**01820 – Flooring and Installation Services**

**Performance Requirements**

1. **Customer Service**

* Contractor shall acknowledge Purchaser job quote requests within one (1) business day of request and, within three (3) business days, schedule a job quote request with Purchaser (e.g., schedule site visit).
* Contractor shall, unless otherwise agreed upon by Purchaser, meet on site with Purchaser to consult and measure within fourteen (14) calendar days of Purchaser’s job quote request.
* Contractor shall, unless otherwise agreed upon by Purchaser, provide to Purchaser a full and complete job quote within twenty-one (21) calendar days of Purchaser’s job quote request.

1. **Schedules**. Schedules will be agreed upon between the Purchaser and the Contractor and will follow the below guidelines at a minimum:

* If there will be a delay or cancellation in the agreed upon schedule, Contractor must provide notice to the Purchaser two (2) business days in advance.
* Contractor will report any delivery delay whatsoever to the Purchaser, as well as its cause, within two (2) hours after Contractor is able to reasonably determine there will be a delay; the report will be provided to Purchaser by telephone or e-mail. Contractor will keep Purchaser fully informed and will take all reasonable action in eliminating the cause of delay.
* Contractor shall pickup any items marked for return within three (3) business days.

1. **Product Offering and Installation Specifications**

* Contractor must recommend any awarded phthalate-free items to the Purchaser prior to accepting an order for any items containing phthalates.
* The awarded bidder(s) must clearly and accurately label environmentally preferred products and services (EPPs) offered.
* Products installed under the resulting contract must meet or exceed the manufacturer’s installation instructions and recommendations including any special precautions, and industry recommended best practices.
* Installation must meet or exceed any applicable state and local building codes, requirements, or standards.
* Installers must have a minimum of 5 years’ experience installing floor covering materials, including but not limited to carpet and resilient flooring materials, and be an approved installer by the flooring manufacturer if applicable.
* Contractor shall take extreme care to limit noise at all times the building is occupied. Loud or unnecessary conversation shall be avoided. Playing of music is only permissible if the volume is low enough not to be heard outside the immediate area. Noise, which Purchaser shall determine is disturbing or disruptive to occupants, shall be scheduled for periods when the building is not occupied.

1. **Disposal (Category 1 – Carpet, only)**
   * All existing carpet and carpet padding must be taken to a recycling facility that accepts carpet for recycling unless otherwise required by law. Recycling means turning any manufacturer’s old carpet or carpet components into new carpet or other consumer products.
   * Contractor shall provide proof of reclamation at Purchaser’s request.
   * For more information please see clause 5.15 of the Contract.