering system.
- f. Blocking/Restricted Items capability by SKU, by sub-account. This feature shall effectively allow the City to prohibit the online purchase of specific products by sub-account.
- g. Links to online/downloadable MSDSs for each Price Agreement product (as applicable). Each MSDS shall match the current formulation of the corresponding chemical product.
- h. Any online payment system shall be compliant with the Payment Card Industry-Data Security Standard (PCI-DSS).
- i. Storage of user data shall follow industry best practices in terms of frequent back-ups and recovery procedures.

- j. *Desirable feature:* Reorder notifications sent to “administrative user” or “entry user” when inventories are low (based on purchase history patterns or pre-determined reorder schedule) – customized per sub-account.
- k. If credit card transactions are incorporated into the resulting Price Agreement, provide Level 3 credit card transaction data, which includes regular line item data (that is, a description and amount for each item purchased) and irregular line item data (such as Discount, Tax, Shipping, and Miscellaneous).

9. SUPPORT SERVICES – COMMUNICATION & COLLABORATION

The Contractor shall:

- a. Provide the City with a single point of contact (POC) to manage all Price Agreement-related inquiries. The POC may further refer issues to the appropriate Contractor personnel, but the POC must track inquiries through resolution to ensure end-user satisfaction with the result.
- b. Provide the City with a back-up contact when the POC is out of the office, either for planned or unplanned absences.
- c. Meet with City Site Building Managers and janitorial management staff on a reoccurring basis to conduct building inspections, discuss occupant concerns and resolutions, and other administrative tasks. The schedule for these reoccurring meetings will be established on a building-by-building basis as buildings are phased in to using the Price Agreement. It is anticipated that meetings will happen quarterly, but may also be less frequent for small, low-use buildings. It is also anticipated that these meetings will primarily be scheduled during typical Monday-Friday, 8am-5pm workweek/hours, but the Contractor should be prepared to accommodate alternative work schedules. The meetings shall be attended by the POC and/or appropriate Contractor staff. The Contractor shall endeavor to maintain consistency in the staff who attend these meetings so as to build partnerships among attendees and knowledge of building trends over time.
- d. Collaborate with City and janitorial service staff to resolve occupant concerns and ensure cleaning products are effective.
- e. Assist the City with performing occupant satisfaction surveys related to the cleanliness of a facility.
- f. Maintain a list of contacts for each building in order to facilitate communication and work with the City. The Contractor shall submit the contact list to the Strategic Sourcing Program Coordinator, and resubmit the list as it is updated. The following table is an example of an acceptable list for building contacts:

Contacts	Building Name/Address		
	Portland Bldg, 1120 SW 5 th Avenue	City Hall, 1221 SW 4 th Avenue
City Building Manager Name			
City Building Manager Email			
City Building Manager Phone			
City Accounting Contact Name			
City Accounting Email			
City Accounting Phone			
City Sustainability Coordinator Name			
City Sustainability Coordinator Email			
City Sustainability Coordinator Phone			
Janitorial Service Provider Building Supervisor Name			
Janitorial Service Provider Building Supervisor Name			
Janitorial Service Provider Building Supervisor Name			
Janitorial Service Provider Building Supervisor Name			

10. SUPPORT SERVICES – IMPLEMENTATION SITE AUDITS

- a. Implementation of the resulting Price Agreement will follow a building-by-building approach as described in this section. Once a building is selected to switch to the resulting Price Agreement, the Contractor will administer a site audit to evaluate the specific janitorial product needs of the building and determine the portfolio of Price Agreement products that will be used for that building. The initial site audit required to implement the use of the resulting Price Agreement at a specific location shall be performed at no additional cost to the City. This site audit shall be conducted with active participation from the City Site Building Manager and appropriate janitorial service provider representatives. As such, the site audit may have to occur outside of a typical Monday-Friday, 8am-5pm workweek/hours, as some City or service personnel may have alternative work schedules. A report detailing the audit findings and recommendations shall be presented to the applicable City Site Building Manager, janitorial service provider, and Sustainability Coordinator. At a minimum, the report should identify:
 - i. Products and equipment currently in use
 - ii. Identification of each cleaning requirement/task, including frequencies
 - iii. Proposed Price Agreement product portfolio specific to the building per cleaning task/application
 - iv. Identification of any vulnerable building occupants and any specific cleaning product/procedures recommendations
 - v. Identification of any new equipment or procedures needed to carry out the use of proposed Price Agreement products
 - vi. Proposed implementation steps (including training schedule) for approval by the City Site Building Manager

11. SUPPORT SERVICES – PRODUCT OPTIMIZATION & STANDARDIZATION

Currently there is a lot of variety in the types of cleaning products used by the City. In particular, soap and towel dispensers and waste containers vary considerably by building. The City is interested in working with the Contractor in both optimizing product use (using the smallest portfolio of products to achieve cleanliness requirements) and standardizing around a selection of soaps/soap dispensers, towels/towel dispensers, and can liners/waste receptacles. It is anticipated that these actions will reduce overall costs to the City, as well as support the other objectives of the resulting Price Agreement. While the exact approach to product optimization and standardization will be developed with the Contractor, product standardization is subject to the following requirements:

- a. The Contractor shall provide new dispensers required for switching to a contract item at no cost to the City.
- b. Selection of dispensers (and applicable products) shall take into account minimizing impacts to existing surfaces such as countertops, walls, tile, and other fixtures.
- c. The Contractor shall work with City Site Building Managers to develop incentives for switching to a product that would require new dispensers. These incentives would be in addition to providing the new dispensers at no additional cost and would offset the City's costs to install the dispensers. The incentives shall not include having Contractor staff perform dispenser installations, as installations are required to be completed by City staff. An example of a potential acceptable incentive would be to offer a specific amount of product at no charge per new dispenser installed.
- d. Upon request, the Contractor shall remove, haul, and recycle old uninstalled dispensers at no cost to the City.

12. SUPPORT SERVICES – TRAINING

The Contractor shall ensure that janitorial staff, whether City staff or a janitorial service provider staff, are adequately trained on how to use specific cleaning products on the resulting Price Agreement. Trainees shall also include janitorial service building supervisors. The following shall be provided at no additional cost to the City or any City-contracted janitorial service provider. At minimum, this training shall:

- a. Be coordinated with the City's janitorial service provider; training materials shall be submitted to the applicable City Site Building Manager and Sustainability Coordinator and the janitorial service provider for approval prior to conducting training.
- b. Include step-by-step instructions for the proper application surface, dilution, use, dwell times, frequency of application, consequences of improper use or improper dilution, disposal of the product, the use and maintenance of equipment, and safe handling and spill-clean-up procedures and equipment, as well as recommended personal protection equipment for each stage of the product or equipment's use.
- c. Be offered in the language that is easily understood by the trainee.
- d. Be offered in a format that is easily understood by the trainee and accommodates any specific training methodologies in use by the janitorial service provider.
- e. Be offered in a format that accommodates trainees with disabilities.
- f. Be conducted by training staff certified by the product manufacturer to administer product-specific training.
- g. Occur just prior to when a specific City building switches to being supplied by the Contractor.
- h. Re-occur as needed such as: when new service staff are assigned to a City building; whenever new products are introduced to the resulting Price Agreement; as part of the service provider's continuing education training; or if it is determined that additional/repeat training is needed as part of a corrective action plan.
- i. Be scheduled to accommodate janitorial staff's typical work hours. The City currently has service contracts with daytime and nighttime cleaning schedules. Also, the Contractor may have to work around the unique schedules of those City Bureaus that have 24/7 operations.
- j. Provide both the janitorial service provider and the applicable City Site Building Manager with documentation as to which service personnel have been trained, including training date and applicable products.

13. SUPPORT SERVICES – TROUBLESHOOTING

The Contractor shall work with the City and the janitorial service provider to cooperatively address any occupant concerns or complaints related to cleanliness of the facility or any product performance concerns voiced by the janitorial service provider. The City expects the Contractor to be an active participant in formulating and implementing corrective actions to any cleanliness or cleaning product concerns or complaints.

14. SUPPORT SERVICES – MSDSs

The Contractor shall provide the City with online/downloadable MSDSs for all applicable products provided to the City. Each MSDS shall match the current formulation of the corresponding chemical product. Preferably, the Contractor would also notify City Site Building Managers when MSDSs are updated and the new versions are available for download.

15. SUPPORT SERVICES – DELIVERIES

City Buildings to be serviced under the resulting Price Agreement vary in their storage capacities and product needs. Some City buildings have practically no storage and will require frequent, just-in-time

deliveries. Other locations incorporate a Bureau's central stores or warehouse, which can accommodate large, bulk orders. The Contractor shall perform the following:

- a. Accommodate a variety of delivery methods, from large, bulk shipments to small order, just-in-time delivery services.
- b. All standard shipping and delivery costs shall be incorporated into the item price.
- c. Next-day delivery shall be available at no additional cost.
- d. No minimum-order delivery requirements.
- e. Accommodate City locations that cannot accept deliveries to be left at door; rather, delivery personnel may need to try multiple times in order to deliver a package to City personnel (e.g. at Fire stations, if a delivery arrives while Fire personnel are out on a call, the delivery personnel may not leave package at the door. Rather, the delivery personnel will have to make an additional attempt(s) to deliver the order when City personnel can receive the package in person)
- f. Item prices shall be the same for all City locations/accounts serviced under the resulting Price Agreement.

16. SUPPORT SERVICES – FILL RATE

The Contractor shall maintain a 98% fill rate for core Price Agreement items (Attachment C) and a 95% fill rate on all other Price Agreement items.

17. SUPPORT SERVICES – RETURNS & CREDITS

The Contractor shall perform the following:

- a. Provide no-hassle, no-cost, full-credit returns for unused product.
- b. Issue credits to appropriate sub-account within three business days of receiving returned items.

18. SUPPORT SERVICES – REPORTING

To facilitate safety, toxics reduction, cost optimization, and green building objectives, the City requires detailed reporting on the cleaning products stored and used in City buildings. Reporting details shall support City compliance with LEED™ for Existing Buildings requirements for cleaning products. The Contractor shall submit monthly detailed usage reports to the City's Sustainable Procurement Coordinator and any other City points-of-contact that request these reports. The report(s) shall be submitted electronically, in a Microsoft Excel (2003) compatible format. The detailed usage data must be broken out by City building so that the City can easily identify which products are in which building, how much of each product was purchased for a specific building, and how much was spent on each product for a specific building. The monthly usage reports shall contain, at minimum:

- a. Building Name and Location
- b. Order Date or Delivery Date
- c. Product name/description
- d. Manufacturer name
- e. Manufacturer product number
- f. Packaging Unit of Measurement (e.g. case, pack, each)
- g. Number of Items per Package (e.g. 24 toilet paper rolls per pack)
- h. Quantity supplied (in packaged form – case, pack, each)
- i. Itemized Cost (in packaged form - case, pack, each)
- j. Total Cost (Quantity times Itemized Cost)
- k. Green product attribute, e.g. % PCW/total recycled content, third-party certification, etc.

19. SUPPORT SERVICES – HEALTH PRODUCT DECLARATION FORM

In September 2012 City Council passed the Healthy Purchasing Initiative which directs Bureaus to request chemical ingredient hazard disclosure for cleaning supplies purchased by the City. As a result, the Contractor shall submit a Health Product Declaration Form (HPDs) (Exhibit E) for at least four Price Agreement cleaning chemical products per year of the resulting Price Agreement. HPDs will need to be completed by the product manufacturer. It is expected that the Contractor shall work with the product manufacturer to ensure HPDs are adequately complete prior to submitting HPDs to the City's Sustainable Procurement Coordinator. If any of the submitted HPDs raise a concern in terms chemical content or potential environmental or human health impacts, the Contractor shall work with the City to find product alternatives that reduce or eliminate such concerns while meeting performance specifications.

20. WORK PERFORMED BY THE CITY

City staff shall make available sufficient hours of staff personnel as is required to meet with the Contractor and provide information as required. Procurement Services has assigned a Strategic Sourcing Program Coordinator who will administer the Price Agreement and provide support and oversight as needed. Other specific duties the City will perform include assistance with billing, and dispute resolution.

City Sustainability Coordinators will serve as subject matter experts related to ensuring contract deliverables support and meet City sustainability and green building requirements/goals.

City Site Building Managers will serve as day-to-day contacts for the Contractor and provide coordination between the Contractor and the janitorial service provider.

City Accounting Contacts will receive and process Price Agreement invoices.

The City's Sustainable Procurement Coordinator will serve as a point-of-contact for receiving monthly usage reports and will review Healthy Product Declarations. The Sustainable Procurement Coordinator will also coordinate (with stakeholders) local product integration.

Bureau staff shall make available sufficient hours of staff personnel as is required to meet with the Contractor and provide such information as required.

The City shall be responsible for implementing and maintaining usual, customary and appropriate internal accounting procedures and controls, internal controls and other appropriate procedures and controls for the City. These controls will include information technology, proprietary information, and trade secret safeguards if appropriate to City work.

21. DELIVERABLES AND SCHEDULE

Deliverables shall be considered those tangible resulting work products which are to be delivered to the City such as reports, draft documents, data, interim findings, drawings, schematics, training, meeting presentations, final drawings and reports. Deliverables and schedule for this project shall include:

- a. Customized online ordering website per the requirements set forth in this section. To be fully functional within 30 calendar days of Price Agreement execution.
- b. Supply and delivery of Price Agreement items according to the requirements set forth in this solicitation.
- c. List of building contacts (as buildings are implemented); submit as the list is updated to the City's Strategic Sourcing Program Coordinator.
- d. Monthly Itemized Invoices by Sub-Account: submit to appropriate sub-account billing contact

- e. Monthly Detailed Usage Reports by City Building: submit electronically in a Microsoft Excel™ 2003 compatible format to the City's Sustainable Procurement Coordinator and other City points-of-contact as requested.
- f. Product trainings and related materials for City or Janitorial Staff, prior to transitioning a building to the resulting Price Agreement and as needed.
- g. Implementation site audit report per building; submit to the janitorial service provider and the applicable City Site Building Manager and Sustainability Coordinator.
- h. Documentation as to which service personnel have been trained, including training date and applicable products: submit to the janitorial service provider manager and the applicable City Site Building Manager
- i. Four Healthy Product Declarations per year, submit electronically in PDF format to the City's Sustainable Procurement Coordinator.
- j. Current MSDSs for applicable Price Agreement products: provide online for 24/7 access and download by City or janitorial service staff.
- k. Corrective action plans or documentation as needed to address any City Site Building Manager or occupant concerns related to the cleanliness of the facility.
- l. Documentation related to product performance reviews or site inspections, as needed.

All deliverables and resulting work products from the resulting Price Agreement will become the property of the City of Portland.

22. PAYMENT CARD INDUSTRY DATA SECURITY STANDARD (PCI-DSS) COMPLIANCE

To the extent that the Contractor's services under this Agreement involve the processing of merchant card transactions wherein Contractor processes, transmits, and/or stores cardholder data, Contractor is considered a "service provider" under Requirement 12.8 of the PCI-DSS. The resulting Price Agreement shall serve as the written agreement required under Requirement 12.8.2 of the PCI-DSS making Contractor responsible for the security of cardholder data that Contractor possesses. The Contractor agrees that:

- a. Contractor is responsible for the security of cardholder data that Contractor possesses, including the functions relating to storing, processing, and transmitting of the cardholder data;
- b. As of the effective date of the resulting Price Agreement, the Contractor has complied with all applicable requirements to be considered PCI-DSS compliant, and has performed the necessary steps to validate its compliance with the PCI-DSS;
- c. Contractor will supply the current status of Contractor 's PCI-DSS compliance status to the City's Strategic Sourcing Coordinator, and evidence of its most recent validation of compliance, upon execution of the resulting Price Agreement and at least annually thereafter;
- d. Contractor will immediately notify the City's Strategic Sourcing Program Coordinator if it learns that it is no longer PCI-DSS compliant and will immediately provide the City with the steps being taken to remediate the non-compliance status. In no event should Contractor 's notification to the City be later than seven (7) calendar days after Contractor learns it is no longer PCI-DSS compliant; and
- e. Contractor 's failure at any time during the term of the resulting Price Agreement to remain PCI-DSS compliant will be considered an act or omission for purposes of Contractor 's indemnification obligations under the INDEMNITY clause of the Price Agreement, and will represent a material breach of the Price Agreement.

PART II PROPOSAL DEVELOPMENT (evaluation criteria)

6.c SUSTAINABLE PRACTICES (Max 15 points)

Please provide a written response to the following questions. **Brochures or references to online materials are not acceptable answers.**

1. List the top five actions/ongoing practices your firm has implemented to reduce your firm's environmental impact of doing business. Include references to specific timelines, performance metrics, and any third-party awards/recognition.
2. For delivery to City buildings, would your firm use any alternatively fueled vehicles, such as hybrid-electric, electric, natural gas, or electric bike/trike? If so, provide the number of alternatively fueled delivery vehicles that will be used by type of technology, and the percent of your Portland Metro Area fleet that these alternatively fueled vehicles represent.
3. Describe your firm's actions to reduce packaging/shipping waste for the end-user. Address both recyclability of packaging and material-use reduction. If applicable, highlight a specific product line where your firm played a key role in reducing the amount of end-user packaging waste within the past three years.
4. Describe how you would work with the City to incorporate locally manufactured products into the resulting Price Agreement portfolio of products while meeting performance requirements. Locally manufactured products are defined as products that are manufactured within the geographical boundaries of the State of Oregon and Clark County, Washington.
5. Describe your relationship with the manufacturers of the chemical products you are proposing in Attachment C. What steps will you take to meet the City's Healthy Purchasing Initiative requirements stated in Part I Section B?

6.d FIRM'S EXPERIENCE (Max 10 points)

Please provide a written response to the following questions.

1. Provide a brief history of your firm's experience in providing the various services and items described in this RFP.
2. Describe your firm's quality and cost control management systems.
3. Describe why you feel your firm has the capacity to provide the items and services described in this RFP while maintaining quality customer service.
4. In terms of providing janitorial supplies, describe your firm's experience in providing LEED™ for Existing Buildings (LEED™-EB) compliant data to customers. Name at least one specific LEED™-EB project for which you provided data compliant with LEED™-EB (2009) IEQ Credit 3.3; include a contact name and phone number for this customer.
5. Provide a brief list of municipal or private customers of comparable size for which your firm has provided the services and items identified in this RFP within the past five (5) years. Provide a minimum of three (3), non-City of Portland customer references including business name, address, contact name, contact telephone number, and contact E-Mail address. References may be called and their responses used in the evaluation process.

6.e SUPPORT TEAM (Max 10 points)

Please provide a written response to the following questions.

1. Provide the name, title, credentials, and location of the person who would be assigned as your firm's Point of Contact (POC) for the resulting Price Agreement as described in Part I Section B. Describe the POC's experience in this type of role and how long they have worked for your firm.
2. Provide the name, title, credentials, and location of the person(s) who would be assigned to participate in the reoccurring partnership meetings as described in Part I Section B. Describe their experience in this type of role and how long they have worked for your firm.
3. For the required implementation site audits described in Part I Section B:

- a. Provide the name, title, credentials, location, and experience of the person(s) who would be assigned this task.
 - b. If this service will be provided by a sub-contractor, briefly provide information about the sub-contractor firm's experience and types of clientele.
4. For the required performance period inspections described in Part I Section B:
 - a. Provide the name, title, credentials, location, and experience of the person(s) who would be assigned this task.
 - b. If this service will be provided by a sub-contractor, briefly provide information about the sub-contractor firm's experience and types of clientele.
5. For the required training services described in Part I Section B:
 - a. Provide the name, title, credentials, location, and experience of the person(s) who would be assigned this task.
 - b. If this service will be provided by a sub-contractor, briefly provide information about the sub-contractor firm's experience and types of clientele.
6. With regard to your online ordering site:
 - a. Describe your customer service support specific to customer questions or troubleshooting related to the online ordering site. Please address: Where is your tech support located? Do you have any local tech support? When is tech support available? Which communication methods are supported for tech support (online chat, phone, email, etc.)?

6.f PROJECT APPROACH (Max 30 points)

Please provide a written response to the following questions. Brochures or references to online materials are not acceptable answers.

1. Describe how you would conduct an initial site audit to determine which products should be used for which application. Include in your response:
 - a. Your step-by-step approach.
 - b. The roles of participating Contractor staff and stakeholders, specifically your approach to working with the City's janitorial service provider.
 - c. How your initial site audit would factor in City budget constraints, specifically as it pertains to both product costs and janitorial service levels.
 - d. How your firm determines which product is best suited for the application and service level needs while meeting the City's Janitorial Product Specifications (Exhibit B).
 - e. How your approach addresses specific needs of janitorial workers.
 - f. How your approach addresses vulnerable building occupants.
2. Describe your approach to implementing the resulting Price Agreement building-by-building. In your answer, address:
 - a. Your step-by-step approach, including approximate timelines. Timelines should identify the size/type of building.
 - b. The number of buildings you can implement at the same time given the site audit and product performance review requirements. Your answer should refer to the types and sizes of buildings that can be implemented at one time (distinguish between implementation at a community center vs. a 15-story office building vs. fire stations).
 - c. How you would ensure all stakeholders are on board and communicating.
 - d. How your firm would ensure a smooth transition to the new Price Agreement.
3. Describe your approach to conducting post-implementation product performance reviews to ensure products are effective and meet the City Site Building Manager's, occupants', and

janitorial service workers' expectations for cleanliness, quality, and ease of use. Include in your response:

- a. Your step-by-step approach.
 - b. How you define clean by type of surface, including visual, tactile, and olfactory cues.
 - c. When you see a poorly cleaned surface, how do you determine the cause? How do you distinguish between product performance, service performance, or occupant behavior in terms of what might be the cause of the poor result?
 - d. How your approach would assist the City in effectively balancing cleanliness performance within City budget constraints.
4. Identify three unique reasons why your firm's approach to meeting the Price Agreement requirements will optimize the City's spend on janitorial supplies and potentially save money compared to current conditions.
 5. Describe any inventory management tools your firm can offer that would help City locations that have little-to-no storage area ensure adequate supply is delivered in time while preventing rush orders and product shortages.
 6. Describe your firm's return policy as it applies to products contained in this solicitation.
 7. Describe your firm's approach to helping the City standardize around certain products/product dispensers, waste containers, etc. while ensuring needs are met among buildings with diverse uses and activities. As part of your answer, specifically address:
 - a. Waste containers – what kind of incentives can you provide to encourage City Bureaus to standardize their containers?
 - b. Soap, towel, toilet paper, and related dispensers – what kind of incentives can your firm provide to aid City Bureaus when switching to a new product that requires new dispensers? Please refer to Part I, Section B.11 and specifically address incentives (in addition to providing dispensers at no additional cost) that could offset dispenser installation labor costs incurred by the City.
 8. What kind of incentives and/or support can your firm provide to help City Bureaus manage old inventory while transitioning to the new Price Agreement? How do your firm's incentives/support solutions prevent a mix of old and new inventory that may not be compatible and/or may cause end-user confusion due to different product application techniques, color coding, etc.? How does your approach prevent waste, both in terms of unused product and the capital that the existing inventory represents?

6.g TRAINING (Max 10 points)

Please provide a written response to the following questions. Brochures or references to online materials are not acceptable answers.

1. Describe your firm's experience coordinating and executing product training for third-party janitorial staff. How will your approach build a collaborative relationship with the third-party janitorial service provider?
2. Describe how your firm will meet the needs of City staff or janitorial staff that need to be trained during alternative work hours (outside a Monday-Friday, 8am to 5pm schedule).
3. Describe your firm's experience training janitorial staff with different education levels, literacy levels, learning styles, and native languages. How will your firm will ensure that training materials are appropriate for the learning styles of the trainees?
4. Describe how your firm will track and document trainee participation.
5. Describe your training approach for the "Multi-Surface Cleaner – Concentrate" product you are proposing on the Core Item List in Attachment C (Offer Sheet 1, Line #1). Include example

training materials for this product (the example training materials will not count toward your proposal page maximum).

6.h ONLINE ORDERING AND REPORTING (Max 25 points)

Please provide a written response to the following questions. Brochures or references to online materials are not acceptable answers.

1. Describe your firm's online ordering, accounting/invoice, and usage report capabilities as it relates to establishing and managing an umbrella account with multiple sub-accounts.
2. Provide an example itemized invoice (one month timeframe) from a current account similar in size and scope to the City. (the itemized invoice example will not count toward your proposal page maximum)
3. Address how your online ordering site meets the different user authorization levels and a multi-step order/approval process requirements as described in this section.
4. Provide a step-by-step description of your online "bulk order" feature.
5. Describe how your online payment system meets the Payment Card Industry-Data Security Standard (PCI-DSS).
6. Describe your user data storage, back-up, and recovery systems and procedures.
7. Describe your firm's staff and equipment resources for maintaining the online catalog & ordering systems. Include timeframes/guarantees for dealing with "down" sites as well as how your firm ensures content is up to date.
8. Does your online ordering site currently include downloadable MSDSs for applicable products? If not, how do you propose to provide online (24/7) access to MSDSs for City (and janitorial) staff? Include in your response how your firm ensures available MSDSs are up-to-date.
9. Does your online ordering site have the capability to restrict items from being ordered by an end-user (or type of enduser)? If so, describe how you would implement a City request to restrict (or block) certain products from being ordered.
10. Provide an example usage report (one month timeframe) from a current account similar in size and scope to the City. The example should include usage from multiple buildings. (the usage report example will not count toward your proposal page maximum)
11. If available, provide the website URL and a "view only" login user name and password to your online ordering website.

6.i PRICE PROPOSAL (Max 35 points)

Complete and submit Attachment C – Offer Form in a Microsoft Excel compatible format. All proposed products must meet the product specifications listed in Exhibit B – Janitorial Product Specifications. All standard shipping and delivery costs shall be incorporated into the item price. Case volumes of proposed products must represent a size that would reasonably be ordered by City end-users. For all concentrate items that are subject to "portable, closed-loop dilution & dispensing system" requirements per Exhibit B, non-reusable dispensing equipment shall be made available at no additional cost throughout the resulting Price Agreement and reusable dispensing equipment shall be made available at no additional cost at the initial set-up of using the applicable product (replacement reusable dispensing equipment may be subject to a charge). This also applies to accessories reasonably needed to accommodate portable systems such as water hook-up kit/adapters and spray-bottle-fill nozzles. "Reusable dispensing equipment" means those products reasonably needed to effectively use the portable systems that can be reused indefinitely across multiple UOMs of concentrate product.

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Exhibit B

Janitorial Product Specifications

1. INTRODUCTION

All products supplied under the resulting Price Agreement for which there is an applicable specification shall comply with these specifications. The City may update the Janitorial Product Specifications as green building or cleaning product standards change or as best practices evolve. In some instances, the specification references a specific product. This reference is only included to help define the product type and is not intended to restrict compliance with the specification to that particular brand/product. The product specification may include two parts:

- a. Dispenser Specification – required dispensing solution
- b. Chemical or Material Specification – required third-party specifications, prohibited ingredients, or other required attributes.

2. EXCEPTION REQUESTS

On a building-by-building basis, exceptions may be granted by the City according to the following:

- a. The Contractor shall submit a product exception request form (Exhibit D) to the applicable City Site Building Manager and Sustainability Coordinator. Product exceptions shall be approved by the applicable City Site Building Manager in consultation with the Sustainability Coordinator.

3. ACRONYMS USED IN THIS SPECIFICATION

BPI	Biodegradable Products Institute
CRI	Carpet & Rug Institute
EPA	U.S. Environmental Protection Agency
EPA DfE:	U.S. Environmental Protection Agency Design for the Environment Program
FIFRA	Federal Insecticide, Fungicide and Rodenticide Act
PCF	Processed Chlorine Free
PCW	Post-Consumer Waste Recycled Content
RTU:	Ready-To-Use (non-concentrate, no dilution recommended/required)
SCAQMD	South Coast Air Quality Management District

4. DEFINITIONS OF TERMS USED IN THIS SPECIFICATION

- a. Asthmagen - a substance designated as an asthma causing agent by the Association of Occupational and Environmental Clinics (AOEC), which after review by AOEC have met the AOEC sensitization criteria.

5. CITY JANITORIAL PRODUCT SPECIFICATIONS

MULTI-SURFACE CLEANER - CONCENTRATE.....	2
BATHROOM CLEANER & DESCALER - CONCENTRATE	3
CREAM CLEANSER – RTU.....	3
WATERLESS URINAL CLEANER – (CONCENTRATE OR RTU)	3
GLASS CLEANER – RTU	4
SANITIZER –FOOD CONTACT - RTU	4
SANITIZER – GENERAL (NON-FOOD CONTACT) - CONCENTRATE.....	4
DISINFECTANT (CONCENTRATE OR RTU).....	5
HAND SOAP	5
HAND SOAP – INDUSTRIAL/HEAVY DUTY	5
BODY WASH (CARTRIDGES)	6
INSTANT HAND SANITIZER - WATERLESS.....	6
HEAVY-DUTY DEGREASER - CONCENTRATE.....	6

ODOR DIGESTER, ODOR CONTROL (RTU OR CONCENTRATE).....	7
CARPET CLEANER/PRE-SPRAY CLEANER (CONCENTRATE)	7
CARPET SPOT/STAIN REMOVER, GENERAL USE (RTU)	7
RESILIENT FLOOR STRIPPER (CONCENTRATE).....	8
RESILIENT FLOOR FINISH (RTU).....	8
FLOOR SEALER (RTU).....	8
DISH SOAP (RTU).....	8
AUTOMATIC DISHWASHER DETERGENT (RTU)	8
LAUNDRY DETERGENT (RTU).....	9
URINAL BLOCKS/MATS/SCREENS.....	9
WATERLESS URINAL CARTRIDGE PACKS.....	9
DEICER (RTU).....	9
GRAFFITI REMOVER (RTU)	9
METAL POLISH (RTU).....	10
COIL CLEANER	10
CAN LINERS, COMPOSTABLE	10
CAN LINERS.....	10
PAPER TOWELS	10
BATHROOM TISSUE – 2 PLY	11
BATHROOM TISSUE – 1 PLY	11
TOILET SEAT COVERS.....	11
PAPER NAPKINS	11
DISPOSABLE INDUSTRIAL WIPER - DRY	11

Product Type:	Multi-Surface Cleaner - Concentrate
Description:	All-in-one product for use on almost every surface, including glass. Different dilution ratios are used according to the surface to be cleaned.
Example:	Diversey Alpha-HP
Dispenser Specification:	No wall-mounted dispensers. Product must be supplied with a <u>portable, closed-loop dilution & dispensing system</u> , either integrated into product packaging or attached separately. If attached separately, it must be an easy, one or two step process to attach, where end-user would not come in contact with the concentrated chemical at any time when used according to manufacturer instructions. The portable dilution control system shall accommodate a direct connection to a water supply hose and have a spout that accommodates bottle filling. Portable dispensers must incorporate built-in metering guides for end-users.
Chemical Specification:	<ol style="list-style-type: none"> 1. No ingredients that have been identified as asthmagens; 2. No added fragrance; 3. Green Seal GS-37 certified; <i>and/or</i> Environmental Choice CCD-146 certified.

Product Type:	Bathroom Cleaner & Descaler - Concentrate
Description:	Surface cleaner specifically formulated to remove soap scum and hard water deposits.
Example:	Diversey Crew Bathroom Cleaner & Scale Remover
Dispenser Specification:	No wall-mounted dispensers. Product must be supplied with a <u>portable, closed-loop dilution & dispensing system</u> , either integrated into product packaging or attached separately. If attached separately, it must be an easy, one or two step process to attach, where end-user would not come in contact with the concentrated chemical at any time when used according to manufacturer instructions. The portable dilution control system shall accommodate a direct connection to a water supply hose and have a spout that accommodates bottle filling. Portable dispensers must incorporate built-in metering guides for end-users.
Chemical Specification:	<ol style="list-style-type: none"> 1. No ingredients that have been identified as asthmagens; 2. No added fragrance; 3. Green Seal GS-37 certified; <i>and/or</i> Environmental Choice CCD-146 certified.

Product Type:	Cream Cleanser – RTU
Description:	Surface cleaner specifically formulated to remove stubborn build-up and stains on porcelain, ceramic, stainless steel, chrome, Formica® and fiberglass.
Example:	Diversey Emerel Plus Crème Cleaner
Dispenser Specification:	None.
Chemical Specification:	<ol style="list-style-type: none"> 1. No ingredients that have been identified as asthmagens; 2. No added fragrance; 3. Environmental Choice CCD-146 certified; <i>and/or</i> EPA DfE labeled; <i>and/or</i> Green Seal GS-37 certified.

Product Type:	Waterless Urinal Cleaner – (Concentrate or RTU)
Description:	Non-emulsifying cleaner suitable for cleaning waterless urinals without compromising the waterless urinal cartridge sealant/membrane.
Example:	Spartan Waterfree Urinal Cleaner
Dispenser Specification:	(For Concentrate) No wall-mounted dispensers. Product must be supplied with a <u>portable, closed-loop dilution & dispensing system</u> , either integrated into product packaging or attached separately. If attached separately, it must be an easy, one or two step process to attach, where end-user would not come in contact with the concentrated chemical at any time when used according to manufacturer instructions. The portable dilution control system shall accommodate a direct connection to a water supply hose and have a spout that accommodates bottle filling. Portable dispensers must incorporate built-in metering guides for end-users. (For RTU) – Non-aerosol
Chemical Specification:	<ol style="list-style-type: none"> 1. Must not compromise waterless urinal cartridge sealant/membrane 2. No quaternary ammonium compounds, triclosan, triclocarban, pine oil, ortho-phenylphenol, or chlorine ingredients; 3. No ingredients that have been identified as asthmagens; 4. Active Ingredient is limited to: Accelerated H₂O₂; <i>or</i> H₂O₂; <i>or</i> Citric, Lactic, or Caprylic Acid. 5. Comply with California Code of Regulations maximum allowable VOC levels for the specific product category

Product Type:	Glass Cleaner – RTU
Description:	Ready-to-use glass cleaner for everyday cleaning of windows and mirrors.
Example:	Seventh Generation Natural Glass & Surface Cleaner: Free & Clear
Dispenser Specification:	Non-aerosol.
Chemical Specification:	<ol style="list-style-type: none"> 1. No ammonia; 2. No added fragrance; 3. No ingredients that have been identified as asthmagens; 4. Environmental Choice CCD-146 certified; <i>and/or</i> EPA DfE labeled; <i>and/or</i> Green Seal GS-37 or GS-8 certified.

Product Type:	Sanitizer –Food Contact - RTU
Description:	Substance used to reduce microorganisms (mainly bacteria) on hard surfaces to a safe level, generally achieving a 99.999% reduction. Efficacy within 1 minute.
Example:	BioSafe Systems SaniDate RTU (H2O2 + PAA) Seventh Generation Disinfecting Multi-Surface Cleaner RTU (Thymol)
Dispenser Specification:	Non-aerosol.
Chemical Specification:	<ol style="list-style-type: none"> 1. Must be registered with the U.S. EPA under FIFRA; 2. No quaternary ammonium compounds, triclosan, triclocarban, pine oil, ortho-phenylphenol, or chlorine ingredients; 3. No ingredients that have been identified as asthmagens; 4. Active Ingredient is limited to: Thymol; <i>or</i> H2O2 + Peracetic Acid (PAA).

Product Type:	Sanitizer – General (non-food contact) - Concentrate
Description:	Substance used to reduce microorganisms (mainly bacteria) on hard surfaces to a safe level, generally achieving a 99.9% reduction. Efficacy within 5 minutes.
Example:	Diversey Alpha HP @ 1:128 dilution (Accelerated H2O2)
Dispenser Specification:	No wall-mounted dispensers. Product must be supplied with a <u>portable, closed-loop dilution & dispensing system</u> , either integrated into product packaging or attached separately. If attached separately, it must be an easy, one or two step process to attach, where end-user would not come in contact with the concentrated chemical at any time when used according to manufacturer instructions. The portable dilution control system shall accommodate a direct connection to a water supply hose and have a spout that accommodates bottle filling. Portable dispensers must incorporate built-in metering guides for end-users.
Chemical Specification:	<ol style="list-style-type: none"> 1. Must be registered with the U.S. EPA under FIFRA; 2. No quaternary ammonium compounds, triclosan, triclocarban, pine oil, ortho-phenylphenol, or chlorine ingredients; 3. No ingredients that have been identified as asthmagens; 4. Active Ingredient is limited to: Accelerated H2O2; <i>or</i> H2O2; <i>or</i> Citric, Lactic, or Caprylic Acid.

Product Type:	Disinfectant (Concentrate or RTU)
Description:	Substance used on non-porous surfaces to destroy fungi and bacteria. Intended to kill 99.999% of surface microbes. Efficacy within 10 minutes.
Example:	Diversey Oxivir® Five 16 – Concentrate Diversey Oxivir® Tb - RTU
Dispenser Specification:	(For Concentrate) No wall-mounted dispensers. Product must be supplied with a <u>portable, closed-loop dilution & dispensing system</u> , either integrated into product packaging or attached separately. If attached separately, it must be an easy, one or two step process to attach, where end-user would not come in contact with the concentrated chemical at any time when used according to manufacturer instructions. The portable dilution control system shall accommodate a direct connection to a water supply hose and have a spout that accommodates bottle filling. Portable dispensers must incorporate built-in metering guides for end-users. (For RTU) – Non-aerosol
Chemical Specification:	<ol style="list-style-type: none"> 1. Must be registered with the U.S. EPA under FIFRA; 2. Must be registered to be effective against: bloodborne pathogens HIV & HBV; athletes foot fungus; and norovirus. 3. No quaternary ammonium compounds, triclosan, triclocarban, pine oil, ortho-phenylphenol, or chlorine ingredients; 4. No ingredients that have been identified as asthmagens; 5. Active Ingredient is limited to: Accelerated H2O2; <i>or</i> H2O2; <i>or</i> Citric, Lactic, or Caprylic Acid. 6. Comply with California Code of Regulations maximum allowable VOC levels for the specific product category

Product Type:	Hand Soap
Description:	Liquid or foam hand soap for general purpose use.
Example:	Deb AeroRose™ FREE
Dispenser Specification:	No “pour and fill” bulk dispensers (e.g. dispensers that are refilled by pouring bulk soap directly into dispenser)
Chemical Specification:	<ol style="list-style-type: none"> 1. No antimicrobial, antibacterial, or EPA-registered chemical ingredients; 2. No ingredients that have been identified as asthmagens; 3. No added fragrance; 4. Environmental Choice CCD-104 certified; <i>and/or</i> EPA DfE labeled; <i>and/or</i> Green Seal GS-41 certified.

Product Type:	Hand Soap – Industrial/Heavy Duty
Description:	Powder or coarse-liquid hand soap for removing tree sap, paint, printer’s ink, grease, oil, and other industrial products from hands.
Example:	Worx All Natural Hand Cleaner
Dispenser Specification:	None.
Chemical Specification:	<ol style="list-style-type: none"> 1. No antimicrobial, antibacterial, or EPA-registered chemical ingredients; 2. No ingredients that have been identified as asthmagens; 3. No tree nuts, peanuts, or legume shells; 4. Environmental Choice CCD-104 certified; <i>and/or</i> EPA DfE labeled; <i>and/or</i> Green Seal GS-41 certified.

Product Type:	Body Wash (Cartridges)
Description:	Foam or liquid body wash for locker room applications.
Example:	GOJO Citrus Ginger Foam Hand & Showerwash
Dispenser Specification:	Wall-mounted dispensers suitable for soap cartridge refills. No bulk soap dispensers.
Chemical Specification:	<ol style="list-style-type: none"> 1. No antimicrobial, antibacterial, or EPA-registered chemical ingredients; 2. No ingredients that have been identified as asthmagens; 3. Environmental Choice CCD-104 certified; <i>and/or</i> Green Seal GS-41 certified.

Product Type:	Instant Hand Sanitizer - Waterless
Description:	Liquid or foam hand sanitizer for use without water.
Example:	GOJO Purell Instant Hand Sanitizer
Dispenser Specification:	None.
Chemical Specification:	<ol style="list-style-type: none"> 1. No added fragrance; 2. No ingredients that have been identified as asthmagens; 3. No quaternary ammonium compounds, triclosan, triclocarban, pine oil, ortho-phenylphenol, or chlorine ingredients; 4. Active Ingredient limited to alcohol-based chemicals such as ethyl alcohol. 5. Must contain at least 60% alcohol. 6. Environmental Choice CCD-170 Certified.

Product Type:	Heavy-Duty Degreaser - Concentrate
Description:	Surface cleaner specifically formulated to remove petroleum-based oils, vegetable and animal fats from a variety of hard surfaces.
Example:	Enviro-Solutions ES 75 Heavy Duty Degreaser/Cleaner
Dispenser Specification:	No wall-mounted dispensers. Product must be supplied with a <u>portable, closed-loop dilution & dispensing system</u> , either integrated into product packaging or attached separately. If attached separately, it must be an easy, one or two step process to attach, where end-user would not come in contact with the concentrated chemical at any time when used according to manufacturer instructions. The portable dilution control system shall accommodate a direct connection to a water supply hose and have a spout that accommodates bottle filling. Portable dispensers must incorporate built-in metering guides for end-users.
Chemical Specification:	<ol style="list-style-type: none"> 1. Non-Butyl; 2. Solvent Free; 3. No ingredients that have been identified as asthmagens; 4. EPA DfE labeled; <i>and/or</i> Environmental Choice CCD-110 or CCD-146 certified; <i>and/or</i> Green Seal GS-34 or GS-37 certified

Product Type:	Odor Digester, Odor Control (RTU or Concentrate)
Description:	Product uses microbial components or enzymes to break down organic soil and remove odor sources caused by urine, feces, blood, vomit, food spills, garbage and grease.
Example:	Enviro-Solutions ES 100 Bio-Active Odor Eliminator for Washrooms
Dispenser Specification:	(For Concentrate) No wall-mounted dispensers. Product must be supplied with a <u>portable, closed-loop dilution & dispensing system</u> , either integrated into product packaging or attached separately. If attached separately, it must be an easy, one or two step process to attach, where end-user would not come in contact with the concentrated chemical at any time when used according to manufacturer instructions. The portable dilution control system shall accommodate a direct connection to a water supply hose and have a spout that accommodates bottle filling. Portable dispensers must incorporate built-in metering guides for end-users. (For RTU) – Non-aerosol
Chemical Specification:	<ol style="list-style-type: none"> 1. Biologically-based; 2. No ingredients that have been identified as asthmagens; 3. Environmental Choice CCD-107 certified; <i>and/or</i> Green Seal GS-53 certified.

Product Type:	Carpet Cleaner/Pre-spray Cleaner (Concentrate)
Description:	Carpet cleaner suitable for all types of carpet and can be used as a pre-spray prior to using carpet cleaning extraction equipment.
Example:	Staples SE62 Carpet Cleaner
Dispenser Specification:	No wall-mounted dispensers. Product must be supplied with a <u>portable, closed-loop dilution & dispensing system</u> , either integrated into product packaging or attached separately. If attached separately, it must be an easy, one or two step process to attach, where end-user would not come in contact with the concentrated chemical at any time when used according to manufacturer instructions. The portable dilution control system shall accommodate a direct connection to a water supply hose and have a spout that accommodates bottle filling. Portable dispensers must incorporate built-in metering guides for end-users.
Chemical Specification:	<ol style="list-style-type: none"> 1. Suitable for all types of extraction machines and carpet types 2. Low-odor 3. Low-foam 4. Non-residue 5. EPA DfE labeled; <i>and/or</i> Environmental Choice CCD-148 certified; <i>and/or</i> Green Seal GS-37 certified

Product Type:	Carpet Spot/Stain Remover, General Use (RTU)
Description:	Surfactant based, used for common stains in office, general-use areas such as: ground-in dirt, coffee, food, soft drinks, ink, vomit, blood, etc.
Example:	Enviro-Solutions ES 92 - RTU Super H2O2 Carpet Spot & Stain Remover
Dispenser Specification:	Non-aerosol.
Chemical Specification:	<ol style="list-style-type: none"> 1. CRI Seal of Approval Product. 2. No added fragrance. 3. EPA DfE labeled; <i>and/or</i> Environmental Choice CCD-148 certified; <i>and/or</i> Green Seal GS-37 certified

Product Type:	Resilient Floor Stripper (Concentrate)
Description:	Product designed to remove floor finish from resilient flooring.
Example:	Diversey Pro Strip™ SC High Efficiency Floor Stripper
Dispenser Specification:	No wall-mounted dispensers. Product must be supplied with a <u>portable, closed-loop dilution & dispensing system</u> , either integrated into product packaging or attached separately. If attached separately, it must be an easy, one or two step process to attach, where end-user would not come in contact with the concentrated chemical at any time when used according to manufacturer instructions. The portable dilution control system shall accommodate a direct connection to a water supply hose and have a spout that accommodates bottle filling. Portable dispensers must incorporate built-in metering guides for end-users.
Chemical Specification:	<ol style="list-style-type: none"> 1. Must be compatible with proposed floor finish product. 2. Low-Odor 3. Environmental Choice CCD-147 certified; <i>and/or</i> Green Seal GS-40 certified

Product Type:	Resilient Floor Finish (RTU)
Description:	Floor finish designed for high traffic resilient flooring.
Example:	Diversey Aquaria® Floor Finish
Dispenser Specification:	None.
Chemical Specification:	<ol style="list-style-type: none"> 1. Must be compatible with proposed floor stripper product. 2. Slip resistance: Shall have a static coefficient of friction of at least 0.5 as measured by either ASTM International (ASTM) D2047-99 or Underwriters Laboratories Method 410. 3. Environmental Choice CCD-147 certified; <i>and/or</i> Green Seal GS-40 certified

Product Type:	Floor Sealer (RTU)
Description:	For use on Terrazzo and similar flooring types.
Example:	Enviro-Solutions ES 82 Barricade Sealer/Floor Finish
Dispenser Specification:	None
Chemical Specification:	<ol style="list-style-type: none"> 1. Water-based, acrylic polymer 2. Low-VOC, low-odor 3. Slip resistance: Shall have a static coefficient of friction of at least 0.5 as measured by either ASTM International (ASTM) D2047-99 or Underwriters Laboratories Method 410.

Product Type:	Dish Soap (RTU)
Description:	Soap for hand washing dishes.
Example:	Seventh Generation Hand Dish Liquid: Free & Clear
Dispenser Specification:	None.
Chemical Specification:	<ol style="list-style-type: none"> 1. No Added Fragrance 2. EPA DfE labeled; <i>and/or</i> Environmental Choice CCD-146 certified

Product Type:	Automatic Dishwasher Detergent (RTU)
Description:	Dish detergent for automatic dishwashers.
Example:	Seventh Generation Automatic Dishwasher Detergent Pacs: Free & Clear
Dispenser Specification:	None.
Chemical Specification:	<ol style="list-style-type: none"> 1. No Added Fragrance 2. EPA DfE labeled; <i>and/or</i> Environmental Choice CCD-146 certified

Product Type:	Laundry Detergent (RTU)
Description:	Liquid or powder laundry detergent suitable for both high-efficiency and non-high efficiency clothes washers.
Example:	Ecos Free & Clear Liquid Laundry Detergent
Dispenser Specification:	None.
Chemical Specification:	1. No Added Fragrance 2. EPA DfE labeled; <i>and/or</i> Environmental Choice CCD-105 certified

Product Type:	Urinal Blocks/Mats/Screens
Description:	Reduce odor associated with urinals.
Example:	Enviro-Solutions ES 230 Bio-Cleaning & Deodorizing Urinal Blocks
Dispenser Specification:	None.
Chemical Specification:	1. Does not contain para-dichlorobenzene 2. Low-odor (minimal added fragrance)

Next time: spec non-PVC screens & low-VOC per CA rules

Product Type:	Waterless Urinal Cartridge Packs
Description:	Cartridge provides seal between urinal surface and drain; traps odors.
Example:	Falcon replacement cartridge pack
Dispenser Specification:	None.
Product Specification:	1. Cartridge must be compatible with Falcon or Sloan waterless urinals 2. Cartridge must provide a locked and sealed barrier to the drain 3. 100% biodegradable sealant 4. Each cartridge pack shall include a cartridge, sealant liquid, installation/removal tool, disposal bag & instructions

Product Type:	Deicer (RTU)
Description:	Deicer suitable for walkways.
Example:	CP Industries Superior Sno-n-Ice Melter
Dispenser Specification:	None.
Chemical Specification:	1. No calcium chloride or sodium chloride 2. EPA DfE Labeled

Product Type:	Graffiti Remover (RTU)
Description:	Cleaner suitable for removing many forms of graffiti (ballpoint ink, crayon, lipstick, waxes, magic markers, permanent marker, paint) from a variety of surfaces (hard and soft woods, metals, stone, brick, marble, concrete, plastics and fiberglass)
Example:	Green Concepts 10 Graffiti Remover
Dispenser Specification:	Non-aerosol.
Chemical Specification:	1. EPA DfE Labeled; <i>and/or</i> Environmental Choice CCD-051 certified; <i>and/or</i> Green Seal GS-53 certified

Product Type:	Metal Polish (RTU)
Description:	Polish suitable for stainless steel, chrome, aluminum, brass, copper, and most other metal surfaces.
Example:	Enviro-Solutions ES 78+ Stainless Steel Cleaner & Furniture Cleaner/Polish
Dispenser Specification:	Non-aerosol.
Chemical Specification:	<ol style="list-style-type: none"> 1. No antimicrobial, antibacterial, or EPA-registered chemical ingredients; 2. Percent Volatile Organic Compound (VOC) by weight must not exceed 3%. 3. No Methylene Chloride, Perchloroethylene, or Trichloroethylene

Product Type:	Coil Cleaner
Description:	Coil cleaner for air conditioner units
Example:	Naturally Green Porcelain, Chrome and Coil Cleaner
Dispenser Specification:	Non-aerosol.
Chemical Specification:	<ol style="list-style-type: none"> 1. EPA DfE Labeled; <i>and/or</i> Green Seal GS-53 certified

Product Type:	Can Liners, Compostable
Description:	Compostable liners for interior food scrap collection containers; various sizes and gauges.
Example:	Heritage-BioTuf Compostable bag liners.
Packaging Specification:	Liners must be boxed. No rolled liners.
Material Specification:	<ol style="list-style-type: none"> 1. Must be on the Cedar Grove Commercially Accepted Product List; <i>and/or</i> BPI Certified Compostable

Product Type:	Can Liners
Description:	Interior and exterior can liners for a variety of waste or recycling containers. A variety of sizes, colors (clear, black, natural, and blue) and gauges.
Packaging Specification:	Liners must be boxed. No rolled liners.
Material Specification:	<ol style="list-style-type: none"> 1. Linear low-density polyethylene or high-density polyethylene

Product Type:	Paper Towels
Description:	Single-fold, multi-fold, or roll disposable towels for kitchen or restroom applications.
Example:	EcoSoft Green Seal 48300Multifold Natural White
Dispenser Specification:	None.
Material Specification:	<ol style="list-style-type: none"> 1. Minimum 40% PCW. 2. Unbleached or whitened by a chlorine-free process (PCF).

Product Type:	Bathroom Tissue – 2 ply
Description:	2-ply toilet tissue
Example:	EcoSoft Green Seal Bathroom Tissue 61990
Dispenser Specification:	None.
Material Specification:	1. Minimum 20% PCW. 2. Unbleached or whitened by a chlorine-free process (PCF).

Product Type:	Bathroom Tissue – 1 ply
Description:	1-ply toilet tissue, interfold, single stack, one-sheet-at-a-time dispensing
Example:	Kimberley Clark 48180 SCOTT® Hygienic Bathroom Tissue
Dispenser Specification:	Single stack interfolded tissue dispenser, wall mount
Material Specification:	1. Minimum 20% PCW. 2. Unbleached or whitened by a chlorine-free process (PCF).

Product Type:	Toilet Seat Covers
Description:	½ fold flushable, paper toilet seat cover
Example:	EcoSoft Green Seal Toilet Seat Cover
Dispenser Specification:	None.
Material Specification:	1. Minimum 20% PCW. 2. Unbleached or whitened by a chlorine-free process (PCF).

Product Type:	Paper Napkins
Description:	Dispenser or lunch napkins.
Example:	North River ServRite II Dispenser Napkins
Dispenser Specification:	None.
Material Specification:	1. Minimum 30% PCW 2. Unbleached or whitened by a chlorine-free process (PCF).

Product Type:	Disposable Industrial Wiper - Dry
Description:	Heavy-duty single-use dry wiper for workshops, maintenance shops, etc.
Example:	Brawny Industrial 4 ply Wiper, 29050
Packaging Specification:	Pop-up dispensing box.
Material Specification:	1. No antimicrobial, antibacterial, or EPA-registered chemical ingredients; 2. Size is approximately 9" x 17"