

I. INTRODUCTION

1.0 SCOPE OF WORK: The successful Bidder shall provide graffiti removal from private property using solvent, pressure washing and/or paint-out for the City of Portland.

2.0 TECHNICAL REQUIREMENTS

2.1 GENERAL REQUIREMENTS: The City of Portland, Office of Neighborhood Involvement is seeking bids from firms and professional contractors with demonstrated experience in graffiti removal from private property as per the attached specifications and instructions. Firms must be able to determine which form of removal would provide the most efficient removal, with the least impact to the structure surface and the surrounding environment, at the least amount of cost to the City.

2.2 SERVICE SPECIFICATIONS:

A. CATEGORIES OF WORK:

- Unpainted Porous (Concrete, aggregate, wood, brick, etc.)
- Painted Surface
- Unpainted, non-porous surface or stickers
- Upper Level Unpainted Porous (above 1st floor but not requiring specialized lift equipment)
- Upper Level Painted (above 1st floor but not requiring specialized lift equipment)

B. REMOVAL SITE SIZE RANGES: Graffiti removal requested by the City of Portland will be categorized in the following size ranges. These size ranges shall be adhered to for pricing.

- 1) **SMALL:** 1 to 25 Square Feet
- 2) **MEDIUM:** 26 to 50 Square Feet
- 3) **LARGE:** 51+ Square Feet
- 4) Any site that involves removal of over 100 Square Feet of graffiti will be quoted on an individual basis.

C. SPECIAL PROJECTS: Quotes will be requested from the Contractor(s) for any services that:

- do not fall within the **Categories of Work** listed above
- include removal over 100 square feet
- include upper level work that requires specialized lift equipment
- include street closures
- include other special circumstances

D. Remove graffiti from a wide variety of surfaces as requested by Graffiti Abatement Coordinator via online referral system. Upon referral, Contractor shall assess each surface for the most efficient and effective method of removal with the least impact to the structure surface and the environment; methods shall include:

- 1) **WIPE-OFF WITH SOLVENT:** Use human health/environmentally-preferable products meeting at least one of the following criteria to wipe off graffiti from painted, coated, or non-porous surfaces, as long as graffiti is completely removed and the underlying surface is not damaged. Use harsher chemicals only as a last resort for stubborn, particularly challenging removals.

Criteria for Human Health/Environmentally-Preferable Graffiti Remover Products (from most preferable to least preferable)	
	Product Certified to Green Seal GS-53 Standard for Specialty Cleaning Products
	Product Certified to UL 2767 EcoLogo Standard for Paint & Varnish Remover

	Product Recognized by U.S. EPA DfE Program
	Products on the City of San Francisco's SFApproved List
	Water-Based Formulation & Non-Aerosol
	Non-Aerosol

2) PAINT OVER WITH CLOSELY MATCHED PAINT: Use Metro Recycled paint whenever feasible. Owner provided paint may also be used. Method of paint out shall be paint sprayer or roller application

3) POWER-WASH: Use a commercially manufactured self-contained power-washing unit with hot water capabilities and appropriate abrasive material, using the most water and energy-efficient means. If graffiti is on unpainted (unsealed) brick, concrete, aggregate or stone surface, power-washing shall be the method of removal unless an agreed upon alternative is identified and approved.

E. Removal of hate, racial, or bias graffiti shall receive the highest priority and should be addressed within one business day of notice of work to be performed.

F. RESPONSE TIME: Response time for all other types of graffiti expected as follows:

1) PAINTED SURFACES: Work to be started within 2 business days after notice to proceed is received. Painted surfaces may include painted wood, painted concrete, or other surface with a painted coating.

2) POROUS SURFACES: Work to be started within 3 business days after notice to proceed is received. Porous surfaces are unpainted concrete, aggregate, unpainted wooden fences, unpainted brick.

3) UPPER LEVEL: Upper level (above 1st floor) within 5 business days after notice to proceed is received.

G. Upon request from Graffiti Abatement Coordinator, provide estimates, and perform graffiti removal on properties under administrative warrant.

H. DATA REPORTING/TRACKING: Confirmation that the referral has been received and estimated time of removal is mandatory within 1 business day. Required information must be entered into a City of Portland database, which is maintained by the City, within five (5) business days of removal. Information to be included in the completion report shall consist of the following:

- "After" photo(s)
- Completion date
- Method of removal
- Cost
- Other relevant information, such as size of area cleaned, etc.

In addition, a monthly report will be provided listing the total square footage of graffiti removed. If any of the above removal, data reporting, or tracking steps are not completed adequately and in a timely manner, then appropriate consequences will be applied; including but not limited to suspension of payment until resolved, reduction in payment, notice to cure, suspension of graffiti removal referrals, or cancellation of Contract.

I. OTHER REQUIRED DUTIES:

- Provide price quotes for special requests as needed.
- Attend bi-monthly Graffiti Task Force meeting, participating and reporting on trends when appropriate. Attendance at bi-monthly graffiti task force is unpaid, but involves up to 90 minutes every other month.
- Cooperate with law enforcement in prosecution of vandals.
- Participate in one collaborative neighborhood cleanup per month, beginning in March and ending in October, to be paid at 4 hours per event, generally occurring on the fourth Saturday of the month. Amount paid for this event may be negotiated. This requirement may be less often if more than one contract is awarded; however, if not performing monthly cleanups, then the contractor will

identify other opportunities to engage and support community around addressing livability issues such as graffiti.

2.3 TRAINING AND SAFETY EXPECTATIONS: The Contractor shall ensure that all employees or subcontractors performing work for the City under the resulting Price Agreement receive initial and on-going training to guarantee safe use and handling of products and equipment. At a minimum, this shall include:

- A. Applicable OSHA trainings (including those related to use of ladders/performing upper-floor work)
- B. Importance of use of Personal Protection Equipment (PPE) Training (gloves, safety glasses, respirators, etc.)
- C. Product-specific training to ensure the proper and safe use of all chemicals and equipment. At a minimum this training should include:
 - 1) Product/equipment-specific PPE requirements
 - 2) **APPLICATION INFORMATION:** Approach, tools, and surface types suitable for each of the products and/or equipment.
 - 3) **TECHNIQUES:** Application techniques that minimize exposure to bystanders/general public.
 - 4) **WATERWAY RESTRICTIONS:** Information about any product/equipment use restrictions around open waterways.
 - 5) **POWER-WASHING EQUIPMENT:**
 - Information about using correct nozzle and pressure settings to use water efficiently.
 - Information about minimizing debris and wastewater runoff.
- D. Instructions regarding using the least-toxic method of graffiti removal first, before using harsh chemicals.

The Contractor is responsible for ensuring that employees and sub-contractors are adequately supplied with personal protection equipment to carry out assigned tasks.

2.4 TESTING NEW METHODS OF GRAFFITI REMOVAL: Upon request by the City, the Contractor shall participate in pilot-testing new methods of graffiti removal that are effective while reducing human and environmental exposure to harsh chemicals. Examples include testing alternatives to traditional power-washing such as those being tested as part of the [Institute for Research and Technical Assistance's \(IRTA\) safer graffiti management project](#).