

Scope of Work

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I. SCOPE OF SOLICITATION

Clemson University desires to enter a contract with an offeror to furnish labor, equipment and supplies for data center cleaning services resulting in the prevention of downtime and increasing the reliability of our data center while adhering to the sensitivity and safety of our mission critical operations.

AWARD

Award will be made to one Offeror. Award will be made to the lowest responsible and responsive bidder(s).

CONTRACT PERIOD - ESTIMATED

Initial Term: 02/28/2014 – 02/27/2015

Maximum Term: 02/28/2014 – 02/27/2019

Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award. The initial term of this agreement is one (1) year from the effective date as stated on the award document. At the end of the initial term, and at the end of each renewal term, this contract shall automatically renew for a period of one year, unless contractor receives notice that the University elects not to renew the contract at least thirty (30) days prior to the date of renewal. Said renewals may be less than, but will not exceed, four (4) additional one year periods. Regardless, this contract expires no later than the last date stated on the final statement of award.

Timeline for Project Initiation

The proposed timeline for first cleaning will be the week of March 17, 2014. This will be the week of Spring Break for students.

II. INSTRUCTIONS TO OFFERORS

Regardless of specific requirements below or in this document, Offerors are required to submit their proposal electronically through the Clemson University online bidding system. To do so you must login (registering first) at <https://sciqwest.ionwave.net/prod/default.aspx?company=clemson>, and

follow specific instructions for this solicitation. You should register several days in advance of the bid closing date so you can be approved and login in time to submit a response.

A. INFORMATION FOR OFFERORS TO SUBMIT - In addition to information requested elsewhere in this solicitation, Offerors should submit the following information for purposes of evaluation:

1. Sufficient documentation must be provided showing certifications and training in the proper cleaning procedures of a data center such as ADCCP, ASHRAE and ISO.

B. The successful Offeror shall provide satisfactory evidence of all required insurance coverage and licenses PRIOR TO PERFORMANCE.

III. SCOPE OF WORK / SPECIFICATIONS

A. Background

The Information Technology Center (ITC) is located in the Advanced Materials Research Park in Anderson, SC at 340 Computer Court. Directions may be found at <http://www.clemson.edu/systems/Dir2ITC/dir2itc.htm>. The ITC is the primary Data Center for Clemson University, housing the majority of Clemson's centralized, research and production systems. The Data Center contains 15,000 square feet of raised floor space which is the only area in the scope for these services. It is divided into main machine room spaces to include the production area of 10,000 square feet and the high performance computing area of 5,200 square feet. The type of floor is VCT, and there is 18" deep underflow. The production area is about 40% to capacity, and the high performance computing area is about 65% to capacity. The Data Center was professionally cleaned March 2013 with three annual cleanings prior to that.

B. Cleaning Requirements

Successful Offeror must furnish labor, equipment and supplies for tier 1 data center cleaning services resulting in the prevention of downtime and increasing the reliability of our data center while adhering to the sensitivity and safety of our mission critical operations. Cleaning services in a data center have to be carried out by controlled environment specialists that understand the data center dynamics and how to decontaminate these areas without causing downtime or microscopic long-term damage. Data Center Cleaners decontaminate (clean) equipment and supplies and their effects on different surfaces, energies and microscopic air particulate using testing instruments and specialized cleaning equipment and chemicals.

Since there are static, particulate, network signals and heat sources in the Data Center that can cause disastrous catastrophic loss of uptime to Clemson University, cause fires and Indoor Air Pollution – there are several standards that help keep these environments safe including: ASHRAE, Federal Stan 209e, ISO, NFPA, RFI, HFI and IEST Standards.

All areas are to be cleaned to a minimum of the ASHRAE and ISO standards.

1. Items to be Cleaned

Underfloor, top of floor and equipment must be cleaned along with vacuuming tops of racks. Area to be cleaned is approximately 15,000 square feet to include the following:

- a) **Subfloor Surface Cleaning** to reduce contamination build-up by cleaning under the raised floor area with approved vacuums and processes that are safe for data center environments.
- b) **Exterior Equipment Surface Cleaning** to reduce contamination build-up by cleaning the exterior of cabinets with approved vacuums and cleaning chemicals for data center environments.
- c) **Raised Floor Surface Cleaning** to clean the surface of the raised flooring by removing dirt and scuff marks with approved cleaning chemicals for data center environments.
- d) **Airborne Particle Count Sampling** to provide a sampling of the data center's airborne contamination levels using a laser air particle counter.

2. Frequency of Cleaning

Cleaning is performed one time per year normally during the University's Spring Break around March or April and must be completed in two (2) to three (3) business days.

Clemson University will notify successful offeror up to two weeks in advance to schedule each cleaning; however, the first cleaning will be scheduled for the week of March 17, 2014. Successful Offeror will be notified upon award of contract for scheduling the week of March 17, 2014.

C. Contractor Requirements:

1. Supervisor who is specially certified in data center cleaning must oversee the trained data center technicians during the entire process and must ensure outlined tasks are performed.
2. All equipment, products, supplies and chemicals used during the cleaning process must be certified safe for use in a data center environment.
3. Vacuum systems used during the cleaning process must be tested and certified ULPA (Ultra Low Penetration Air) and include Radio Frequency and Magnetic Frequency shielded motor housings.
4. Maintain documentation of training of all employees (RTK, OSHA, Hazardous Materials Identification, etc.)
5. Must provide sufficient staffing to complete the job in two (2) to three (3) business days.
6. Proof personnel have been tested for drug use. Background checks to ensure that individuals have no criminal record.
7. Workers and contractors must comply with all Clemson University rules and regulations.
8. Provide all tools, supplies, equipment and materials needed.
9. Must provide proof of insurance coverage with a minimum of \$1,000,000 coverage. Insurance coverage must include Commercial General Liability, Excessive/Umbrella Liability, Blanket Fidelity Bond, and Worker's Compensation and Employer Liability.
10. All personnel must be US Citizens or Green Card holders and must have state issued ID Card.

D. Job Requirements:

Facility is open 24/7; however, cleaning is preferred to be done beginning 7:30 – 8:30 AM ET Monday through Friday and can run 5:00 – 6:00 PM ET. Schedule is somewhat flexible; however, any changes must be approved by Clemson University. Clemson University does not shut down buildings during summer months. Must plan to service annually.

E. Review of Performance:

A designee of Clemson University and a designee of the successful offeror shall meet annually to review performance. A random written inspection of the work areas will be made by the CU designee and will be reviewed with the bidder's designee. Any substandard performance will result in a chargeback to the contractor of 10% of the annual rate for the services.

F. Security:

All employees must wear photo ID and uniforms that clearly identify them as employees of the successful offeror.

Exterior doors are to be unlocked only at times requested by the building security coordinator.

The successful offeror will be held responsible for all keys and access devices. Loss of those items will incur replacement cost potentially up to and including the cost to re-key the building.

The successful offeror will be expected to report any suspicious activity to NOC at 864-656-4634 immediately upon detection and contact CUPD at 864-656-2222 if the severity warrants escalation.

G. Optional Items:

The total of years 1-5 will be used for evaluation purposes; however, Clemson University would like the option to add additional data center cleaning services to the contract at any time during the contract term to encompass the following:

- a) **Interior Server Cabinet Cleaning** to reduce contamination build-up inside server cabinets with approved vacuums and cleaning chemicals for data center environments.

IV. TERMS AND CONDITIONS – SPECIAL

Intentionally Omitted – Not Applicable

V. APPENDICES TO SCOPE OF WORK

Intentionally Omitted – Not Applicable

VI. BIDDING SCHEDULE

BID IN ENGLISH & DOLLARS - Offers submitted in response to this solicitation shall be in the English language and in US dollars

Although this is an annual contract with the option to renew for four additional years at one-year intervals, Clemson University will be basing the evaluation on the potential five-year contract costs as identified below. Please transfer amount highlighted in yellow below to Line Item #1 in Online Bidding System for evaluation purposes. Please complete the tables below and attach in Online Bidding System under the “Response Attachments” tab for evaluation purposes. Failure to complete and attach to online bidding system may result in rejection of offer.

	<i>Cost</i>					
<i>Cost Component</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>	<i>Year 4</i>	<i>Year 5</i>	<i>Total</i>
Annual Cost of Cleaning Data Center as outlined in Section III, Scope of Work.						

The items below are optional items that may be or may not be acquired during the contract term. These items are only optional and will not be used for evaluation purposes.

<i>OPTIONAL ITEMS</i>	<i>Cost</i>					
<i>Cost Component</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>	<i>Year 4</i>	<i>Year 5</i>	<i>Total</i>
Annual Cost of Cleaning Interior Server Cabinets as outlined in Section III, Scope of Work, G-Optional Items, (a).						